

Food & Beverage

DINE SAFELY

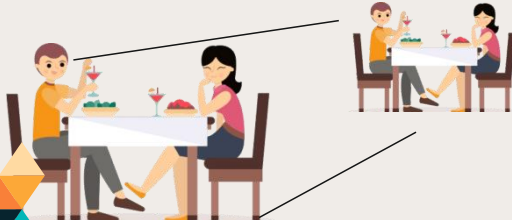
For you:

- o All in-room orders will be kept at the entrance of your room. Kindly help yourself to take it inside the room.
- o Once you are done with your meal, kindly leave the tray outside your room & cover it with the cloth provided to you at the time of delivery.

Below guidelines to be followed (if Operational):

- o At restaurant, please use the sanitization station for temperature check & for sanitizing your hand.
- o If you're in the restaurant but are not eating, kindly wear a face mask.
- o All our restaurant tables has been separated by a minimum distance of one meters from each other.
- o All tables and chair are sanitized after every use.
- o Sanitized cutlery, crockery, glassware is being used for service.
- o Buffet is not operational, only Table d'hôte (TDH) fixed menu will be served.

Avoid any cash transaction for settlement of bill. Card/Digital payment is highly appreciated.



Services Which Has Been Suspended

PLEASE CHECK BEFORE ARRIVAL OR ON ARRIVAL AT FRONT DESK.

- o Gym, Pool & Spa Operation
- o Luggage assistance/ Escort (Bell Desk Operation)
- o Newspaper Delivery
- o Personalized service/ butler service
- o Valet Service
- o Ramoji Film City Tour
- * Subject to change as per the Government Guidelines

Things to Practice

HELP US TO HELP YOU

- o Personal hygiene & care
- o Use of mask always
- o Proper hand hygiene & sanitation
- o Cough & Sneezing etiquettes
- o Social Distancing
- o Keeping the room door always closed

Things to Avoid

- o Washing of cloths inside the room.
- o Interacting with other room's guests.
- o Any visitors in the hotel/room.
- o Entering into the hotel from back area.
- o Contact with door knobs.
- o Gathering in corridor, lift landing area & public areas of hotel



THE NEW NORMAL SAFETY GUIDE

A PROMISE TO KEEP YOU SAFE



OUR NEW PRACTICES WILL KEEP YOU SAFE

WE ARE GLAD TO WELCOME YOU BACK AT
DOLPHIN HOTELS PRIVATE LIMITED,
RAMOJI FILM CITY

We have taken all possible measures in light of the COVID-19 virus to make your stay safe & normal than before. All our team are trained & informed of the latest developments.

This guide will enable you to understand our safe practices which have been enforced at DOLPHIN HOTELS PRIVATE LIMITED, to make your stay a memorable one.

This guide also prepares you for the new normal which you need to get acquainted with.



Guest Transport

The New Normal to Keep you Safe

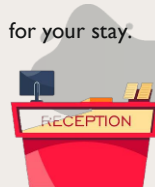
- o Our cars are being sanitized before & after every pick-up & drop.
- o Use the sanitizer offered by driver to sanitize your hand.
- o Help yourself to keep your luggage & to open the car door.
- o Sit diagonally opposite to the driver, in the back seat of the car.
- o Please wear mask & limit your conversation with driver.

Arrival

- o Upon arrival cooperate for thermal screening.
- o Hand over the luggage at the luggage sanitizing station & wash your hand before picking them up.
- o For a contact less check-in request you to send us your Government approved ID proof through email.
- o At the check in counter follow the floor markings.
- o Self-declare yourself in a prescribed declaration form and help us to know your past travel history.
- o We request you to maintain a social distance of 6 feet always.

Departure

- o Inform your check out date & time in order to send all the bills over to your email.
- o We are restricting ourselves to accept cash for your stay. Kindly pay it online.
- o Invoice will be sent to your Email.



Safe Guest Rooms/ Service on Request

STAY SAFE ALWAYS

For you:

- o We make sure that all the surfaces in the room are sanitized before arrival.
- o We have placed sanitizer & mask in every room, do use it to stay protected.
- o Room linen will be changed once in two days only.
- o For your laundry please fill in the laundry requisition & place your clothes in laundry bag. Kindly help yourself to place it outside the room.
- o Laundry service is available from 10 am till 5 pm.
- o Only liquid soap & shampoo will be kept as bath amenity.
- o Other amenities will be delivered to the room upon request only.
- o Dial housekeeping desk for assistance.

