

LET'S STAY SAFE!



COMMITMENT TO SAFETY & HYGIENE

In over a decade of service, The Metropole Hotel has always practised safe and hygienic operational protocols for our guests. On behalf of the Hotel, we would like to reassure that our guests are our topmost priority.

As we stand collectively confronted with the historic threat of COVID-19, we at The Metropole hotel have implemented a meticulous ethos of enhanced emphasis on critical care towards cleanliness, hygiene and sanitation standards for our guests and associates alike.

We are closely monitoring developments around the world and we would like to comfort and assure our guests that we're following all guidelines and measures indicated by the World Health Organization (WHO). We are in sync with the Ministry of Home Affairs (MHA), Food Safety and Standards uthority of India (FSSAI) and relevant central and state authorities who define ountry, state and municipal specific requirements.

I would like to take this opportunity to thank you for the trust and loyalty that you have shown over the years. On behalf of The Metropole Hotel, we wish you good health and look forward to your valued patronage.

Yours Sincerely,

Siddhartha Pange

General Manager
The Metropole Hotel, Ahmedabad

GENERAL GUIDELINES

- Increased frequency of cleaning with standard disinfectants on all high-touch surfaces: door handles, elevator buttons, counter tops, table-tops, railings, etc.
- Appropriately placed hand sanitizer stations throughout the Hotel for guests and associates to use.
- “Namaste” is being used as a respectful greeting gesture since 2012.
- Masks, gloves and face-shields provided to all the associates.
- Public spaces re-configured to maintain social distancing.
- No outside food & beverages will be permitted into the Hotel premises.
- All team members are equipped with the “Aarogya Setu” App.
- Rigorous hand hygiene followed by all team members.



ARRIVAL & STAY EXPERIENCE

- Guest to furnish a self declaration form sharing their travel history (past 30 days)
- Single occupancy reservations will be encouraged.
- Vehicles will be thoroughly sanitised and planned with appropriate acrylic curtains.
- Chauffeur's will be equipped with masks and gloves at all times.
- Temperature will be checked at first interaction with an infrared thermometer.
- During the span of stay, daily temperature checks will be conducted as per the Hotel policy.
- Masks, gloves and hand sanitisers will be provided on arrival.
- Most processes of the check-in and check-out procedure will be rendered with minimum contact.
- Hygiene and sanitation quotient will be maintained by our housekeeping service.
- A digital menu will be provided upon check-in.
- If a guest is found symptomatic, the guest will be moved to the Hotel's Isolation room and further consequential formalities will be conducted in tandem with the concerned corporate and the local governing body.

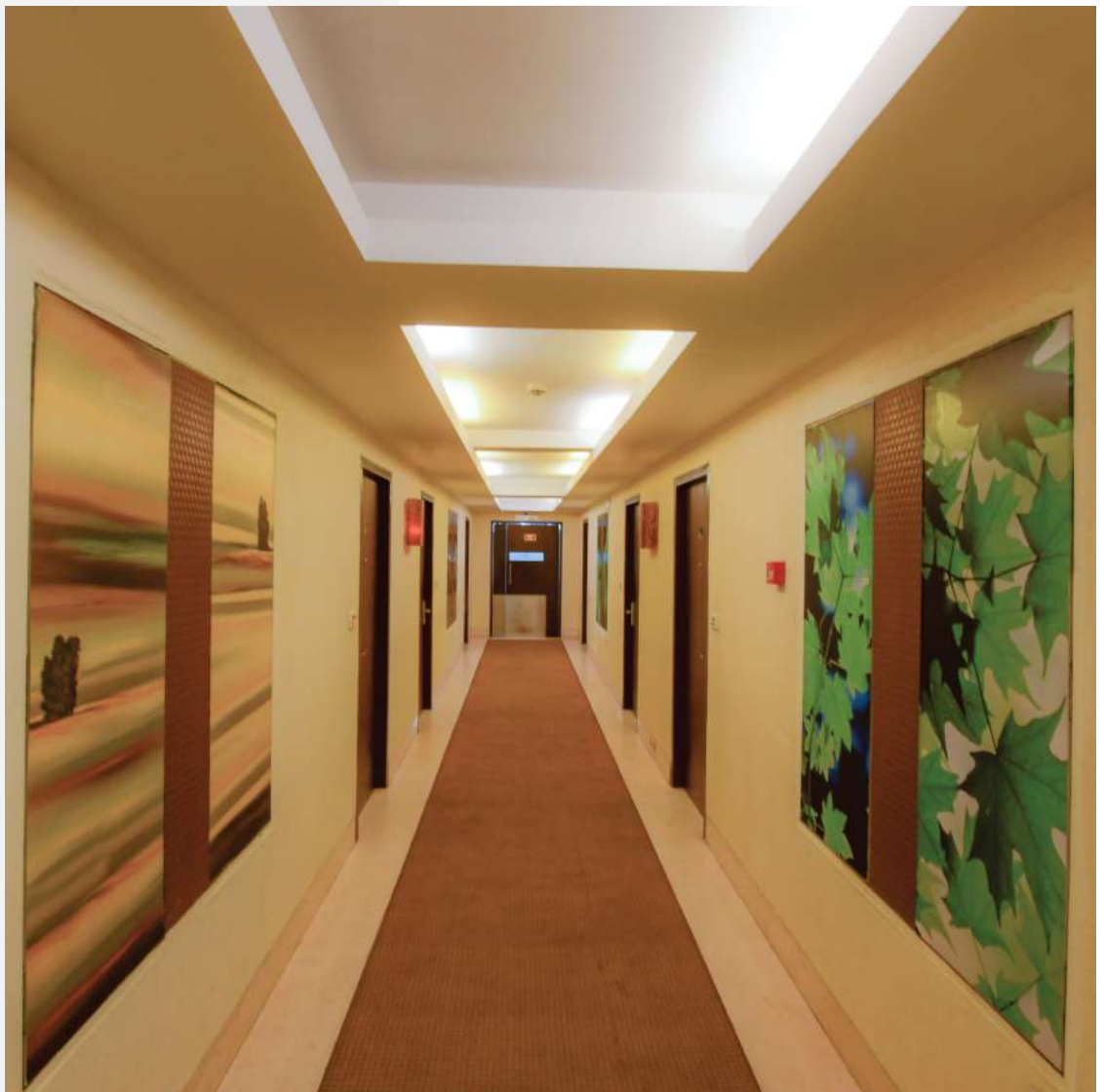


DINING EXPERIENCE

- A digital menu will be offered to the guest.
- All our Food and Beverage outlets will be reconfigured to adhere to social distancing.
- The complete dining setup will be sanitised pre and post its functional usage.
- In-room dining services will be offered and conducted at the guest room entry door.
- The food production team will be adhering to all the stipulations under the FSSAI guidelines.
- No outside food & beverages will be permitted into the Hotel premises.
- Contactless payments will be preferred.



YOUR **SAFETY** IS OUR
PRIORITY



+919909006293

restmgr@themetropolehotel.co.in

Subhash Bridge, RTO circle, Ahmedabad

www.themetropolehotel.co.in




**THE METROPOLE
HOTEL**