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ITC HOTEL
RESPONSIBLE LUXURY



ITC GARDENIA
BENGALURU



Amandeep Kaur
General Manager - ITC Gardenia

Dear Guest,

Namaste!

We take great pleasure in welcoming you to ITC Gardenia.

Bangalore has always been fondly known as India's Garden City and ITC Gardenia may be considered a timely reminder of the same – a hotel that beautifully defines its destination. Committed to the motto of "Responsible Luxury", this hotel is an inclusive blend of contemporary design and International Green Practices.

I trust that you are comfortable in your room and have been made familiar with its features. Explore more about the hotel and its facilities through the iPad provided. Use it for various room controls, order in-room dining or browse the internet. Enjoy your smart TV with access to all primary OTT Platforms. Please call WelcomAssistance from your room telephone for table reservations at our signature restaurants or book an appointment at our award winning spa & salon.

I am confident that your stay here will be truly delightful. Should you wish to reach out to us, please dial WelcomAssistance.

Thank you for choosing to stay with us and for endorsing Responsible Luxury.

Best Regards,

Amandeep Kaur
General Manager



ABOUT ITC GARDENIA



ITC Gardenia, a hotel that is conveniently located in the commercial heart of Bengaluru - equipped with 292 Luxury rooms and suites, offers the discerning business and leisure traveler the best in Hospitality and Hotel services. Overlooking the century old Bangalore Club, the hotel is situated in the midst of Bengaluru's most elite neighbourhood. An abode for the indulgent and the aspirational, a sublime confluence of the city's unhurried past and its dynamic present - ITC Gardenia embodies the splendors of nature. Inspired from the magnificent gardens of the city, this luxury hotel was built as a tribute to the beautiful city of Bengaluru and is in close proximity to key business districts and IT hubs of Bengaluru.

The rooms are categorized in the chain's premium brands of Towers and ITC One, with a number of suites on each floor. The exclusive larger suites

are located on the upper floors and offer splendid views of the city and its green surroundings.

Over the years, ITC Hotels has earned a reputation for excellence in its culinary endeavors by training the spotlight on the best of Indian and International cuisine, distinguishable by their authentic flavours and quality ingredients. ITC Gardenia brings this exceptional repertoire to Bengaluru in a selection of the city's finest dining destinations. The hotel promises an unforgettable fine dining experience in Bengaluru. From the delicious great curries of the country served along with the most delicate kebabs in the land at Kebabs & Kurries.

Clearly focusing on the concept of "Wellness", ITC Gardenia presents a number of facilities that help cover the ever-increasing demands of the guests by providing healthier options for a better stay. From our Signature spa i.e. Kaya Kalp to the

professionally designed Salon, from our serene Swimming pools to our well-equipped high-tech Gym – ITC Gardenia makes sure that every need of the guests is fully delivered with utmost care and luxury.

ITC Gardenia, Bengaluru offers a wide selection of luxuriously appointed premium accommodation that has been rated among the best in the country.

From non-VOC paints and carpets to renewable and eco-responsible materials in furnishings and bath wear, to the specially designed WelcomSlumber kit with herbal aroma therapy sleep aids, every room at ITC Gardenia ensures that when you retire for the day, you come home to the finest experience of Responsible Luxury. Located at a breath's distance from the green heart of the city – Cubbon Park, and built to look inward, around a central garden, ITC Gardenia includes 292 well-appointed nature embracing luxury rooms with 13 Luxury Suites and the regal grand Presidential Suite – the Peacock Suite – one of the largest among business hotel suites in India, allowing you to choose the accommodation that best suits your needs whenever you are in Bengaluru.

TOWERS:

Termed under the most luxurious and spacious rooms in Bengaluru, the Towers Rooms comprise a comfortable sitting area and a large writing desk. The 135 spacious Towers Rooms offer refined luxury with a complement of warm and efficient services along with state-of-the-art amenities befitting to a 5 Star Deluxe Luxury hotel.

Defining standards in corporate hospitality in Bengaluru, these rooms have been designed to cater to the needs of the discerning global business traveler.

Size: 41M2

Room Occupancy: Up to 3 Adults

Bed Type: Queen and Twin

TOWERS WITH BALCONY:

Termed under the most luxurious and spacious rooms in Bengaluru, the Towers with Balcony Rooms comprise a comfortable sitting area and a large writing desk. The 102 spacious Towers Rooms offer refined luxury with a complement of warm and efficient services along with state-of-the-art amenities befitting to a 5 Star Deluxe Luxury hotel. To enable the guest to get a feel of the salubrious Bengaluru weather, these rooms have a balcony overlooking the Garden City.

Defining standards in corporate hospitality in Bengaluru, these rooms have been designed to cater to the needs of the discerning global business traveler.

Size: 47M2

Room Occupancy: Up to 3 Adults

Bed Type: Queen and Twin

Notable Feature: Oversized Balcony



ITC ONE:

Celebrate the 'Power of Space' in this exclusive wing where the rooms are furnished with state-of-the-art amenities. ITC One rooms offer a luxurious experience of ITC Gardenia's corporate hospitality. Overlooking the stunning outdoor aquamarine pool and the central garden, with tasteful interiors featuring a range of facilities that have been elegantly accommodated in the understated richness of the décor, the ITC One rooms offer the perfect accommodation for corporate leaders by effortlessly blending contemporary state-of-the-art luxury with the nature-inspired grandeur of ITC Gardenia.

Size: 57M2

Room Occupancy: Up to 3 Adults

Bed Type: King

Additional Inclusion: 24-hour Butler Service

TOWERS SUITE

In keeping with the nature-driven theme at ITC Gardenia, each of the 10 Towers Suites at the hotel is named after and consequently to a specific bird native of the region. Choose from the Rose Finch, Harrier, Jacana, Lapwing, Woodpecker, Flameback, Sunbird, Bulbul, Barbet and Parakeet for a delightful experience of ITC Gardenia's superlative 5-star luxury hospitality. Each Suite is an Oasis of Indulgence, facilitated by a range of State-Of-The-Art amenities and warm, efficient services - perfect for Corporate Heads and Business Leaders.

Size: 65M2

Room Occupancy: Up to 3 Adults

Bed Type: King

Additional Inclusion: 24-hour Personal Butler Service

FLAMINGO SUITE

Situated on the sky floor, this spacious suite is done up in warm shades of maroons and deep reds. In keeping with its warm colours, the vibrant personality of the flamingo and the vantage point at which it is perched, the Flamingo Suite offers a spectacularly indulgent experience of ITC Gardenia's luxury hospitality. Also called the Long Stay Suite, the Flamingo Suite is equipped with state-of-the-art amenities and offers our distinguished guests' access to superlative business and recreational facilities and services for a stay that is truly memorable.

Size: 85M2

Room Occupancy: Up to 3 Adults

Bed Type: King

Additional Inclusion: 24-hour Personal Butler Service

PELICAN SUITE

Among the finest expressions of luxury corporate hospitality in Bengaluru - the Presidential Suite at ITC Gardenia better known as the Pelican Suite, offers a sublime experience of unhurried luxury. Lavishly appointed and overlooking the aquamarine open-to-air swimming, the garden courtyard and the island restaurant Lotus Pavilion through its large bay windows, the Pelican Suite is done up in refreshing shades of sienna and burnt orange, for a relaxing and cheerful ambience. Presenting a refined experience of luxury in Bengaluru's finest business hotel, the Pelican Suite offers spectacular accommodation befitting to the status of our distinguished guests.

Size: 153M2

Room Occupancy: Up to 3 Adults

Bed Type: King

Additional Inclusion: 24-hour Personal Butler Service



PEACOCK SUITE

Wrapped in the gentle embrace of Nature, the Grand Presidential Suite at ITC Gardenia takes inspiration from the splendour of the national bird of India in grandeur and decor. Its many glass facades, its large bay windows and the spectacular views it offers, infuse the suite with a sense of spaciousness and unhindered commune with the open skies. The designer took her cue for the interiors of the suite from the theme of the hotel, the 'Tree of Life' and India's national bird 'The Peacock' was her choice as the theme for the 'Grand Presidential Suite': A ceiling-high embroidered panel of a Peacock and a Peahen creates the mood at the entrance. The different colours and textures found on a Peacock have been used to good effect. The iridescent and vibrant hues of the Peacock are set off against the neutral shades of beige and off-white. The effect of this combination has proved quite spectacular, especially where giant Peacock feathers are seen stretched across a beige background on the carpet. The sofas with their beige self-textured upholstery have Peacock blue and green cushions. A blue chaise lounge rests against an etched glass wall with a diagonal design of Peacock feathers. The master bedroom offers a Peacock with its tail spread out, as a splendid white metal and silver leaf headboard, for the bed. The Peacock greens and blues are carried on the day-blankets that lie across the foot of the beds and cushions. The baths created of white marble are spacious and bright with separate shower cubicles and a luxurious tub to soak in. The bath attached to the master bedroom offers mirror inlay on the walls, highlighting the hotel's theme of the 'Tree of Life'. Every space at the Peacock Suite is an Ode to the Grandeur of the Peacock. From the stunning glass mural that adorns an entire wall of the Grand Dining Room, to the vibrant Peacock feathers that stretches grandly across the softly piled beige carpet add to the dazzling effect in the living room,

colour themes in each room and the aquamarine infinity pool on the top floor of the Peacock Suite; every detail harks to the magnificence of this royal bird, and every service expresses an apt homage to its stateliness.

Size: 468M2

Room Occupancy: Up to 4 Adults

Bed Type: King and Queen

Additional Inclusion: 24-hour Personal Butler

Service | An exclusive and private infinity pool

IN ROOM / SUITE AMENITIES

- iPad interface for controlling various in- room features
- Smart TV with access to all primary OTT platforms
- ✧ Travel Desk
- ✧ Individually controlled air conditioning units
- ✧ Individual electronic in-room safe
- ✧ Media Hub
- ✧ 24-hour news and international channels
- ✧ Fully stocked private In-room refreshment centre
- ✧ In-room tea/ coffee maker
- ✧ Feather pillows and non-allergenic pillows
- ✧ Terry towel bath robes and slippers
- ✧ Weighing scale and hairdryer
- ✧ Iron and ironing board
- ✧ Dual line telephones with date port
- ✧ International direct dialling and voice mail messaging
- ✧ Wireless (WiFi) internet access
- ✧ RJ45 jack for LAN connectivity
- ✧ Pillow Menu Mattress Customization (on request)



BUSINESS SERVICES

The Business Centre is located at the lobby level and is open 24 hours a day. It provides guests with a distraction free work environment and access to business tools and services - computers, printers, internet, photocopying facilities, facsimile transmission as well as secretarial services.

OTHER BUSINESS SERVICES

These include conference calling, video conferencing, LCD projector and high speed wireless internet access.

RESTAURANTS AT ITC GARDENIA:

CUBBON PAVILION

ITC Gardenia's sky lit 24-hour restaurant that offers a delectable spread of Indian and inventive International cuisine- the Cubbon Pavilion is the ideal place for round-the-clock dining in Bengaluru, in a cheerful ambience.

Named after Cubbon Park – the green lung of the city, a sprawling 300-acre park with thousands of species of flora, Cubbon Pavilion features ITC Gardenia's most remarkable feature – the vertical garden, which comes together seamlessly with the glass, marble, steel and wood adorned elegance of the restaurant to create an environment that is soothing, cheerful and infused with the freshness of nature.

Cubbon Pavilion also features a multi-cuisine a-la-carte menu, for an anytime dining experience that is truly special.

Enjoy the delights of a midnight meal on Friday/ Saturday in the beautiful outdoor seating area or

in the cozy indoor comfort of the restaurant. It is a perfect way to wind up a party, an incentive to self after working late hours or just to meet a midnight food craving, every Friday and Saturday.

The Sunday Brunch at ITC Gardenia is a culinary celebration in its own right and it comes alive through the varied never ending gourmet food on offer. There's nothing better than capping up a great weekend with a laidback Sunday Brunch and we have got the best spread on offer for you, from our all day dining restaurant – Cubbon Pavilion and the alfresco seating at the beautiful Lotus Pavilion, all for the price of one.

Cuisine: Indian and International

Operational Hours: 24 hours

Breakfast: 6:30 am – 10:30 am | **Lunch:** 12:30 pm – 2:45 pm | **Dinner:** 7:30 pm – 11:30 pm

Sunday Brunch: 12:30 pm to 4:00 pm

Location: Lobby Level

LOTUS PAVILION

The multi-pillared Lotus Pavilion, inspired by Tipu Sultan's Summer Palace has sloping roofs covered with a lawn of fresh green grass aptly referred to as a 'Living Room with a Living Roof' - a delightful meeting place over tea or to raise a toast. Framed by the wind-cooled lobby of the hotel and the first sight to greet our patrons, the Lotus Pavilion is a celebration of all that ITC Gardenia stands for - the best of nature in an environment that expresses the best of human endeavor.

It offers the perfect setting for basking in Bengaluru's fabulous weather. The ideal sit-out restaurant for any time of the year, one can enjoy a fine line up of beverages from around the





world with a selection of gourmet tapas and hors d'oeuvres from our carefully crafted menu.

Cuisine: Multi-Cuisine

Operational Hours: 7:00 am – 2:00 am

Location: Lobby Level

KEBABS & KURRIES

Kebabs & Kurries is a symphony of fine dining in an ambience that complements the cuisine. Under the baton of the most celebrated chefs, great curries of the country are served along with the most exquisite kebabs in the land. Years of experiment and research into ancient culinary secrets have gone into composing a delectable menu that will entrance even the most fastidious gourmet.

The sumptuous menu at Kebabs & Kurries comprises of a mouth-watering array of Kebabs and a wide range of dishes from all over India. These dishes can be categorised as either Qormas, Qaliyas or Salans.

Show kitchens visible from all corners are the highlights of the restaurant where the sight and smell of cooking seduce your senses. Different kitchens work in tandem to prepare a delectable feast of Kebabs, Curries, Biryani and Desserts.

The interiors of Kebabs & Kurries reflect the haunting beauty of North Indian forts. A brass motif engraved wooden entrance, Dhoolpur stone flooring and carved wooden pillars create a look of rugged earthiness.

Cuisine: North West Frontier

Operational Hours: Lunch: 12:30 pm – 2:45 pm

I Dinner: 7:00 pm – 11:30 pm

Location: Lobby Level

FABELLE - EXQUISITE CHOCOLATE BOUTIQUE

Fabelle chocolates are ITC's premier offering in the luxury chocolate space. Made from cocoas sourced from the most exotic cocoa growing regions of the world and combined with unique ingredients, Fabelle offers an immersive and participative chocolate experience. Fabelle has a range of exquisitely handcrafted boxed chocolates such as Fabelle Elements, Ganache, As Your Like It - personalized chocolate cup creations, Gianduja and Single Origin Cacaos. In addition, you can experience a range of exquisitely crafted desserts and beverages created by our Master Chocolatiers.

Operational Hours:

Sunday-Thursday – 11 am to 12 am

Friday-Saturday- 11 am - 1 am

Location: Lobby Level

HIGHLAND NECTAR

Highland Nectar has always been a favourite amongst our patrons at ITC Gardenia. In our quest to continuously set benchmarks for ourselves, we now present to you a revamped and all new, Highland Nectar. Iconic, chic and located in the city centre- our new lounge bar offers innovative blends, eclectic bite size appetizers & pub-grub in a suave ambience at attractive valuing.

Choose from our extensive beverage menu – Highland Nectar Classics, Pre - Prohibition Era Mixtures, Luxury Collection Blends, with a dedicated section on innovative usage of indigenous and low - calorie ingredients and for the first time at Highland Nectar - draft and craft beverages.

A seamless blend of stylish interiors, top-notch entertainment, world class beverages, 'Highland Nectar' is the place to unwind over great uninterrupted conversations and reclaim yourself.

Operational Hours: 5:00 pm – 1:00 am

Location: Lobby Level

CAJSA

Global flavours, a new signature culinary brand by ITC Hotels has opened its doors in Bengaluru. At CAJSA we celebrate the diversity of flavours from around the world in thoughtfully curated and experiential set menus Inizio, Lagom and Elysian.

Classic yet innovative, the food at CAJSA presents global gastronomy with innovative cooking techniques at its core. Each menu consists of desserts that present an element of surprise.

Operational Hours: 7:00 pm – 11:00 pm

Location: Lobby Level

MEETINGS & EVENTS

Incredible Spaces. Infinite Possibilities.

Conferences and Banquets take on the ultimate shades of Green Luxury at ITC Gardenia. The hotel offers an incredible range of Banquet halls and Meeting rooms, each with their own distinct features.

On offer are six versatile and state-of-the-art Meeting, Banquet and Conference spaces. Mysore Hall which can be divided into three separate halls each with its own pre-function area. The high tech boardrooms Jacaranda and Cassia, the meeting rooms Magnolia and Plumeria, of which the latter can be split into two meeting spaces, and the beautifully landscaped sprawling outdoor venue Botania, are perfect for a range of theme events, corporate functions, celebrations and parties.

A bouquet of Bengaluru's finest 5-star business and luxury hotel services, state-of-the-art business facilities, a dedicated team of event management associates and access to gourmet catering facilities have contributed to making ITC Gardenia one of the most sought 5 star venues in Bengaluru.

MEETINGS

ITC Gardenia has 2 meeting rooms - Jacaranda and Cassia. Jacaranda is a dignified space with timeless elegance, a 9 - seater Board Room furnished with the latest technology that enables plug-and-project during meetings. Cassia is a hi-touch Board Room with an interactive board which seats up to 7 people.

JACARANDA

A dignified space with timeless elegance, the Jacaranda is a 9 - seater Board Room furnished with the latest technology that enables plug-and-project during meetings. The room's class is further enhanced by its exclusive 6-seater lounge.

CASSIA

The Cassia is a hi-touch Board Room with an interactive board which seats up to 7 people. With built-in microphones, projectors and cameras for video conferencing, this is designed to be the most hi-tech conferencing facility in Bengaluru.

WEDDINGS, SOCIALS & EVENTS

4 different venues with a distinctive atmosphere and grace added to it - suit all your needs for a formal or an informal gathering and perfect for a range of theme events, corporate functions, weddings, celebrations and parties.



MYSORE HALL

The Mysore Hall is the one of largest pillar-less halls in Bengaluru sized at around 7845 sq. ft. The hall's aesthetic and architectural features are a tribute to the history of Karnataka. The Mysore hall can be divided into three separate halls each with its own pre-function area.

Capacity:

Theatre Style - 500

Classroom Style – 210

PLUMERIA

The Plumeria Room is an exclusive meeting venue equipped with the latest available technology and ergonomically designed furniture. Creating a feel of space and professionalism, the Plumeria room makes sure that all business requirements are met to its satisfaction.

Capacity:

Theatre Style - 50

Classroom Style – 24

MAGNOLIA

This vast meeting space has a distinctive atmosphere and grace added to it. The Magnolia is an ideal venue for both formal and informal gatherings.

Capacity:

Theatre Style - 120

Classroom Style – 60

BOTANIA

This vast meeting space has a distinctive atmosphere and grace added to it. The Magnolia is an ideal venue for both formal and informal gatherings.

Capacity:

Theatre Style – 200

WEDDINGS AT ITC GARDENIA

An Enchanting Eternal Saga at ITC Gardenia

Exclusivity, novelty and above all quality are the hallmarks that make ITC Gardenia the idyllic wedding landmark. Inspired from the magnificent gardens of the city and built as a tribute to the beautiful Bengaluru, the hotel is situated in the midst of the most elite neighbourhood and overlooks the century old Bangalore Club.

With incredible spaces and infinite possibilities for curating the perfect wedding experience for our guests, ITC Gardenia offers an incredible range of spaces especially designed to cater to social events. A dedicated team of event management executives and access to gourmet catering facilities have contributed to making ITC Gardenia one of the most preferred wedding venue in Bengaluru.

The Mysore Hall is one of the largest pillar less hall in Bengaluru at around 8000 sq. ft. The hall's aesthetic and architectural features are a tribute



to the history of Karnataka. The Mysore hall can be divided into three separate halls each with its own pre-function area. Botania is a beautiful open terrace space, ideal for stylish weddings or unique social gatherings and also complements the perfect weather that Bangalore boasts of. Magnolia with its distinctive natural lighting and graceful atmosphere, is modelled to cater to wedding rituals such as roka, mehendi, sangeet, nikah, etc.

These three venues amalgamated with our premium accommodation, signature cuisine offerings and our award winning spa, Kaya Kalp – The Spa, ITC Gardenia is replete to host the most luxurious wedding one can host.

Encapsulate special moments from the most important day of your life and weave dreams into reality, only at ITC Gardenia.

RESPONSIBLE WEDDINGS

The key to being able to fully enjoy your wedding day is to plan it well in advance. Unfold your wedding into the realms of sheer brilliance and visual delights leaving an impression on the memories of your guests with ITC Hotels' state-of-the-art facilities coupled with exemplary services and modern amenities. Committed to creating new benchmarks in Responsible Hoteliering, ITC Hotels have today established the world's first and largest green hotel chain, re-engineering every sinew of its signature properties to deliver a unique value

proposition to its discerning guests - a philosophy of sustainable hospitality that integrates the highest level of international green best practices with contemporary design to deliver unmatched guest experiences. The term "Responsible" is indeed the soul of ITC Hotels, where tireless efforts ensure a positive environmental footprint, and will continue to do so through constant innovation and hardworking performances. Luxury events held at ITC Hotels are not just about a lavish 5-star ambience or about offering the city's finest services and facilities – it is about delivering all of this with responsibility, so that when you hold your celebrations you become part of an effort that actively works at reducing our collective carbon footprint. When you choose ITC Hotels as your venue to host your events, you become part of a greener world, without compromising the grandeur, warmth and luxuriousness of your hospitality to your guests. ITC Hotels bears an unmistakable aura of culture and a deep-rooted sense of pride in executing every event with impeccable flawlessness. Redefining luxury weddings, we at ITC vow to ensure that whatever the occasion be, our guests stay devoid of any stress - enjoying, relaxing, honouring, relishing and living up every moment of their stay!



HOTEL SERVICES



Crowning the Deccan Plateau, blessed with the bounty that nature has to offer and built reflecting a confluence of Indo-Anglo-Islamic culture, ITC Gardenia is designed as an abode for the indulgent as well as the aspiring traveller. ITC Gardenia is a tribute to the Bengaluru of today – The Silicon Valley of India. An exciting façade along with an array of fountains and enviable flora will welcome you to a hotel that encapsulates the concept of gracious living, while holding hands with nature. The exquisitely designed rooms are complemented by equally enchanting restaurants, with The Lotus Pavilion taking centre stage. Welcome to a hotel that captures the past and leads change, offering an unmatched experience for the discerning traveller – you. ITC Gardenia, Bengaluru – setting the mood for the Green Era.

An Alphabetical Guide to the Facilities in Your Hotel

We hope you will enjoy your stay with us. This guide is intended to familiarise you with all the services we offer. Please call us if there is anything else we may do to assist you while you are at ITC Gardenia.

AIR CONDITIONING

The thermostat in your room enables you to control the temperature in your room for your personal comfort.

AIRLINES

Please call: WelcomAssistance 6

Our travel agency, Travel House is located at the lobby level. Travel House would be happy to take



care of all your airline bookings, reconfirmations and other travel arrangements. The Travel House counter is open 24 hours a day, for your convenience.

AIRPORT

Bangalore International Airport is for domestic and international flights. The airport is 36 kilometres from ITC Gardenia, and is a one and a half hour's drive from the hotel. The airport ensures the comfort and ease of travelling with its facilities and caters to 4.5 million passengers annually. We suggest you allow an additional one hour at the airport for check-in formalities for flights within India and a two and a half hour for international flights. Our Airport Concierge (available round the clock at +919845427052) will be delighted to assist you for any requirements at the airport. The Bangalore International Airport at Devanahalli, 36 kilometres from ITC Gardenia, puts Bengaluru city on the global destination and offer travelers facilities comparable with the best international airports.

AMENITIES-ON-CALL

Please call: WelcomAssistance 6

Our housekeeping department will be pleased to supply you with a hot water bottle, an ironing board, iron and a range of other amenities which you may require. If there is anything you require, do let us know, we will try our best to obtain it.

BAGGAGE SERVICE

Please call: WelcomAssistance 6

Our Bell Captain will be happy to forward or collect your bags, as you require.

BANQUETS / PARTIES / MEETINGS

Please call: WelcomAssistance 6

Set in a nature embracing hotel, we provide the perfect ambience for a range of events. From small dinners to extravagant spaces not banquets, our banquets team can arrange meetings and other business gatherings with efficient, effective service. Please call our banquets team and they will be pleased to arrange the kind of social or business gathering that you would like.

BUSINESS LOUNGE

Please call: 5250

We would be happy to assist you with any business services which you may require, at our Business Lounge, which is open 24 hours a day. Our arrangements for an "office away from home" provide facilities which include word processing, translation services, photocopying and video conferencing. You may send e-mail with or without attachments to be printed by the hotel business centre within one hour to the following e-mail ID at the business centre: itcgardenia@itchotels.in

Business Lounge charges apply.

BUTLER SERVICE

Please call: 5

Our team of trained butlers are at the service of guests at ITC One and the Towers Suites. From your arrival at your room till the time you depart, these young men and women will do everything they can to make your visit as comfortable and stress-free as possible. Please call upon your butler to provide the following services and any other assistance you may require:

HOTEL SERVICES

- » Breakfast Service
- » Emergencies
- » Lost Item
- » Room Service
- » Car Rental
- » Meeting and Conference Services
- » Wake-up Calls
- » Safe-deposit Boxes
- » In room refreshment
- » Internet Connectivity
- » Electrical Connection Assistance
- » Housekeeping
- » Medical Assistance
- » Shoeshine
- » Laundry and Valet
- » Business Centre Facilities
- » Unpacking and Packing
- » Tickets

CAR HIRE

Please call: WelcomAssistance 6

Our travel agency, Travel House would be happy to provide chauffeur driven cars to take care of all your transportation requirements.

CASHIER

Please call: WelcomAssistance 6

The cashier at the Main Lobby will be glad to assist you with foreign exchange encashment, and to provide you with any information you require regarding your bill. All bills may be settled at this counter.

While we would recommend contact-less/digital payments, Bills may be settled by cash, travelers cheques or the following credit cards: American Express, Diners Club, VISA and Master Card.

CHECK IN

Check-in time is 1500 hrs.

However, if you would like an early check-in for your next stay, please get in touch with our reservations team 24 hrs prior to your arrival and we would be pleased to help you, subject to availability.

CHECK-OUT TIME

Please call: WelcomAssistance 6

Check-out time is 1200 hrs. However, if you would like to retain your room beyond that time, our customer relations executives would be pleased to help you. An additional half-day tariff may be charged up to 1800 hrs.

CONCIERGE

Please call: WelcomAssistance 6

The Business Lounge personnel will be happy to arrange courier services for your letters and parcels.

CONFERENCE CONCIERGE

Our dedicated team of conference and banqueting specialists can arrange for music, entertainment, latest audio visual equipment's and provide professional assistance to complement any part of your conference, function or event.

CREDIT ARRANGEMENTS

Please call: WelcomAssistance 6

The cashier accepts Traveller's Cheques and major credit cards. Please refer to entries under Cashier for further details. We regret we do not accept personal cheques.



CURRENCY EXCHANGE

Please call: WelcomAssistance 6

Your butler or the cashier will be glad to help you with currency exchange or information on matters relating to currency transactions.

DOCTOR-ON-CALL

Please call: WelcomAssistance 6

Our hotel doctor and private ambulance are available on call, 24 hours a day. Please contact WelcomAssistance if you require medical attention. In case of a serious illness or a medical emergency, please press the emergency button on your telephone for immediate help.

DOORMAN, FRONT PORCH

Please call: WelcomAssistance 6

The doorman will assist in calling your car or to deliver a message to your chauffeur. Valet parking for your vehicle is also available.

DO NOT DISTURB

Please call: 0

Your privacy is of paramount importance to us; to ensure your privacy, please hang the 'Do Not Disturb' sign on your door knob. Our telephone operator will be happy to screen or not connect calls, as you wish. Please advise them accordingly.

E-MAIL

Please Call: 5250

The E-mail ID of the hotel is: itcgardenia@itchotels.in. If you would like to use the internet facility, our Business Centre staff will be pleased to assist.

ELECTRICITY

Please call: WelcomAssistance 6

Our electric supply is 220v AC at 50Hz. However, a special 110v electric adapter is available at WelcomAssistance. Our staff will be happy to help you with any difficulties which you may have with the electrical supply system.

EMERGENCY

Please call: 3

Please press the emergency button on your telephone to immediately summon help.

EMERGENCY EXITS

In the unlikely event of an emergency, our marshals will be at hand to help you make an exit through the emergency exits which are signposted on every floor. Please familiarise yourself with the location of the emergency exits on your floor. A floor plan with the exits marked is available on the inside of your door.

FACSIMILE

Please call: WelcomAssistance 6

The hotel fax number for incoming transmission is +91 80 2211 9999. A facsimile cover sheet is available in your desk drawer. Our Business Centre staff will be happy to assist you in case you

are expecting a fax message or would like to send one.

Please contact WelcomAssistance at 6 to install a facsimile machine in your room.



FIRE

In the highly unlikely event of a fire, please press the emergency button on your telephone or press 3. Our trained fire marshal will respond immediately. In case you would like further information on fire safety and other systems to ensure your security and comfort, please consult the Safety and Security section of this directory or turn on channel 3 on your television set.

FLORIST

Please call: WelcomAssistance 6

Our florist will be pleased to provide you with fresh flowers, bouquets and floral arrangements.

HEALTH AND FITNESS

KAYA KALP - THE SPA

Please call: 5260

India's culture lies at the heart of the 'Indian Experience'. Here, in the heart of the bustling city of gardens, 'Kaya Kalp – The Spa' at ITC Gardenia represents purity, peace and joy. You will find this 10400 sq. ft. oasis of tranquility offering a complete range of Asian, European and ancient traditional health and beauty services to re-awaken and revitalise you inside out.

Facilities available:

- » Spa which includes Gentlemen and Ladies wet area.
- » Steam, Sauna and Jacuzzi.
- » Treatment rooms, Yoga and meditation room
Open from 0800 hours to 2200 hours.
- » Gentlemen and Ladies salon
Open from 0800 hours to 2100 hours.
- » Fitness Centre Open 24 hours.

HOUSEKEEPING

Please call: WelcomAssistance 6

Please contact our Housekeeping Team should you require any tidying beyond the daily service. The Housekeeping Department will also be glad to provide you with electrical and plumbing services and help you locate misplaced articles.

Available from Housekeeping:

- » Air Freshener
- » Bed Board
- » Blanket
- » Feminine Hygiene Products
- » Hot Water Bottle
- » Iron and Ironing Board
- » Lost and Found
- » Mending / Sewing
- » Pillows (Non-Allergenic)
- » Rollaway Bed
- » Sewing Kit
- » Shoeshine
- » Toiletries

IN ROOM DINING

Please call: 5

In room dining is available round-the-clock, and you may select from the "Fine Dining Section" or "Our Express Service" offerings. Should you have a specific request for items not on the menu, our chef will be delighted to make every effort to accommodate your request.

IN ROOM REFRESHMENT

Please call: WelcomAssistance 6

Please contact us if you would like to order anything from the in-room refreshment menu. Items consumed will be added to your account and billed accordingly.

HOTEL SERVICES

INTERNET

Please call: WelcomAssistance 6

Both Wi-Fi and wired internet connectivity is available in your room to enable access to the internet through your laptop.

IPAD

Towards making your experience with us more comfortable and in-keeping with the innovation of technology and how it helps simplify our lives, we have migrated to in-room Ipad for controlling various in- room features.

This iPad has the following services enabled:

- » Room Control – Lighting & Air Conditioning
- » Facility to order a meal in-room directly from the iPad, without having to call In-Room Dining
- » TV Control
- » Entertainment features such as Video On Demand & Web Radio
- » Laundry Services
- » Bill/Folio Preview
- » Hotel Information – Restaurants, Spa and other services on offer
- » About the City, Flight Information, Weather, etc.

LAUNDRY SERVICES

Please call: 7

Terms of service:

- » Overnight Laundry Services : Garments collected after 9.00 pm will be returned by next morning with an additional charge of 50% (minimum 6 hrs).
- » Pressing Service : Garments for pressing will be returned within 1 hr
- » Express Service : "I NEED IT NOW" provided within 4 hrs on additional charges of 100%, round the clock

- » Regular Laundry Service : garments collected before 11.00 am will be returned same day by 6.00 pm
- » Garments collected after 11.00 am to 9.00 pm, will be delivered next morning by 10.00 am at regular tariff
- » All garments returned on hangers shall be placed in the wardrobe
- » Charges will be made to your room folio

LOBBY MANAGER

Please call: WelcomAssistance 6

Our Lobby Manager is available 24 hours a day. Please do not hesitate to contact him or her should you require any information or assistance.

POSTAGE SERVICES

Please call: 2

Please contact our Bell Captain, he will be pleased to help you with postage and the mailing of your letters.

MESSAGES

A 'message waiting' light will alert you if a voicemail is received on your telephone.

Please refer to the Telecommunications Section for further information.

NON-SMOKING FLOOR

Please call: WelcomAssistance 6

We would be happy to provide you with a room in a non-smoking zone if you wish. Please call WelcomAssistance for further information.

PAGING

Please call: WelcomAssistance 6

Our Bell Captain would be pleased to help you page any guest at the hotel.

PETS

Please call: WelcomAssistance 6

We regret that we do not permit pets in the hotel. However, if you would like arrangements to be made for the care of your pet, please contact WelcomAssistance.

PLACES OF WORSHIP

Please call: WelcomAssistance 6

Please contact WelcomAssistance for information regarding places of worship in the city.

PUBLIC RELATIONS

Our Public Relations office is open from 0900 hrs to 0600 hrs Monday through Saturday. Please contact our Public Relations Manager if you require a media consultant.

RECEPTION

Please call: 5190

RESERVATIONS AT OTHER ITC HOTELS

Please call: WelcomAssistance 6

A list of all the ITC Hotels in India is provided in this directory under WelcomNet – ITC Hotel's Instant Reservations Service. For room reservations at any of these hotels, our staff at WelcomAssistance will be happy to help you.

RESTAURANTS

Please call: WelcomAssistance 6

Six exceptional restaurants, a Lounge Bar, each with its own style and distinct cuisine, offer you a taste of India and the world. Please refer to the Hotel Services section of this directory or call WelcomAssistance for further information and reservations.

ROOM SERVICE

Please call: 5

We would be happy to serve you a range of food, beverages and cigarettes in your room. In room dining is available 24 hours a day, and a full menu may be found in the directory. Should you have a specific request for items not on the menu, please do not hesitate to let us know and we will try to accommodate your request.

SALES AND MARKETING OFFICE

Please call: WelcomAssistance 6

This office is open from 0900 hrs to 1800 hrs from Monday to Saturday.

SAFE DEPOSIT BOX

Please call: WelcomAssistance 6

Your room is equipped with a safe for your valuables. We suggest you deposit your valuables in your safe, we regret we cannot assume responsibility for the loss of valuables left in the room and in public areas of the hotel.

SECURITY

Please call: WelcomAssistance 6

Our Security Officers are on duty 24 hours a day. Please do not hesitate to inform the Lobby Manager if you notice any things amiss. For further information on our systems to keep our guests safe, please refer to the Safety and Security section of this directory.

SPA TREATMENTS

Please call: WelcomAssistance 6

Our trained staff at the Spa, provide a range of spa treatments with aromatic oils. Please

HOTEL SERVICES

contact WelcomAssistance at extension 6 for an appointment and for further information.

1900 Hrs : 90 Minutes

2200 Hrs : 45 Minutes

SPORTS

Please call: 5199

Please contact the WelcomConcierge for information on golf or any other sport that you may like details on.

SWIMMING POOL

Please call: WelcomAssistance 6

Our swimming pool is open from 0700 hrs to 2000 hrs.

TELECOMMUNICATIONS

Please call: WelcomAssistance 6

We are pleased to provide services such as automatic wake-up calls, do-not disturb services, room-to-room direct dialing, and a number of other facilities. Please refer to the Telecommunications Guide in this directory. You may connect the fax machine to your telephone if you require.

TIME & DISTANCE MATRIX

Between Bengaluru International Airport and ITC Gardenia: Distance: 35 Kms.

Hotel to Airport

0700 Hrs : 45 Minutes

0900 Hrs : 90 Minutes

1300 Hrs : 80 Minutes

1800Hrs : 90 Minutes

2300Hrs : 45 Minutes

Airport to Hotel

0700 Hrs : 45 Minutes

1000 Hrs : 60 Minutes

1500 Hrs : 80 Minutes

TIPPING

We do not levy a service charge in the hotel, except for personal banquets and conference arrangements. Tipping is an accepted norm in India but is entirely discretionary. Should you desire to tip, kindly do so only in Indian currency.

TOURS

Please call: 5199

Please contact the WelcomConcierge at the main lobby for any tour related details and bookings, and they will be happy to make arrangements for you.

TRANSPORT SERVICES TO THE AIRPORT

Please call: WelcomAssistance 6

We would be happy to arrange a car to take guests to the airport. This service is chargeable. Please let WelcomAssistance know what time you plan to leave and they will make appropriate arrangements.

UPPERCRUST LOUNGE

Please call: WelcomAssistance 6

From video conferencing to number crunching and relaxing at the end of the day, our butlers take charge of your requirements, to offer you the perfect solution for today's discerning business traveller. Our residents' lounge services include internet stations, boardrooms, library, bar and lounge.

Timings: 0700 hrs to 2330 hrs



HOTEL SERVICES

VALET PARKING

Please call: WelcomAssistance 6

Our doorman would be glad to arrange valet parking for your vehicle.

WAKE-UP CALL SERVICE

Please call: 0

Our telephone operator would be happy to make a wake-up call at any hour of the day or night. If you prefer, however, you may programme your telephone for an automatic wake call. Please refer to the Telecommunications section of this directory for further details.

WATER

The water running in the taps is purified and safe to drink.

WEBSITE

Please visit the Wonderful World of ITC Hotels at www.itchotels.com

WELCOMASSISTANCE

Please call: WelcomAssistance 6

Please call WelcomAssistance for any information or help that you may require. They will do everything in their power to make your visit comfortable.

WELCOMCONCIERGE

Please call: WelcomAssistance 6

Our multilingual concierge pride themselves on their ability to assist you in many ways. Some of their services are listed below:

- » Adaptors
- » Airline Needs
- » Audio Visual
- » Area & Regional Maps
- » Baggage Services
- » Car Rental
- » Churches
- » Doctor / Dentist
- » Events
- » First Aid Supplies
- » Florist
- » Jogging Routes
- » Limousine Services
- » Mail
- » Messages
- » Messengers
- » Recreational Activities
- » Packages
- » Paging Services
- » Religious Services
- » Restaurant Reservations
- » Room Reservations
- » Shopping
- » Sightseeing
- » Telegrams
- » Theatre Tickets
- » Toiletries
- » Transportation
- » Umbrellas
- » Video & Compact Discs
- » Wheelchair



TELE COMMUNICATION



This Telecommunication Guide introduces you to our state-of-the art Telecommunication package and its advanced and integrated voice and data communication features. This system has been installed as a part of our commitment to upgrade and enhance our business services to make your stay more comfortable and pleasant. The accompanying comprehensive information has been compiled to give you direct access to all facilities and services. Please press "0" to contact the Operator. WelcomAssistance is at your service for further assistance. ITC Gardenia operates on Alcatel – the Total Communication Management System. It provides the most advanced integrated voice and data communication features available worldwide. The system offers guests the flexibility to directly access services as well as or to access the hotel personnel for assistance the traditional way.

This exchange offers advanced communication services that our corporate clients need while travelling. The features provide an office environment for you to conduct business with greater efficiency. The voice terminals are equipped with built-in speakerphone facilities and conference calling in meeting rooms. Other significant feature of the system includes

networked data terminals and personal computers which enhance the utility of this versatile system. The complete set of features of this system have been described on the following pages. Kindly go through them so as to utilise your telephone to its maximum capacity. Should you have any query, do not hesitate to ask the operator or WelcomAssistance.

IN ROOM INTERNET FACILITY

High speed broadband internet access is available through Wi-Fi and Wired connection on your writing table. Your e-butler at extension 6 will be happy to configure your laptop for internet connection.

The procedure to connect to the broadband internet is briefly described below.

You can connect your laptop or mobile device to the hotel network "ITCHotels" for a seamless connection to the internet. Open the internet browser on your device. You will get directed to the hotel information and login screen. Enter your room no. and your first or last name, follow the instructions, create your own password and continue to browse, your default site will be accessible

An e-butler is available in the hotel. You may seek their assistance by calling WelcomAssistance at Extension 6.

DESCRIPTION OF ONE TOUCH BUTTONS ON YOUR TELEPHONE

Butler Service/ Room Service: One touch button to avail of Room Service facility.

Wake-up Call: You can schedule a wake-up call for yourself simply by pressing auto wake-up. The Voice Prompt will guide you through the rest of the procedure. This facility is also available through the Operator "0".

WelcomAssistance: One touch button for any kind of assistance required.

Voice Message: If a message has been left for you while you were away, this one touch button helps you retrieve the message.

Conference Calls: You can establish a three party conference either between an external caller, yourself and another guest in the hotel or between yourself and guests in the Hotel or between yourself and two external callers.

Reception: One touch button to connect you to the reception.

Housekeeping: One touch button connects you to Housekeeping.

Bell Desk: One touch button to connect you to the Bell Desk.

Laundry: One touch button to connect you to Laundry.

Business Centre: One touch button to connect you to the Business Centre.

Emergency: One touch button to alert the operator in case of fire, or a medical emergency.

Speaker Volume: To adjust the volume of your handset.



Redial: Redials the last number dialed on your telephone.

Mute: Press to exclude party on telephone from conversation at your location. The illuminated light above indicates activation.

Speaker Phone: Press to use the microphone and speaker instead of handset for conversation with the caller. The lamp illuminates on activation.

Hold: Press to place call on hold. The line which is on hold has an illuminated light against it

Message Waiting Light: If a message has been left for you while you were away, you will be alerted by the red message waiting light being activated on your telephone. Press the message button to retrieve your messages.

Line 1: This line is for the first call.

Line 2: In case you have another call while you are talking on line 1, you can keep the first call on hold by pressing the hold button and take the second call by pressing the Line 2 button. Line 2 can also be used for modem connection.

Do Not Disturb: Lift handset, and listen for the dial tone

Dial *2, and a voice prompt will give you instructions.

Hang up when the procedure is complete.

To change or to delete, dial *2 and follow the instructions.

Room to Room Dialing: Dial the room number required.

(This facility is disabled between 2200 hrs and 0700 hrs. Kindly contact the Operator for assistance)

TARIFF FOR IN ROOM PHONES

Destination	Duration	Rate
Local / STD, Mobile & LL	Per 1 Minute	INR 7.00 plus taxes
ISD	Per 1 Minute(3.5 paise per sec)	INR 210.00plus taxes
AT&T	Per Call	INR 150.00 plus taxes



HOUSE RULES



The following are the terms and conditions of the Agreement under which rooms are permitted to be used by guests.

TARIFF

Your room rate is on your Registration Card. The tariff is for the room only and is exclusive of any government taxes which may be applicable from time to time.

SETTLEMENT OF BILLS

Bills must be settled on presentation. Personal cheques are not accepted.

COMPANY'S LIEN ON LUGGAGE AND BELONGINGS

In case of default in payment of dues by a guest, the Management shall be entitled to a lien on the luggage and belongings, and to detain the same

and to sell or auction such property at any time after the day of departure without reference to the party, and appropriate the net sale proceeds towards amount due from the guest.

DEPARTURE

Check-out time is 1200 hrs. Please inform the Lobby Manager if you wish to retain your room beyond this time. Up to 1800 hrs, if the room is available, you will be charged at half the applicable room rate. After 1800 hrs, the full normal tariff will be charged.

BELONGINGS

Guest are particularly requested to lock the door of their room when going to bed. The Company will not in any way whatsoever be responsible of the loss of resident's goods or any other property; or for damage including theft or pilferage.

HOUSE RULES

HAZARDOUS GOODS

Storing of cinema films, raw or exposed, or any other articles of a combustible or hazardous nature in residential rooms or store rooms is strictly prohibited.

DAMAGE TO PROPERTY

Guests will be held responsible for any loss or damage to hotel property caused by them, their friends or by any person for whom they are responsible.

MANAGEMENT'S RIGHT

The Management reserves for itself the absolute right of admission to any person into the hotel premises and to request any guest to vacate his or her room at any moment without prior notice, and without assigning any reason whatsoever, and the guest shall be bound to vacate when requested to do so. In case of default, the Management will be entitled to remove the luggage and belongings of the visitor from the room occupied by the guest and lock the room.

RELATION BETWEEN COMPANY AND VISITORS

Nothing herein above shall constitute or be deemed to constitute any tenancy, sub-tenancy or any right of tenancy or interest in the hotel premises or any part of portion thereof in favour of any guest or resident or visitor and the Company shall always be deemed to be in full and absolute possession and control of the hotel premises.

NO VISITOR POLICY

For the interest and safety of all hotel guests, visitors are not permitted in the guest rooms post 9 pm.

GOVERNMENT RULES AND REGULATIONS

Guests are requested to observe the Government Rules and Regulation in force from time to time with respect to registration, alcoholic drinks, firearms, etc.

AMENDMENT OF RULES

The Management reserves the right to add, to alter or amend any of the above terms, conditions and rules.

DO NOT DISTURB ROOM

Rooms which are on a "Do Not Disturb" status for more than 8 hours at a stretch can be opened by the Housekeeping staff, in the presence of a security guard. This is done to ensure the security and safety of the guest.



SAFETY & SECURITY



EMERGENCY

In case of an emergency, please press the Emergency button or dial '3' on your telephone.

SECURITY

To ensure a safe and secure environment for you, we have put certain stringent security measures in place which may involve personal and baggage checks. Your cooperation is greatly appreciated. Our endeavour is to make this process as minimally intrusive as possible with least amount of inconvenience to our esteemed guest.

SAFETY

FIRE SAFETY

ITC Gardenia, Bengaluru is equipped with one of the best safety and fire protection systems in the world. Automatic sprinklers, smoke / heat detectors, manual pull boxes (break glass alarm),

fire hydrants and portable fire extinguishers are installed throughout the building and are constantly upgraded. Fire escape stairs, on each floor, ensure safe exit from any part of the building. Smoke Compartmentation with 0130 hrs. fire rated doors ensure protection against spread of smoke / fire. However, we are aware that even with the best of systems installed a fire can still break out. Our staff is professionally trained to fight any break out of fire. Your safety can be greatly enhanced if you carefully follow the instructions given in the following pages of this directory.

When you check into Your Room, Familiarise Yourself with:

The Emergency Exit routes.

The Exit Route Plan is fixed on to the back of your room's

SAFETY & SECURITY

main door. The location of the fire-fighting equipment installed nearest to your room. The automatic smoke detection system is installed in your room. These are detailed as under:

- A. **SMOKE DETECTOR** – It will alert you of the presence of smoke. These are fixed on the ceiling just above the luggage rack.
- B. **HOOTER** – This is an alarm device, which immediately raises an intermittent Pulsating alarm, the moment the smoke detector detects the presence of smoke in your room.
- C. **MANUAL CALL POINT** – This is a red square or round box fixed on the walls of corridors, lift lobbies and other public spaces. If you happen to locate smoke or a fire then you should break the glass to raise an alarm.

PLEASE DO NOT PRESS THE BUTTON.

IF YOU DISCOVER SMOKE OR FIRE

Please remain calm. Do not shout "FIRE", IMMEDIATELY inform the Telephone Operator or the Engineering Control Room about the Fire, by dialing '3' or '6' respectively. Provide your name, room number and the exact location of fire. Break the glass of the nearest manual pill box in case of fire. Use the nearest fire extinguisher or the fire hose reel and try to extinguish the fire if possible. Do not endanger yourself. If required evacuate the building. Please follow instructions of Hotel Staff. Stay calm, don't hurry, be relaxed, and think positive.

IF YOU ARE TRAPPED IN SMOKE OR FIRE

SWITCH OFF the air conditioning. Keep your door closed and block the edges of the door with wet towels. Fill the bath tub with water. Wait for an announcement through the Public Address System. Breathe through wet towels. Do not break the windows or try to jump out. Do not walk upright

in smoky areas. Always lie low and crawl along the floor. Close the door, if any, between yourself and the smoke.

IN CASE OF EVACUATION

An evacuation call will be given by the management through the Public Address System. Listen carefully to the transmitted message. Stay Calm. Follow the instructions immediately. Please do not try to collect your personal belongings. It may only delay safe evacuation. If the door is not hot, then open the door to leave the room. Take your Room Key Card and close the door behind you. Try to use the nearest fire escape to evacuate.

DO NOT USE THE ELEVATORS.

WHILE IN YOUR ROOM

HELP US TO PREVENT A FIRE

Extinguish your cigarette butts carefully.

Always use ashtrays for disposing butts.

Extinguish a matchstick before disposing it.

Switch off electrical appliances when not in use.

Inform our staff immediately about any defective appliances in your room.

SECURITY

The Hotel has vigilant, mobile security staff on duty round the clock. Do not

hesitate to inform the Lobby Manager / Reception if you notice anything amiss.

Safeguard your Room Key Card so as to avoid any unnecessary inconvenience.

SAFETY & SECURITY

In case your Room Key Card is lost or stolen, please inform the Front Desk immediately.

Ensure your Room door is locked before retiring or leaving it.

Always deposit your Room Key Card with the Front Office Desk when checking out.

Do not leave your luggage unattended while checking out.

Never admit any repairmen or persons with unsolicited deliveries into your room

without checking with the Management.

SAFE DEPOSIT BOXES

A safe is available in your room for your valuables.

SPECIAL INSTRUCTIONS

Do not smoke in bed.

Do not use any heating appliances in your room.

Do not overload electrical circuits.

When in your room, keep your door double locked at all times.

Secure the safety chain and the night-latch.

Use the peephole to identify all callers before opening the door.

Use the mini-safe boxes in the room for valuables and money.

Do not reveal the name of the hotel or your room number to strangers.

Panic is the most dangerous reaction.

EVACUATION PLANNING

INTRODUCTION

In spite of strict preventive and protective measures, circumstances such as serious fire, bomb threat, terrorist attack, natural calamity, etc. may still arise where evacuation of a part or the entire Hotel premises becomes inevitable. It is therefore vital that a feasible evacuation plan is formulated for your Hotel. The aim of these instructions is to acquaint you with the actions to be implemented when evacuation is ordered.

DECIDING AUTHORITY

The ultimate authority to order the evacuation of the Hotel will be the on duty Incident Controller, present in the Hotel at the time of crisis. He/ she will be guided in his/ her decision by the Unit General Manager. (In case the time/circumstances permit.)

INDICATION FOR EVACUATION

The indication for evacuation of the Hotel will be on the following lines

- A. Sirens will be sounded.
- B. Announcement on P.A. system will be made to all guests.
- C. Telephonic / verbal messages will be passed to all In guests.

TELEPHONE OPERATIONS

Telephone Operators will contact each guest and tick off all acknowledgments. Telephone Operators will not leave their place of duty (in order to be available to assist you as much as possible).

EVACUATION ORGANISATION

The following personnel will constitute the evacuation control organisation.

- A. Chief Evacuation Controller: Front Office Manager assisted by Executive Housekeeper.
- B. Floor Marshalls: Staff of Bell Desk and Housekeeping would rush to the floor allocated to them to direct and help in safe evacuation.

Note: As a general rule, Management Staff will not leave the hotel premises till all the guests have been safely evacuated.

ASSEMBLY AREAS

" To reach the assembly area please follow the fire exit plan , which is displayed in room, behind door and the directional arrows. This will guide you towards the assembly area. "

The control of the Assembly Area 'A' will be under the Front Office Manager for all

guests. The Hotel will depute staff to the assembly area to note down the particulars

of everyone who has been evacuated. The Chief Evacuation Controller will nominate two housemen to check every Room / Restaurant / Shop etc. to ensure that none of the guests are left behind.

GENERAL INSTRUCTIONS

The Front Office Manager will be responsible for the correct accounting of all guests. If anyone is found missing, it will be notified to the Incident Controller or the Fire Brigade Officer who will quickly arrange the rescue of the missing people. The Chief Engineer will ensure that all lifts are grounded and all gas lines and unwanted power lines are as switched off. Lifts will not be used for evacuation at any cost.

Security Personnel will ensure that both the car parks are empty of cars. All the vehicles will be removed as soon as the siren is heard or indications for the same are given. This will ensure the protection of your cars / property. This will be done in conjunction with the local Police who will also help in providing maximum assistance to the fire staff and guests.

ALL CLEAR

This will be decided by the officer who ordered the evacuation after consulting the Incident Controller and Chief Engineer. The information will be passed verbally or by announcement. No guests will be allowed to enter the Hotel for any purpose unless clear instructions to the effect have been issued by the Evacuation Controller.

EVACUATION ROUTES

The following routes will be adopted for evacuation.

Responsibility for areas of Evacuation

AREA	RESPONSIBILITY
LAUNDRY/ HOUSEKEEPING:	Laundry in-charge
STORES:	Stores Supervisor
HEALTH CLUB:	Health Club in-charge
BUSINESS CENTRE:	Front Office Manager
ADM INISTRA- OFFICES:	UFC / Human Resource TIVE Manager
TRAINING CENTRE:	Training Coordinator
MAIN KITCHEN:	Chef in Charge
AC PLANT:	Chief Engineer
BOILER ROOM:	Engg. Supervisor/Engg. Control
ALL FLOORS:	Executive Housekeeper Housekeeping Staff who are deputed to floors

CAUTION

As soon as the sirens are heard or message is received regarding evacuation, the relevant Departments responsible for evacuation will swing into action and evacuate guests / personnel in two lines along the staircases. There must be no pushing, stampede, shouting or blocking of entrances or exits. Special care will be given to the aged and invalids. The Floor Marshalls will report the completion of evacuation of the floors after checking toilets, to the Evacuation Controller. They will be the last to leave the floor. It is most essential for you to understand that in case of fire the floor above will be evacuated first, followed by the floors down below.