

KAIZEN HOTELS & RESORTS LIMITED

We Care 

Making your stay safer and better



**NAMASTE.
WELCOME BACK.**

We hope you and your family are keeping well. This pandemic has been very tough for us. Our industry has been equally affected by its impact, but that has not stopped us from thinking about your well-being.

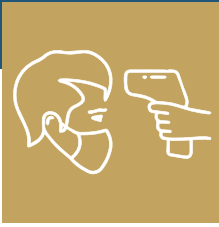
For more than 25 years, Kaizen Hotels has devoted itself in the service of hospitality by providing highly personalised services. Guided by this mantra, we have taken few precautionary measures keeping your well-being in mind.

Your safety and the safety of our team members are our highest priority. Which is why, within the hotel, we have activated a dedicated crisis support team with the essential preparatory and preventive measures.

We wish you a safe stay with us.

Thank you for choosing Peerless.

We Care 



GUEST CHECK-IN EXPERIENCE

- At the time of check-in, our trained staff will check your body temperature using an infrared thermometer and help you sanitize your hands.
- The bell boy and the concierge will assist you in sanitizing your luggage and placing it near the reception area.
- At the reception counter, contactless check-in process will take place for your reservation.
- We have introduced e-bill and e-newspaper. So, our reservation team will request you to share with us your e-signature, e-mail id & WhatsApp number along with your preferred newspaper, so that we can provide you with one during your stay with us. We assure you that your data will be secured with us.
- Elevator floors will be marked with directions for guests on how to stand.



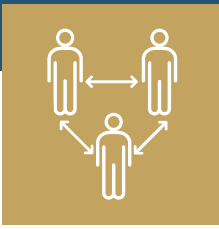
ROOM STAY EXPERIENCE

- Each room will go through high levels of sanitization by the housekeeping department using eco-friendly disinfectants, gloves, masks and face visors.
- All washrooms are well equipped with liquid soap dispenser(s) or packed soap bars.
- Room linen are changed once in a day or as requested by guest.
- Freshly prepared in-house bleach solution (1% sodium hypochlorite) or phenol disinfectants will be used to clean wash basin, furniture, and toilets.
- Face masks and gloves will be available on request for the guests.



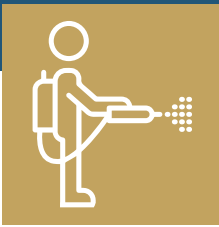
SAFE DINING EXPERIENCE

- Hygiene and sanitization are our top priority.
- Our restaurant staff will wear a 3 ply mask and hair net at all times.
- Table and seating arrangement will follow social distancing norms.
- Government approved sanitizing agents are used to clean vegetables, meat and all other materials.
- All our kitchen supplies are fully sanitized before they are brought into the stores and refrigerators.
- For breakfast, we have considered serving packaged “Grab-and-Go” meals, or you can order it the night before to have it delivered hot to you room.
- We have 24 hours in-room dining to serve you hot and healthy food throughout the day.
- All our food handlers are certified and recognised under FSSAI COVID-19 Certification.



SOCIAL DISTANCE & HYGIENE STANDARD

- We have provided hand sanitizer dispensers throughout the hotel, particularly in high-traffic areas such as restaurant or meeting rooms.
- We have created social distance markers in our public areas to control check-in lines and general crowding.
- In all public areas like restaurant, lobby and lounge, seating arrangements have been realigned to maintain appropriate distance between each guest.
- We have introduced contactless and keycard-less check-in to reduce face-to-face interaction between staff and guests.
- For in-room dining service requests, we are providing you the option for contactless delivery, where items will be left outside the door.



INDOOR SANITISATION STANDARD

- Temperature check of all guests are done at the entry point. Any guests with a temperature above 99.1°F will be refused admission and will be advised to report to the closest medical facility.
- Sanitization of common areas (reception, elevator, lounge) will be done at every 6 hours with phenolic disinfectant.
- Record of all guests visiting our property will be maintained as per Government guidelines.
- Where the use of bleach is not suitable (metallic surfaces like door handles, security locks, keys, etc.), solutions with at least 70% alcohol will be used to wipe such surfaces.



OUR CLEANLINESS STANDARD

- All hard surfaces (e.g. floors, desks, countertops, tables) are cleaned with standard disinfectant, bleach solution containing at least 70% alcohol.
- All soft or porous surfaces (e.g. carpets, rugs, drapes) are cleaned with appropriate cleaning products.
- Regularly wiping and disinfecting are done for areas which are touched frequently such as door handles, light switches, in- room tablets, safes, coffee machines, minibar refrigerators and TV remotes.
- All bed linens and towels are washed frequently with disinfecting laundry detergent.



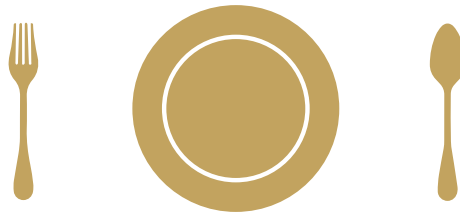
MONITORING GUESTS WHO ARE ILL

- While observing regulations in relation to the protection of personal data and the right to privacy, we will monitor potentially ill guests, if any.
- Reception staff will note all relevant incidents that come to their knowledge using a questionnaire, such as requests for doctor's visits etc.
- This information will aid guests through appropriate advice, facilitating early detection, and rapid management of suspected cases with local health authorities.
- Private information will stay confidential.



CANCELLATION POLICY

- The guest can cancel free of charge until 1 day before arrival.
- The guest will be charged the cost of the first night if they cancel within 1 day before arrival.
- If the guest doesn't show up they will be charged the total price of the reservation.
- Booking cannot be cancelled/modified on or after the check in date and time mentioned in the Hotel Confirmation Voucher.
- Non-refundable rates cannot be cancelled once the booking is made. Full retention will be charged in case of cancellation.



IF DISTANCE CAN KEEP US SAFE
LET'S KEEP IT

KAIZEN HOTELS & RESORTS LIMITED
www.kaizenhotels.co.in



For bookings, call: **98311 02101 / 98317 80410 / 97482 95508**

[f /ThePeerlessInnDurgapur](https://www.facebook.com/ThePeerlessInnDurgapur) | [f /PeerlessResortMukutmanipur](https://www.facebook.com/PeerlessResortMukutmanipur)

We Care 