



THE GRAND DRAGON
Ladakh

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ARRIVAL

- Our hotel owned cars will be thoroughly sanitised internally and externally prior to each guest transfer and will be equipped with sanitising products for your use.
- Chauffeurs will wear face masks, disposable gloves and face shields.
- Doorman and managers will greet guests with folded hands (Julley), while maintaining a safe distance, with no physical contact.
- Hand sanitisers/disinfectant wipes and disposable masks will be available at the entrance of the lobby.
- All guests will undergo temperature checks in the porte cochère before entering the hotel. Guests running a temperature of more than 99°F will be met by a hotel doctor to provide medical assistance and advise further course of action.
- Handbag trays will be sanitised after every baggage scan.
- Hotel umbrellas will be disinfected after each use.
- All guides / local agents will undergo temperature checks at the porte cochère upon their arrival.
- Any visitors with a temperature of more than 99°F will not be permitted to enter the hotel. Face masks will be mandatory and available for anyone who does not have one.
- All baggage will be sanitised on arrival with correctly formulated disinfectant and the baggage scanning machine will be disinfected at regular intervals.
- Each guest will find in their rooms a hand sanitiser for their personal use and Disposal masks.



CHECK-IN EXPERIENCE

CHECK-OUT EXPERIENCE



- Guests arriving from restricted countries or regions will be required to share detailed information, as prescribed by the Ministry of Tourism's protocols, prior to arrival.



- All information required for registration will be requested in advance to reduce the time spent upon arrival.



- Digitised check-out formalities with e-bills and online payments will be available on request.

- Guests are requested to advise check-out plans at least 60 minutes in advance so that the bills can be prepared in time for the check-out.

- Face Masks, gloves and sanitizers will be available on disposal at every corner of hotel for guest use

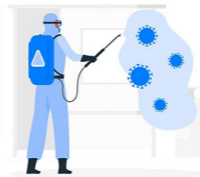


HOUSEKEEPING

- There will be continuous cleaning and sanitisation of all touch points in the lobby and other public areas such as counter tops, telephones, door handles, elevator buttons, railings and lobby & guest corridor furniture.
- Rugs will be vacuumed and floors mopped with disinfectant solution every two hours.
- In case of a double door at the entrance, one set of doors will be left open so that guests do not have to touch door handles.
- Ash urns in smoking areas will be cleaned and sanitised every thirty minutes.
- Signage will be present in the lobby for maintaining safe distances from staff and other guests.
- Hand sanitisers will be available at all counters, cloakrooms, restaurants, guest corridors and guest rooms.
- Unused room linen and bath linen will also be sent to the laundry on departure.



- Staff members stationed both outside and inside cloakrooms will ensure no more than 25% capacity at any time so that safe distances are maintained.
- Deep cleaning of rooms will be done with extra focus on surfaces such as door handles, knobs, remote controls, writing table tops, switches, telephones, WC flush handles, health faucets, vanity counters and floors.
- Pillows, cushions, sheets, sheet protectors, shower curtains, duvets and all linen will be sent to the laundry for cleaning after each guest departure.
- Heavy curtains, sheer curtains, blinds, rugs, upholstered furniture and head board clad with fabric will be deep cleaned after every departure.
- In occupied rooms all used glassware will be washed in a dishwasher for high temperature cleaning at above 80°C. All the glassware in the room and mini bar will also be washed in a dishwasher using the same process and only then placed in the room, prior to check-in.
- Hand rail, staircase and staircase landing in fire exit areas will be cleaned every day.



RESTAURANTS TERRACE AND LOUNGE

- Restaurant seating will be reconfigured to ensure safe distances.
- Staff will wear disposable gloves, face masks and face shields. These will be changed upon returning from a break.
- Hostess desk, phone and charger will be disinfected every 30 minutes or after every use.
- Entrance doors will be left open during meal periods. If the door needs to be kept shut, assistance will be offered so guests do not have to touch handles.
- Reserved dining hours will be maintained from 6.30 pm to 7.30 pm exclusively for senior citizens (above 60 years of age) on a trial basis for a period of one month. A decision to extend it further will be taken basis guest feedback.
- All tables and chairs will be sanitised before and after every meal period and after every guest use.
- Credit card machines will be sanitised before and after every use. Staff will sanitise hands before holding the tablets and card machines or exchanging any currency. Sanitiser/disinfectant wipes will be presented to the guest along with all bill folders.
- Chopping board will be sanitised in a food grade chlorine tank.
- Equipment such as coffee machines, ice crusher machines, ice machine doors, induction surfaces, cutlery trolleys, cookie containers, tea selection boxes, etc. will be sanitised after every use or on a frequent basis.
- All tables and chairs will be sanitised before and after every meal period and after every guest use.





IN- ROOM DINING



- In-room dining trolleys and warmers will be cleaned and disinfected after every use.
- Service staff will wear disposable gloves, face masks, face shields and carry hand sanitisers. Guests will be greeted with folded hands (Juley), maintaining a safe distance.



- All dishes will be covered with a cloche.
- Canned beverages will be opened by the server only after seeking guests' permission.



KITCHEN



- Kitchen staff will enter the kitchen in fresh uniform, hair nets, chef caps and aprons. On each occasion, they will wash their hands prior to entering the kitchen.



- Staff will wear face masks. Gloves will be worn in all areas of the kitchen other than at the hot cooking range. Gloves will be changed and hands washed after every task.



- All staff movement will be clockwise to reduce cross traffic and maintain a safe distance.
- All ladles and knives will be washed and sanitised after every use.



- All surfaces and table tops will be cleaned with a sanitising solution after every use.
- All fruits and vegetables will be washed in 50 PPM chlorine before entering the hotel as well as the kitchen.
- Grocery packets will be sprayed with 100 PPM chlorine or quarantined away from the main building. Meat, poultry and seafood will be washed and sanitised thoroughly.



FITNESS CENTRE



- Hand sanitisers, disinfectant wipes and disposable masks will be placed in the fitness centre for guests' use.



- All equipment including yoga mats will be sanitised after every guest's use.



- TV and music system remotes and headphones will be sanitised after each guest's use.



- All touch points, including door knobs, switch plates, thermostats, mini bars, etc. will be sanitised after each guest's use.





LAUNDRY



- Laundry staff will wear face masks and disposable gloves.



- All laundry hangers, laundry bags, wicker baskets and basket liners will be sanitised before and after laundry delivery.
- Separate canvas bags will be used to transport soiled and fresh linen from guest rooms to housekeeping and laundry to avoid cross contamination.



GETTING OUT AND ABOUT



- Disposable face masks will be available for guests should they require one, whenever they are leaving the hotel and upon checking out.



- Shopping and sightseeing information will be shared electronically through e-mail. In case a printed copy of information is shared, it will be disinfected prior to handing over and safely disposed of after use.



- Temperature reading will be taken for all in-house guests once each day. For guests running a temperature of more than 99°F, our hotel doctor will be called to provide medical assistance and advise further course of action.



- Cellular phone chargers and power banks provided for guest use will be sanitised after each use.
- All parcels, courier items, shopping bags, etc. received or given to guests will be sanitised before entering the hotel and the guests' room.



MATERIALS RECEIVING



- All receiving staff will wear face masks and disposable gloves.



- All materials, boxes, crates, sealed packets and trolleys will be sprayed with disinfectant.



- Vendors will follow recognised food safety standards as accredited by reputed certification bodies to ensure safe manufacturing, handling and delivery practices.
- Vendor vehicles will be allowed inside the hotel premises after thorough sanitisation. Body temperature will be checked for the driver, delivery person or loader at hotel entrance to ensure their temperature is below 99°F, or else they will not be permitted inside.



- A self-declaration will be taken from all the vendors before they enter the hotel Receiving Gate confirming that they do not have any flu like symptoms such as cough, cold or a sore throat.





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