

*the*

K U M A O N

STANDARD OPERATING PROCEDURES

# ARRIVAL



- The hotel car is thoroughly sanitized internally and externally prior to each use and is equipped with sanitizing products for your use.

- The chauffeur wears protective gear such as masks and gloves.

- The receptionist greets you with folded hands with no physical contact.

- All our associates wear masks and gloves.

- We provide you with hand wipes | sanitizers and face masks upon arrival at our lounge.

- All guests undergo a temperature check - guests running a temperature higher than 98.8 degrees Fahrenheit are met by a doctor to provide medical assistance.

- We disinfect/sanitize guest baggage on arrival after informing the guests.

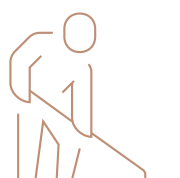
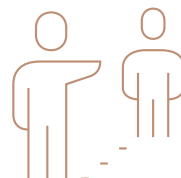
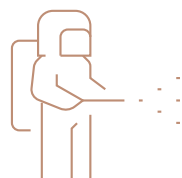
- We sanitize the hotel umbrellas after each use.

- Hotel guides undergo temperature checks.

- There are sanitizers in each room for your personal use.

# HOUSEKEEPING

- There is continuous cleaning of all touchpoints.
- All our associates wear masks, gloves, and a sanitized uniform.
- Rugs in our rooms and lounge are vacuumed at regular intervals.
- We ensure regular mopping of floors with quality disinfectant.
- Our associates maintain physical distancing while setting/cleaning your rooms.
- All used items are handled appropriately to mitigate the risk of potential transmission.
- All disposable items such as hand towels, gloves, masks, tissues are disposed of in a container with a lid.
- We send duvets, pillows, cushions, bedsheets, and all linen for laundry after each departure.
- Unused laundry and linen are sent to the laundry on the guests' departure.
- Our associates deeply clean blinds after each departure.



# FOOD & BEVERAGE

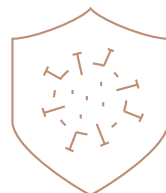
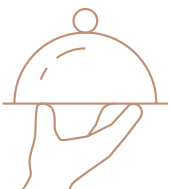


## RESTAURANT:

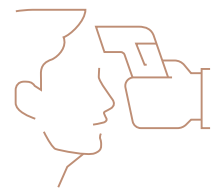
- Our stewards maintain physical distancing.
- Our stewards wear disposable masks and gloves.
- Hand sanitizers are available in our dining hall.
- We have reconfigured restaurant seating to maintain physical distancing.
- The hand railing and staircase are sanitized at regular intervals.
- All tables and chairs are sanitized before and after each meal, and after every guest's use.

## IN ROOM DINING:

- All dishes are covered with a cloche.
- The service staff wears disposable masks, gloves, and carries hand sanitizer.
- Canned beverages are opened only after guests' permission.



# KITCHEN



- Our kitchen staff accesses the kitchen donning sanitized uniforms, hairnets, and chef caps.

- Our kitchen staff washes their hands prior to entering the kitchen.

- We limit the number of staff to the minimum required.

- We have tweaked the menus to include more options of cooked food than raw food.

- All ladles and knives are washed thoroughly and sanitized after every use.

- We ensure proper cleaning of meats, vegetables, fruits, and all other preparatory foodstuffs.

- We use quality disinfectants to sanitize the materials and surfaces in the kitchen.

- We conduct regular check-ups to ensure the proper functioning of soap and sanitizer dispensers.

