

THE WINDFLOWER  
RESORTS & SPA

“Raksha Kavach”

THE  
*windflower*<sup>TM</sup>  
RESORTS SPA



# OUR ASSURANCE

We have taken all possible measures in light of the COVID-19 virus to keep your stay **SAFE** and **ENJOYABLE**. All in our teams are trained on the latest developments in the endeavour and are ready to assist you in anyway you would need. Your safety our utmost concern and here is how we care....



# Your Contactless Arrival

- For a quick and safe check-in we would request you to please send us your Government approved ID proof by email before the arrival date. The emails are mentioned in your confirmation letter.
- Do go through in detail our safety guidelines to keep yourself aware of our new ways of work in these demanding times.
- The front office associate would be glad to assist you should you have any questions.
- We would request you to maintain physical distancing at all times.
- Temperature check of all guests is mandatory before entering the hotel premises, we request all guests to please comply for everyone's safety purposes.
- Kindly wear a face mask at all times when in the public areas. This is a compulsory precautionary step that must be adhered to for everyone's safety.



# Your Contactless Arrival

- In order to ensure that you are completely protected your luggage will be disinfected again before it is taken into the hotel at a specially created separate station.
- We urge you to use online payment methods for any required payments to be made.
- Kindly fill in self-declaration forms upon arrival. This will help us identify people who visited Red Zones in the last 14 days.
- To ensure social distancing and minimal contact we have temporarily suspended baggage assistance and room escorting.



# Your Room

- All the frequently touched surfaces in the room are sanitised by our trained housekeeping team as part of a special protocol and are safe to touch.
- A table has been kept outside your room for your delivery requests as well as in room dining orders. We would request you to collect and leave any clearance on the table.
- We would request you to be careful while asking for additional cleaning services to ensure physical distancing.



# Your Dining Experience

- To ensure physical distancing the seating capacity at the restaurant has been reduced.
- The menus have been written on boards for your convenience.
- All the tables and chairs are sanitised after every use.
- Our associates will maintain a six feet distance while taking orders and serving. We at this time would not be able to serve food to you on the plate.
- We will use only disposable paper napkins at all our restaurants and the cutlery is specially sanitised. If you'd like to use disposable cutlery, please ask for the same.
- We are avoiding buffets in order to ensure dining is a safe experience for all. The hotel will instead have a *table d'hôte*-fixed menu or an a la carte for breakfast lunch and dinner. Please inform our associate of your choice and we will serve you. We would request you to allow us time to serve you.



# Your In-room Dining Experience

- The Menus kept in your room have been sanitised for your use.
- The order shall be kept on the table outside the room we would request you to kindly collect and leave the clearance there.
- Kindly excuse us if it takes longer than usual for your orders to reach the room as we have strict protocols to be followed for every delivery order.



# Your Things to do...

- All the toys and activity equipment are regularly sanitised. Should you required it to be sanitised before use do call the reception.
- When the pools are operational we would request anyone with any feeling of sickness to stay away from the pool area.
- We ensure that the correct Chlorine (1.5 to 3PPM) and PH (7.2 to 7.8) levels are maintained at all times.



# Your Areas

- We ensure that all public areas are sanitised after each hour.
- We focus on the key touch points in public areas like – taps, telephones, tabletops, door handles, lift buttons, light switches, public areas bathrooms, counter tops, water closet seats for chemical disinfection and cleaning protocols relentlessly



# Your Contactless Departure

- For a quick and safe check-out we would request you to let us know on your time of departure in advance so that we could be ready for you.
- The front office associate would be glad to assist you should you have any questions.
- We would request you to maintain physical distancing at all times.
- Kindly wear a face mask at all times when in the public areas. This is a compulsory precautionary step that must be adhered to for everyone's safety.
- We urge you to use online payment methods for any required payments to be made.



# At the back end

- Our linen is washed with hot water and disinfectants for your safety.
- All our associates are screened thoroughly at the point of entry.
- We are closely monitoring the government guidelines and constantly updating ourselves on the same.
- The chemicals used for disinfecting are either 70% alcohol based or Sodium Hypochlorite solutions.
- All our team members are safe and have not been in an high risk zone r in contact with a COVID-19 positive.
- All our food supplies are from validated vendors and are sanitised before entry to the resort.