



**GUIDELINES TO BE FOLLOWED BY EACH GUEST AS PER THE SOP'S
BEING FOLLOWED BY HOTEL GOLDEN GRAND FOR
SAFETY/PRECAUTION KEEPING IN VIEW THE CURRENT SCENARIO OF
COVID-19**

SOP'S FOR HOTEL GOLDEN GRAND

1. DO WEAR OWN FACE MASK, CARRY HAND GLOVES AND INSTANT HAND WASH ETC, ENTRY WITHOUT FACE MASK IS NOT ALLOWED IN THE PREMISES
2. ALL GUESTS HAVE TO BE SCREENED FOR ANY SYMPTOMS BEFORE ENTERING THE PREMISES.
3. GUEST WITH BODY TEMPERATURE OF 98.6° F OR MORE WILL BE POLITELY ASKED TO RETURN OR DIRECTED TO A DESIGNATED HOSPITAL, WHICH IS A PRECONDITION AT THE TIME OF ACCEPTING BOOKING.
4. DO INSTALL THE AAROGYASETU APP , STATUS OF EVERY GUEST WILL BE CHECKED FOR ALLOWING ENTRY , IF THE GUEST DOES NOT HAVE THE AAROGYASETU APP, THE APP HAS TO BE INSTALLED PRIOR TO THE ENTRY AND STATUS UPDATED AND SHOWN TO THE TEAM MEMBER OF THE HOTEL BEFORE ENTERING, IF THE STATUS IS OK/SAFE , THEN ONLY ENTRY TO THE PREMISES WILL BE ALLOWED AS PER THE SOP.
5. ALL GUESTS DETAILS WITH NAME, MOBILE NUMBER , DATE, TIME & TEMPERATURE AT THE TIME OF ENTRY TO BE MANDATORILY PROVIDED/MAINTAINED FOR EACH AND EVERY GUEST, ONE MEMBER FROM ONE FAMILY WILL NOT WORK, DETAILS OF EVERY GUEST MANDATORILY REQUIRED FOR CONTACT TRACING AS PER THE SOP BEFORE ENTERING THE PREMISES.
6. GUESTS HAVE TO SANITIZE HANDS BEFORE ENTERING AND WHILE LEAVING THE PROPERTY.
7. DO NOT STEP OUT OF THE ROOM UNNECESSARILY.
8. WEAR A MASK WHENEVER OUTSIDE THE ROOM.
9. KEEP THE DOORS CLOSED AND AVOID ANY CONTACT WITH THE DOORKNOBS.
10. ALWAYS KEEP A SAFE DISTANCE AS PER SOCIAL DISTANCING NORMS.
11. PUT ALL DISPOSABLE PLATES /CUPS/ BOTTLES AFTER USE IN THE GARBAGE BAG.
12. WASH YOUR HANDS FREQUENTLY WITH THE SOAPS/SANITIZERS.
13. GUESTS SHOULD NOT VISIT CONTAINMENT ZONE.
14. GUEST DETAILS TO BE SENT IN ADVANCE FOR GUEST REGISTRATION ALONG WITH GOVERNMENT APPROVED IDENTITY CARD, ANY OTHER INFORMATION REQUIRED BY THE HOTEL VIA EMAIL/WHATSAPP.
15. DETAILS OF THE GUEST (TRAVEL HISTORY, MEDICAL CONDITION ETC.) ALONG WITH ID AND SELF DECLARATION FORM MUST BE PROVIDED BY THE GUEST AT THE RECEPTION (FOR NOW).

SIGNATURE OF HOTEL REPRESENTATIVE

SIGNATURE OF GUEST / EVENT ORGANIZER

16. INFORMATION ON TRAVEL HISTORY & MEDICAL CONDITION ARE RECOMMENDED TO BE PROVIDED FOR ALL GUESTS.
17. SELF-REPORTING FORMS MUST BE FILLED BY ALL GUESTS AND A&D REGISTER MUST BE THOROUGHLY MAINTAINED AND SIGNED BY ALL GUESTS.
18. TRAVEL ITINERARY MAY BE PROVIDED BY THE GUESTS TO ENSURE TRACEABILITY.
19. GUESTS SHOULD INFORM AT RECEPTION USING INTERCOM OR PERSONAL MOBILE, AN HOUR BEFORE THE CHECK-OUT.
20. PHYSICAL DISTANCING OF MINIMUM 6 FEET SHOULD BE MAINTAINED IN DINING AREA/ RESTAURANTS/ANY AREA IN THE HOTEL AS WELL.
21. IF THE GUEST IS SERVED IN DISPOSABLE CUTLERY AS SUGGESTED FOR ALL PURPOSES IT MUST BE DISPOSED INSIDE THE GARBAGE BAG.
22. IN CASE OF NON-DISPOSABLE CUTLERY, THE GUESTS SHOULD KEEP THE USED CUTLERY OUTSIDE THEIR ROOM IN THE ROOM SERVICE TRAY.
23. DURING THE CLEANING PROCESS, GUESTS SHOULD STAY IN THE CORRIDOR/LOBBY NEAR THE ROOM WITHOUT TOUCHING ANYTHING.
24. FOR AIR-CONDITIONING/VENTILATION, THE GUIDELINES OF CPWD SHALL BE FOLLOWED WHICH INTER ALIA EMPHASIZES THAT THE TEMPERATURE SETTING OF ALL AIR CONDITIONING DEVICES SHOULD BE IN THE RANGE OF 24-30 C.
25. VISITORS ARE STRICTLY NOT ALLOWED INSIDE THE ROOM, ROOM GUESTS CAN MEET THEIR VISITORS IN THE LOBBY AREA , AND ENTRY OF VISITORS INSIDE THE PREMISES WILL ALSO BE ALLOWED ONLY AFTER PROPER SCREENING AS MENTIONED ABOVE IN POINT 3,4,5,&6.
26. ORDERING FOOD FROM OUTSIDE, OR BRINGING FOOD ITEMS FROM OUTSIDE ARE STRICTLY PROHIBITED, EITHER THE GUEST HAS TO EAT FROM THE HOTEL, OR IF THE GUEST WANTS TO EAT FROM SOME OTHER PLACE THEN THE GUEST MAY GO THERE AND EAT, BRINGING OUTSIDE FOOD INSIDE THE HOTEL PREMISES IS STRICTLY PROHIBITED.
27. IT WILL BE THE BOUNDED DUTY OF THE HOST, OR ANY ONE OF HIS REPRESENTATIVE TO ENSURE THAT THE ABOVE MENTIONED SOP'S ARE FOLLOWED BY EACH & EVERY GUEST, AND IF ANY GUEST, TENDS TO CREATE ANY PROBLEM OR ENTER THE PREMISES WITHOUT THE SOP'S BEING FOLLOWED, STRICT ACTION WILL BE INITIATED AS PER LAW, AND THE HOST OF THE EVENT/ROOMS WILL BE WHOLLY & SOLELY HELD RESPONSIBLE FOR ANY UNTOWARD INCIDENT.



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SOP'S FOR RESTAURANT BOOKING/ENTRY

1. DO MAKE PRIOR RESERVATIONS BEFORE GOING TO THE RESTAURANT TO AVOID CROWDING.
2. DO NOT EXCEED PRE INFORMED NUMBERS AND ANY SORT OF DEVIATION IN NUMBER OF PERSONS BE INFORMED WELL IN ADVANCE.
3. DO WEAR OWN FACE MASK, CARRY HAND GLOVES AND INSTANT HAND WASH ETC, ENTRY WITHOUT FACE MASK IS NOT ALLOWED IN THE PREMISES
4. ALL GUESTS HAVE TO BE SCREENED FOR ANY SYMPTOMS BEFORE ENTERING THE PREMISES.
5. GUEST WITH BODY TEMPERATURE OF 98.6° F OR MORE WILL BE POLITELY ASKED TO RETURN OR DIRECTED TO A DESIGNATED HOSPITAL, WHICH IS A PRECONDITION AT THE TIME OF ACCEPTING BOOKING.
6. DO INSTALL THE AAROGYASETU APP , STATUS OF EVERY GUEST WILL BE CHECKED FOR ALLOWING ENTRY , IF THE GUEST DOES NOT HAVE THE AAROGYASETU APP, THE APP HAS TO BE INSTALLED PRIOR TO THE ENTRY AND STATUS UPDATED AND SHOWN TO THE TEAM MEMBER OF THE HOTEL BEFORE ENTERING, IF THE STATUS IS OK/SAFE , THEN ONLY ENTRY TO THE HOTEL WILL BE ALLOWED AS PER THE SOP.
7. ALL GUESTS DETAILS WITH NAME, MOBILE NUMBER , DATE, TIME & TEMPERATURE AT THE TIME OF ENTRY TO BE MANDATORILY PROVIDED/MAINTAINED FOR EACH AND EVERY GUEST, ONE MEMBER FROM ONE FAMILY WILL NOT WORK, DETAILS OF EACH & EVERY GUEST MANDATORILY REQUIRED FOR CONTACT TRACING AS PER THE SOP BEFORE ENTERING THE PREMISES.
8. DON'T CARRY ANY ITEM DIRECTLY BOUGHT FROM OUTSIDE LIKE GIFTS ETC.
9. DO USE SAFE AND SANITIZED VEHICLES FOR TRAVEL.
10. DO SANITIZE THE HANDS BEFORE PROCEEDING FOR SEATING AREA.
11. IT WILL BE THE BOUNDED DUTY OF THE HOST, OR ANY ONE OF HIS REPRESENTATIVE TO ENSURE THAT THE ABOVE MENTIONED SOP'S ARE FOLLOWED BY EACH & EVERY GUEST, AND IF ANY GUEST, TENDS TO CREATE ANY PROBLEM OR ENTER THE PREMISES WITHOUT THE SOP'S BEING FOLLOWED, STRICT ACTION WILL BE INITIATED AS PER LAW, AND THE HOST OF THE EVENT WILL BE WHOLLY & SOLELY HELD RESPONSIBLE FOR ANY UNTOWARD INCIDENT



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SOP'S FOR BANQUET BOOKING/ENTRY

1. COMPLETE DETAILS OF NUMBER OF PERSONS (LIST OF GUEST TO BE PROVIDED WITH NAME & MOBILE NUMBERS) TO BE GIVEN IN ADVANCE SO THAT SEATING CAN BE ACCORDINGLY ARRANGED BY MAINTAINING THE SOCIAL DISTANCING NORMS.
2. DO WEAR OWN FACE MASK, CARRY HAND GLOVES AND INSTANT HAND WASH ETC, ENTRY WITHOUT FACE MASK IS NOT ALLOWED IN THE PREMISES
3. ALL GUESTS HAVE TO BE SCREENED FOR ANY SYMPTOMS BEFORE ENTERING THE PREMISES.
4. GUEST WITH BODY TEMPERATURE OF 98.6° F OR MORE WILL BE POLITELY ASKED TO RETURN OR DIRECTED TO A DESIGNATED HOSPITAL, WHICH IS A PRECONDITION AT THE TIME OF ACCEPTING BOOKING.
5. DO INSTALL THE AAROGYASETU APP , STATUS OF EVERY GUEST WILL BE CHECKED FOR ALLOWING ENTRY , IF THE GUEST DOES NOT HAVE THE AAROGYASETU APP, THE APP HAS TO BE INSTALLED PRIOR TO THE ENTRY AND STATUS UPDATED AND SHOWN TO THE TEAM MEMBER OF THE HOTEL BEFORE ENTERING, IF THE STATUS IS OK/SAFE , THEN ONLY ENTRY TO THE HOTEL WILL BE ALLOWED AS PER THE SOP.
6. ALL GUESTS DETAILS WITH NAME, MOBILE NUMBER , DATE, TIME & TEMPERATURE AT THE TIME OF ENTRY TO BE MANDATORILY PROVIDED/MAINTAINED FOR EACH AND EVERY GUEST, ONE MEMBER FROM ONE FAMILY WILL NOT WORK, DETAILS OF EACH & EVERY GUEST MANDATORILY REQUIRED FOR CONTACT TRACING AS PER THE SOP BEFORE ENTERING THE PREMISES.
7. GUESTS HAVE TO SANITIZE HANDS BEFORE ENTERING AND WHILE LEAVING THE PREMISES.
8. IN CASE OF BUFFET, GUESTS HAVE TO MAINTAIN AND FOLLOW THE SOCIAL DISTANCING NORMS OF 2 METRES FOR THEIR OWN SAFETY AND BE A LITTLE PATIENT FOR THEIR OWN SAFETY.
9. DO NOT EXCEED PRE INFORMED NUMBERS AND ANY SORT OF DEVIATION IN NUMBER OF PERSONS BE INFORMED WELL IN ADVANCE.
10. IT WILL BE THE BOUNDED DUTY OF THE HOST, OR ANY ONE OF HIS REPRESENTATIVE TO ENSURE THAT THE ABOVE MENTIONED SOP'S ARE FOLLOWED BY EACH & EVERY GUEST, AND IF ANY GUEST, TENDS TO CREATE ANY PROBLEM OR ENTER THE PREMISES WITHOUT THE SOP'S BEING FOLLOWED, STRICT ACTION WILL BE INITIATED AS PER LAW, AND THE HOST OF THE EVENT WILL BE WHOLLY & SOLELY HELD RESPONSIBLE FOR ANY UNTOWARD INCIDENT.

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