Welcome to

Hotel PANDIAN

A Unit of Harrington Hotels Private Limited

Three times winner of National Tourism Award as Best Two Star Hotel in India

Your home away from home
Safety of our guests and team is our highest priority

www.hotelpandian.com

Mobile: +91 98414 21207 | E-mail: info@hotelpandian.com
PRECAUTIONS & MEASURES

We are taking necessary precautions and measures to ensure good health, safety, hygiene and security of our guests and employees.

PREPARATORY & PREVENTIVE MEASURES

Our team is fully briefed on essential preparatory and preventive measures ranging from hand wash, hand sanitising, wearing masks & gloves, maintaining social distance, ensuring hygiene measures including increased cleaning & sanitising frequency and strictly following guidelines laid down by the Government Authorities.
GENERAL CLEANING & HYGIENE

All items and touch points, like, counter tops, pens, room keys & key tags, lift buttons, calling bell switches, door handles, tabletops, light switches, telephones, ac & tv remotes, mattresses, pillows, curtains, linen, bathroom wash basins, taps, toilet seat covers, health faucet, etc., are completely sanitised and disinfected on check-out and checked again before check-in of rooms and in public areas at regular intervals, using 1% Sodium Hypochlorite and 70% Alcohol Sanitiser, as applicable, and with 5ppm Chlorine Solution for Vegetables, Fruits and F&B Items, where necessary and as advised by FSSAI and Government Authorities.
> RESERVATIONS

While making reservations, we request you to kindly email to us a soft copy of your Aadhaar card or Driving License, if foreigner, a soft copy of your Passport & Visa, as proof of id & address, along with the self-declaration, as required to be submitted by the Government, to comply with formalities of the new normal. The Government suggests that you download Aarogya Setu App, to help track Covid-19.
GUEST TRANSPORT

To keep you protected, our transport partners will ensure that their drivers will wear masks, gloves, and other protective gears, as may be required, and prescribed from time to time.

We request you to kindly sit in the back seat, diagonally opposite the driver, to maintain social distance and, should there be more than one, please ensure that there are not more than two of you seated in the back seat.

You must wear a mask while travelling in the car and should you require one, the driver will be pleased to provide you with one, with compliments from Hotel Pandian.

It is advisable to handle your own luggage, to minimise contact as much as possible, however, should you require the assistance of the Driver, he/she will be pleased to assist, after duly sanitising your luggage.
ARRIVAL

On arrival, a temperature check, a mandatory requirement by the Government, will be done using a digital thermal scanner.

Facility to wash hands, with soap & water, using pedal operated wash basin, is provided at the lobby entrance.

Your luggage will be sanitised, using 70% Alcohol Sanitiser, before being taken into the lobby.

Wearing of mask will be compulsory and should you require one, the hotel will be pleased to provide, along with a sanitiser sachet, on complimentary basis.

Upon entering the lobby, a pedal operated hand sanitiser has been provided, for your use.

Should you require any help, our Sanitizing Desk will be happy to assist.
A social distance of 6 feet is to be maintained as per Government advisories. The seating arrangements have been rearranged in such a manner, to ensure social distancing. The Front Desk area also has floor markings to maintain the required social distance, you are kindly requested to comply.

While contactless Check-In & Check-Out will be made available through your phones, for making enquiries & reservations, uploading guest details & proof of identity, paying advance, checking & settling of bills, making online payments, etc. For those who walk-in, for your convenience, hand sanitisers, sanitised pens, etc. are placed at the front desk to fill the required forms.

Besides the GRC or the C Form for Foreigners, you are also now required to fill in a self-declaration form, upon arrival, providing information of your movement in the last 14 days, to enable Government do contact tracing, if required. Your cooperation is kindly solicited.

As far as possible please make use of the online or UPI payment options available at the front desk. Should you require to use your card, our staff will sanitise the swiping machine, both before and after use.

We have temporarily stopped delivering newspapers to rooms. Kindly Dial 501, Front Desk, should you require a newspaper to be delivered to your room.

To again ensure social distancing, in the lift, and minimal contact with our staff, we have temporarily suspended our Bell Boys from escorting you to your room and bringing your luggage along with you. If you require luggage assistance, it will be brought in a separate lift and left outside your allotted room.

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GUEST ROOMS

All the frequently touched items and surfaces, while entering the room, are sanitised by our housekeeping team, as per guidelines suggested by the Government Authorities.

The room keys & key tags, calling bell switches, door handles, tabletops, light switches, telephones, ac & tv remotes, mattresses, pillows, curtains, linen, bathroom wash basins, taps, toilet seat covers, health faucet, etc., are completely sanitised and disinfected, on check-out and checked again before check-in of rooms, using 1% Sodium Hypochlorite and 70% Alcohol Sanitiser, as applicable.

Room Linen will be changed once in two days.

To ensure social distancing and minimal contact with staff, all other housekeeping services have been suspended temporarily. However, should you require any help, kindly call 502, House Keeping Desk, for assistance.

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ROOM SERVICE

To maintain social distance and ensure contactless dining experience our Room Service orders will be handed over at the entrance of the room. Our Staff are trained and advised not to enter any room, unless the Guest wants the food to be delivered inside the room and, if so required, to maintain social distance.

During your stay contactless ordering of food and other services can be made from your phones or using the intercom facilities of the hotel. We request your kind cooperation and patience, should orders take a little longer than usual, due to the safety, sanitisation and social distancing procedures that are being followed.

We will use only disposable cutlery, crockery and paper napkins.

Once you complete your meal, we request you to kindly put the disposables into the bin and leave the others in the tray outside your room.

Considering safety of both our Guests and our Team, the Restaurant will not be operational initially and Dine-In facility, for both Lunch & Dinner, will be available in the Bar, which will hence be operated as a Resto-Bar.

For those opting for Continental Plan (CP), with breakfast, or Modified American Plan (MAP), with breakfast and lunch/dinner, or American Plan (AP), with breakfast, lunch and dinner, we are avoiding buffets, to ensure a safe dining experience, instead we will have set pre-plated menus for breakfast, lunch and dinner and the food will be delivered to your room.

Dial 503, Room Service Desk, for assistance.
RESTO-BAR
WITH DINE-IN FACILITY

Our Maharaj Resto-Bar will be open from 11am - 11pm.

Before entering, please use hand wash, pedal operated soap & water, kept outside the lobby and then the pedal operated hand sanitiser kept inside, at the entrance.

Contactless ordering of liquor and food can be made from your phone or, if you prefer, through our Staff. Menu Cards will be placed in a stand, sanitised frequently, and kept on each table, for easy reference.

Kindly wear mask, except at the time of consuming and/or eating.

The tables have been suitably placed apart to ensure social distancing.

The Bar Counter seats have been removed temporarily, for your safety.

The tables and all contact surfaces are sanitised frequently, for your safety.

We will use only disposable cutlery, crockery and paper napkins.

Our Staff have been trained to maintain social distance while taking orders and serving.

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LAUNDRY SERVICE

Same day laundry service will continue to be available from 7 am - 12 noon.

Please request for a sanitised laundry bag, fill the laundry sheet and keep the laundry outside your room and Dial 502, House Keeping Desk, for laundry pick up.

Once your laundry is ready, it will be delivered to your room. If you are not available, it will be kept at the House Keeping desk. On return, you may Dial 502, House Keeping Desk, to have the same delivered to your room.
To ensure social distancing inside lifts, only one or two Guests will be permitted to use the lifts at a time. We apologise for the possible delay and inconvenience that may be caused, due to the new safety norms.

Our House Keeping Staff are trained to sanitise all lift buttons and surfaces frequently.

Pedal operated Hand Sanitisers are kept outside all lift landings, for your use and convenience.

The Mini-Gym will be available for use from 7am-7pm, only one or two Guests will be permitted to use at a time. The key will be available at the House Keeping desk. Kindly request the House Keeping, to sanitise the fitness equipment’s handle, seat and surfaces, before and after use. Personal Trainers will not be available.
CHECK-OUT & DEPARTURE

Kindly inform the Front Office in advance, minimum 2 hours before check-out, to facilitate smooth and fast check-out.

To facilitate contact-less check-out, kindly make use of the online payment facility available at the Front Desk.

We request you to please follow the floor markings to maintain social distance at the front Desk.
OTHERS

The Guest Rooms & Bathrooms are fully cleaned and sanitised, using 70% Alcohol Sanitiser for key with tag, mattresses, pillows, curtains and all metal surfaces and 1% Sodium Hypochlorite for all other surfaces to ensure complete protection for our Guests and Team.

We have a limited number of staff, permitted to work only after being checked and screened.

No Visitors will be permitted from outside to the Guest Rooms.

No outside food delivery vendors will be allowed.

If any Guest is observed with symptoms, they will be advised to be quarantined in the room and the local authorities will be informed.
Let us all strive to stay safe