

**SUKHMANTRA RESORT & SPA**  
**NOVEL CORONAVIRUS (COVID-19)**  
**HOTEL SAFETY MEASURES**



Namaste, We are in the middle of an unprecedented situation and at Sukhmantra, the safety and well-being of our guests and team members remain our top priority. We are closely monitoring and implementing the guidelines issued by the WHO, local authorities & medical professionals. The measures implemented by us are:

**CHECK IN PROCEDURE**

- ◆ Luggage of the guest will be disinfected at the main entrance.

- ◆ Temperature of all the guests will be checked with a temperature gun at the reception.
- ◆ Hand sanitizers are kept at the reception.
- ◆ AarogyaSetu app is mandatory for all the guests.
- ◆ Alternate seating will be provided.
- ◆ Mask will be provided to the guest if he is not wearing one.

## **CLEANING AND SANITIZATION**

- ◆ All the touch points in public areas like door handles, elevator buttons, railings etc are cleaned multiple times a day using a disinfectant.
- ◆ Masks and disposable gloves are being worn by all the team members at all times and changed frequently.
- ◆ Electrostatic sprayers are being used to disinfect the hotel entrances & public areas.
- ◆ For the safety of guests, rooms will be sanitized after guests check out, kept vacant for 48 hours and then allocated.
- ◆ Temperature readings of all guests and team members are taken once a day.
- ◆ All supplies and materials are sanitized before being admitted into the hotel premises.
- ◆ Regular training of our employees ensuring proper hand hygiene and awareness of COVID-19. This is vital to help combat the spread of viruses and the health of our employees and guests.
- ◆ A dedicated hygiene and safety master has been assigned to ensure all the protocols are being followed.

## **CONTACT LESS PAYMENTS**

- ◆ Guest can check, verify and pay the bill online through the portal without swiping his credit/debit card.
- ◆ Payments can also be made via wallets like Paytm & Gpay.

## **GUEST TRANSPORT**

- ◆ Drivers will be wearing masks while picking and dropping.
- ◆ Cars & keys will be disinfected before every pick-up & after every drop.

## **GUEST SERVICE**

- ◆ Rooms are cleaned everyday with electrostatic sprayers.
- ◆ Guests can access the restaurant menu through a bar code placed in the rooms and restaurant.
- ◆ Table spacing in the restaurant and only à la carte dining will be available to ensure the highest hygiene and safety standards.
- ◆ Gym is cleaned thoroughly multiple times a day. Maximum of 3 people can use the gym at one time.
- ◆ Pool may remain closed in order to prevent the spread of COVID-19 (Subject to local guidelines).

## **STAFF VACCINATION**

- ◆ We make sure that all our staff is fully vaccinated.

These safety measures also mean that some of our facilities, services, and amenities may differ from what's listed online or maybe currently operating in a limited capacity.

**FOR ANY OTHER INFORMATION CONTACT: +91-8600040094/96**  
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