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ITC HOTEL

RESPONSIBLE LUXURY



ITC GRAND CHOLA

CHENNAI



Dear Guest,

Namaste!

It gives us great pleasure to welcome you to ITC Grand Chola!

I trust that you are comfortable in your room and have been made familiar with its features. Do explore more about the hotel and its facilities through the iPad provided. You can control your room, order in-room dining, browse the Internet and explore all in-room entertainment options on your smart TV.

Inspired by the architectural splendor and rich tradition of the imperial Cholas, ITC Grand Chola is ITC Hotels's tribute to the remarkable vision of a memorable era and the state of Tamil Nadu. The hotel embodies the highest standards in Indian hospitality balanced with elegant restraint in a prime property with a distinct personality. Its landmark achievement as the World's Largest LEED Platinum Green Hotel is an embodiment of ITC Hotels' credo of 'Responsible Luxury'.

This Hotel regally and responsibly defines its destination. It is a palatial tribute to one of Southern India's greatest empires – the Imperial Cholas.

Whilst I am confident that during your stay you shall experience the warmth of the Indian hospitality, please do not hesitate to contact me on the contact number as mentioned below for any kind of assistance from us to make your stay more comfortable.

We thank you for endorsing Responsible Luxury

Warm Regards,

Shaariq Akhtar

General Manager, ITC Grand Chola – A Luxury Collection Hotel



ITC Hotels has a tradition and philosophy of honouring the great personalities and dynasties of the region through cultural and architectural expression that also inspires the ambience of the Hotel in conjunction with the best possible contemporary standards of world class hospitality.

ITC Grand Chola has been inspired by a great dynasty which ascended from the east coast of the Indian peninsula and gained prominence as the premier naval power around the Indian Ocean region. The Medieval Golden Age of the Cholas combined administrative ability, commercial zeal, architectural prowess and maritime reach.

ITC Grand Chola is also a tribute to two enduring symbols of the Chola Empire; the first being the most illustrious sovereign Raja Raja I (985-1014CE) and his stellar politico-military achievements, and the second tribute being to his architectural tour de force, the magnificent Rajarajeswara Temple that he built in Thanjavur. Also known today as the Brihadeeswara Temple, the complex was completed in 1010 CE and is unprecedented in scale; its

lofty design was flawlessly harmonised with the intricate methods used in its building; the medieval architectural aplomb shown in the scale of the corbelling used to raise the 66 metre tall vimana (the tower over the sanctum); the noble consideration shown to the comfort of the devotees; the quality of the antique detailing on the inscriptions onsite; the inspired use of the temple complex both as a beacon of good administration, and also as a symbol for the beliefs of the Chola Empire, are the individual and enduring values enshrined in ITC Grand Chola.



The design of the ITC Grand Chola seeks to balance both harmony of design and proportion. The most prominent feature is formed by the striking gopurams on the roof which dominate the facade. The gopurams are in the shape of traditional water pots or kodams, and represents one of the 'panchabhootham' (five basic elements - earth, water, fire, air and space).

During the Chola Era the best talent in stone carving went into the carving of images and structures for their temples. This was the domain of the hereditary sthapatis (sculptor), who executed their designs, both in stone and bronze, making use of precise measurements, proportions and rules of the ancient shilpashastras. This aspect of the secular Chola style has been used in design elements both on the exterior façade and the public spaces in the Hotel.

The exterior stone cladding is embellished with stylized Chola motifs, such as square floral motifs with curved petals, crimped circular medallions and bas relief twin tusker motifs in black stone. In temple design, the mandapais a porch-like structure through the gopuram (ornate gateway) leading to the temple sanctum. The arrival experience seeks to replicate this concept. The sloped design and curved cladding around the roof perimeter of the Porte Cochere is inspired from the traditional mandapam design. The path leading to and around the driveway is covered with brick patterned blocks of dark black stone. The Pradakshina setting of the driveway and the lobby entrance recreates the ornate gateway experience leading into the building.

The Sangam Lobby of the ITC Grand Chola conforms to a temple cloister design convention and recreates classic grace and grandeur. The Lobby is palatial in scale and is a pristine expanse of pastel hued Carrera

marble interspersed with symmetrically arranged pillars in the Dravidian style of architecture finished in elegant white stucco.

The traditional designs and ornamental motifs used on the ceiling of the Sangam lobby have been inspired by the vivid designs on the ceiling of the Nandi Mandapam at the Brihadeeswara Temple. These designs in the Nandi Mandapam at Thanjavur have been executed, using a combination of traditional South Indian colours of pachai - green, arakku - deep maroon red, manjal- colour of turmeric and maanga- colour of mango. This canvas of striking vibrancy, in a subtle and secular context, finds expression in the Sangam Lobby of The ITC Grand Chola.

The main sanctum of the Lobby is centred around the impressive and sweeping expanse of the grand staircase which blends a classic Italianate design in a distinctly traditional setting. The planar balustrade panels on either side of the stairs are adorned with surging floral bas relief Chola motifs.

ACCOMMODATION

ITC Hotels' flagship property in the Southern region of India, has been built to recall the grandeur of a golden era in the Indian history. A magnificent edifice with three separate wings, ITC Grand Chola features a set of luxurious serviced apartments, among the largest banquet and exhibition spaces in the country, a sprawling retail arcade, spectacular recreational facilities and the finest of fine dining and accommodation.

- Executive Club – 314
- EVA (Rooms Identified for our Single Lady Travellers) – 12



Eva rooms are an extension in the executive club category- which totals the room count to 326 rooms.

- Towers - 132
- ITC One - 48
- Chola Suite – 14
- Serviced Apartments - 78
- Presidential Suite - 01
- Grand Presidential Suite - 01

ROOMS CATEGORY EXECUTIVE CLUB

Spread across the second floor to the tenth floor of the first wing, the Executive Club is a concept designed with care to meet the needs of discerning business travelers on the move. It pioneers a tradition incorporate hospitality, setting a premium on discreet efficiency and business-related services. The guest rooms are an elegant combination of luxurious accommodation and executive work space.

Size: 38 sq. metre
Location: Main Block
Bed Type: Queen/Twin

THE TOWER

Situated in the second wing of the hotel with a separate and exclusive entrance, the Towers room category spreads across first to eighth floor and spells the ultimate in hospitality, privacy and comfort offered to the global business traveller.

Size: 57 sq. metre
Location: The Towers Block
Bed Type: King/Twin

ITC ONE

Amongst the most premier of the Hotel's rooms, it spells the ultimate in luxury, comfort and space, catering immaculately to those who want the best.

Size: 57 sq. metre
Location: Tower Block
Bed Type: King/Twin

EVA

The entire wing of the sixth floor is specially dedicated to the Single Lady Traveller. The luxurious Eva room offers personalised check-in, enhanced security features and service by an all lady team which offers a world class experience to the Global Lady Travellers.

Size: 38 sq. metre
Location: Main Block
Bed Type: Queen

CHOLA SUITES

Tastefully named after the great Southern conquerors, these deluxe suites combine the best in luxury space and service standards to offer guests, the grandeur of space with an air of quiet understated elegance.

Size: 108 sq metre
Location: Tower Block
Bed Type: King



RESIDENCES

Specially crafted keeping in mind the everyday needs of a long staying guest, the residences are swarmed with modern amenities, to name a few- a washer-cum-dryer, dishwasher, refrigerator, induction hob and a microwave oven. This is further complemented with a complete range of cutlery and crockery so that you never miss the luxury and convenience of your home.

Single Bedroom- 74 sq. metres

Double Bedroom- 111 sq. metres

Triple Bedroom- 156 sq. metres

Location: South Wing

Bed Type: Queen or Twin

KARIKALAN – THE PRESIDENTIAL SUITE

This Presidential Suite takes you back to a time of courtly grandeur reminiscent of a golden age summoned from the legends of Sangam literature. The Karikalan Presidential Suite is spacious and features handpicked objects d’art, modern décor, soothing warm hues and beautiful dark woods, complemented by luxurious amenities to ensure a world-class experience in luxury accommodation in Chennai.

Size: 267 sq metres

Location: Tower Block

Bed Type: King

RAJA RAJA CHOLA - THE GRAND PRESIDENTIAL SUITE

Raja RajaCholathe Grand Presidential Suite frames a majestic view of the Chennai skyline, bringing together an ethos of the grand palaces of the Chola era with the tenets of regal aesthetics and contemporary elegance. The suite also showcases the finest handcrafted fabrics and recherché luxury artefacts.

Size: 407 sq metres

Location: Tower Block

Bed Type: King

IN ROOM / SUITE AMENITIES

- Individually controlled air conditioning units
- Individual electronic in-room safe
- 24-hour CNN News and other international channels
- In room refreshment centre. Please dial #6 and inform WelcomAssistance for any requirements
- In room tea and coffee maker
- Feather pillows and non-allergenic pillows
- Essenza Di Wills bath amenities in Executive Club and Towers Rooms.
- Towel bath robes and slippers
- Weighing scale and hairdryer
- Iron and ironing board in all rooms
- Dual line phones with data port
- International direct dialing and voice mail messaging



· Wireless (Wi-Fi) Internet access

waiting for him / her in the room

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 access, photocopying facilities, facsimile transmission as well as secretarial services.

Other business services - Conference calling, Video conferencing, Projector, High Speed wireless Internet access.

FOOD & BEVERAGE

Appealing to the International travellers and the residents of the city alike, the dining options at ITC Grand Chola are exceptional and known for their innovative menus and delicious interpretations of cuisines from around the world, alongside traditional Indian favourites and seasonal choices. Authenticity is a prime feature as every cuisine is created by our regional chefs using fresh traditional ingredients.

ITC Grand Chola brings you the most comprehensive selection of fine dining and food and beverage options which includes ITC Hotels' world renowned, award winning cuisine brands along with offerings that are unique to the hotel.

IN-ROOM DINING

In-room dining at ITC Grand Chola is fine dining experience within the comfort and convenience of your guest room or suite. Choose from an extensive menu - day or night - ideal for time-zone hopping travelers, impromptu meetings or for quiet private dining. ITC Grand Chola introduces the "Late Arrival Dining Menu" which enables a late arriving guest to order food from the car itself and have it

RESTAURANTS AT ITC GRAND CHOLA

PESHAWRI

ROBUST FLAVOURS OF THE NORTH WEST FRONTIER

Serving authentic cuisine from The North West Frontier, the restaurant recreates a rustic ambience, where you tie on chequered aprons and are encouraged to eat with your hands just the way the pathans did based on the concept of 'what you see is what you get', the restaurant's live kitchen offers a delightful range of tandoor grilled meats, vegetables, kebabs and breads in an artfully rustic ambience.

TIMINGS:

ALL DAYS: LUNCH - 12:30 - 14:30 HRS

DINNER - 18:30 - 23:30 HRS

AVARTANA

SOUTHERN INDIAN CUISINE

Avartana exemplifies an exclusive blend of traditional and progressive renditions of Southern Indian cuisine, which is rooted to the gravitas of the unique tastes, aromas and flavors of southern Indian spices.

TIMINGS:

MONDAY to FRIDAY: DINNER - 19:00 - 23:00 HRS

SATURDAY & SUNDAY – LUNCH - 12:00 – 14.30 HRS

DINNER - 19.00 – 23.00 HRS

PAN ASIAN

FLAVOURS OF EAST ASIA

Savor the delicacies of Asia in a culinary journey that begins with China's fiery Sichuan Province, the remote and rustic land of Mongolia, the land of the morning calm Korea to the land of the rising sun, Japan, before



coming down to the land of Dragons, Indonesia, and completing the journey with an extensive tour of Malaysia, Singapore and Thailand Join our master chefs while they enthrall you by showcasing the creations of the Orient right in front of your eyes.

TIMINGS:

MONDAY to SATURDAY: DINNER - 19:00- 23:30HRS

SUNDAY – LUNCH – 12.30 - 15.30 HRS

DINNER – 19:00 – 23:30 HRS

ROYAL VEGA

AN EXCLUSIVE VEGETARIAN RESTAURANT

Featuring a fine collection of signature vegetarian dishes from across India and showcasing the classical riches of the vegetarian repertoire of the sub-continent and immediate neighborhood. The restaurant is based on the concept of seasons where the divisions of the menu feature that particular season's freshest offerings brought to you together on your plate.

TIMINGS:

MONDAY to SATURDAY: DINNER - 19:00 - 23:30 HRS

SUNDAY: LUNCH – 12.30 - 15.30 HRS

DINNER – 19:00 – 23:30 HRS

MADRAS PAVILION

THREE MEAL BUFFET RESTAURANT

Enjoy global flavours & Indian favourites at Chennai's most loved buffet destination, Madras Pavilion. Designed around a large central live kitchen and thoughtfully designed and seating zones, the three-meal restaurant accommodates large family gatherings and formal business conversations.

TIMINGS: BREAKFAST: 06:30 - 10:30 HRS

LUNCH: 12:30 - 14:30 HRS

DINNER: 19:00 - 23:30 HRS

SUNDAY: BREAKFAST: 06:30 - 10:30 HRS

LUNCH: 12:30 - 15:30 HRS

DINNER: 19:00 - 23:30 HRS

OTTIMO CUCINA ITALIANA

Ottimo Cucina Italiana is an endeavour to entice the palate with delectable and authentic flavours from Italy. This exquisite Italian Ristorante features a magnificently large live kitchen which puts our Chefs skills on display where additionally you can treat yourself by watching your feast being prepared in front of you. Take your pick from wood fired pizzas, elaborate antipasti and a variety of artisanal pastas and cheeses and much more.

TIMINGS:

MONDAY to SATURDAY: DINNER - 19:00 - 23:30HRS

SUNDAY: LUNCH – 12.30 - 15.30 HRS

DINNER – 19:00 – 23:30 HRS

CAFE MERCARA EXPRESS

STYLISH, FUN & EXPRESS - 24 X 7

A 24-hour fine dining multi-cuisine restaurant with a delectable all-day dining menu featuring a fine selection of hot and cold beverages and a choice of gourmet snacks.

TIMINGS: ROUND THE CLOCK

TRANQUEBAR

This is ITC Grand Chola's oasis of tranquility - an elegant space where luxury and refinement make for a winning combination. Tranquebar serves the finest collection of international beverages and sumptuous appetizers.

TIMINGS: 17:00 - 00:00 HRS

THE CHEROOT MALT BAR

The ideal place for a quiet sit back with fine malts and good conversation.

TIMINGS: 11:00 - 01:00 HRS



FABELLE – THE CHOCOLATE BOUTIQUE

Ganache, Elements, Gianduja, Chocolate Flower Fabelle, an experience of handcrafted chocolate creations that activates your senses like never before. Exotic cocoas, unique ingredients and the extraordinary craftsmanship of Fabelle master chocolatiers go into creating a symphony of exquisite tastes, textures and aromas. Discover the unique Fabelle experience at the luxury chocolate boutique.

TIMINGS: 11:00 – 00:00 HRS

YURA – ARTISANAL SCOOPS

Step into a beautiful dream with Yura, where every scoop of gelato is a moment of pure joy.

TIMINGS: 11:00 – 00:00 HRS

CONFERENCES AND EVENTS

There is no greater address in town to host events that make a statement Large or small, business or social, grand or intimate, our dedicated and passionate team is geared to creating memorable events that are certain to remain the talk of town long after the event is over.

ITC Grand Chola's dedication to excellence in service and facilities is evident through its state-of-the-art capabilities and our designated team of convention service managers and expert service associates who manage the enormous banquet area spread across over 45,000 sq.ft., so that you can effortlessly plan an unforgettable event in an unsurpassable setting.

The event space is devoted to eight distinctive event rooms, a hi-tech boardroom and four grand meeting rooms Our venues can be transformed into truly unique settings for every occasion, from intimate corporate meetings to grand weddings and symposiums.

Venues

17

Covers

25 – 3000

EVENT VENUES:

RAJENDRA BALLROOM :

Pillarless ballroom with rich classic decor extends across 26540 sq.ft. or 2466 sq. m. and is divisible into three separate spaces with their own pre-function and break-out areas with the use of collapsible sound proof banquet partitions, or it may be used as one contiguous space to accommodate from 25 up to 3000 guests.

This grand venue allows for a range of activities including automobile expos, for which it has a special heavy goods elevator.

MEETING ROOMS :

Tanjore- The high-tech boardroom is your own confidential place of authority for power meetings assisted with state-of-the-art business facilities and audio-visual aids.

Kaveri - The grand meeting rooms complement the main ballroom and are ideally located at the same level for breakaway meetings or huddles that are small yet important Each space at ITC Grand Chola is unique in configuration to offer a peerless setting for bespoke banqueting and meeting experiences. The unique ambience, fine service, haute cuisine and state of the art technology at ITC Grand Chola have been designed to ensure that all your events achieve unequalled success.



Killi - The Killi board rooms, uniquely located at the lobby level are ideal for high impact meetings and focused discussions.

CONFERENCE SERVICES

Our bouquet of conference services in tandem with the assistance of our meeting specialists are geared to ensure that you are able to configure the meeting spaces at ITC Grand Chola to meet virtually any kind of business need with seamless efficiency

Number of Meeting Rooms 09

Number of Banquet Halls 08

Covers For Meeting Rooms

8 - 25

Covers For Banquet Halls

25 – 3000

WEDDINGS

A palatial tribute to the Great Chola Dynasty, ITC Grand Chola is a preferred luxury wedding destination. Embodying the highest standards in Indian hospitality balanced with elegant restraint it features the elegant banqueting pillarless Rajendra Hall, perfect for wedding celebrations. The meeting rooms adjacent to the banquet hall can be organically deployed for multipurpose functions (waiting

area, VIP area, and many more) that constitute preparations for a wedding.

A formal sit-down for large gatherings, a long family table to accommodate large families, customised menus for every wedding event, all curated by a wedding expert are part of the distinctive offerings.

A grand welcome, flower petal shower at one of the most photographed lobbies in the world, state-of-the-art light and sound setup at the banquet hall, a dedicated elevator which can accommodate a luxury car are the key differentiators.

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. A philosophy of sustainable hospitality that integrates the highest level of international green best practices with contemporary design to deliver unmatched guests 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 Hotels 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!

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.

SHOPPING

The ITC Grand Chola has the following shopping options for our guests to browse at leisure and shop in a relaxed international ambience.

SLEEP BOUTIQUE

Merchandise offered – Pillows, Duvet, Bed Linen, Embroidered Bed Linen, Bath Linen, Infant Linen & Other Sleep Accessories.

Location: R level, Contact no.: +91 6381298353

Timings: 10:00 – 22:00 HRS All days.

AMETHYST

In 2000, Amethyst opened its doors for the very first time at the century-old Sundar Mahal in Jeypore Colony, Gopalapuram. Amethyst, is an effort in restoring the ancient haveli, filling it with antiques and art, high-end boutique and café flourished on the property.

CHAMIER'S ANOKHI

Offering the flavour of true east in combination with the trendy styles of the west, this store that goes by the name Anokhi is truly exceptional when it comes to shopping places in Chennai. Located within the Chamier's shopping and coffee complex, this place deals primarily in well-priced block printed clothing and fun accessories.

KANAKAVALLI

Launched in 2014, Kanakavalli, showcases a curated line of Kanjivaram silk sarees that are native to Tamil Nadu and, often known as the queen of silks. Located in Kingsley, a restored residence in Chennai's Chetpet are the store underlines the highest standards in craft, provenance and process, all of which go into the creation of the Kanjivaram.

KALPA DRUMA

Located in Cathedral Road opposite to the Welcomhotel Chennai, from Home furnishings, Kalamkari fabrics, cotton kurtis to cotton sarees and handicrafts one can find it all in this aesthetically done up store. Running for four decades Kalpa Druma have evolved as one of the most discerning purveyors of sustainable fabrics in India, sourcing environmental ly - sustainable cotton.



ABOUT ITC GRAND CHOLA

NALLI

One of the most famous saree stores of the city, the place that goes by the name Nalli Silks is exceptional for its diverse collection of south silk fabrics and saris. Established in 1928, the place has diversified enough to make the Indian silk clothing for men to fall under its purview.

POOMPUHAR

An initiative of The Tamilnadu Handicrafts Development Corporation, Poompuhar houses magnificent handicrafts of Tamil Nadu.

SUNDARI SILKS

The Sundari Silks store at T Nagar makes one feel they have been transported to a traditional Chettinadu house in South India. The old-world charm and central courtyards with Athangudi tiles welcomes one to lustrous silk weaves.

VUMMIDI BANGARU JEWELLERS

Popularly known as VBJ, since its inception in 1900, over the years it has become synonymous with outstanding designs, exquisite workmanship and impeccable purity. With a keen eye on detail, VBJ is committed to quality and service, creating wearable pieces of art. From gold to silver to diamonds, platinum and corporate gifts VBJ will be your one stop destination for jewellery.



ITC Hotels' flagship property in the Southern region of India, ITC Grand Chola has been built to recall the grandeur of this golden era in Indian history. Situated in the city of Chennai, the capital of cultural and economic activity in Southern India, ITC Grand Chola, a magnificent edifice with three separate apartment wings, features a set of luxurious serviced apartments, one of the largest banquet and exhibition spaces in the country, spectacular recreational facilities, the finest of fine dining and accommodation that is truly lavish. From regal fabrics and design embellishments that adorn the spaces, to richly layered motifs, intricate detailing of interiors and lavishly grandiose spaces, ITC Grand Chola's luxurious ambience is well balanced by the employment of environmentally responsible technologies and systems, so that when you stay with us you partake of responsible luxury.



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AN ALPHABETICAL GUIDE TO THE FACILITIES IN YOUR HOTEL

We hope you will enjoy your stay with us. The following 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 the ITC Grand Chola.

ADAPTOR

For your convenience, the switchboard on your smart desk has an international socket to suit both "American" and "European" electrical socket standards. In case you need a separate external adaptor plug, WelcomAssistance will be pleased to assist.

AIR CONDITIONING

The in-room AC controller enables you to control the temperature in your room for your personal comfort.

AIRLINES

Our Travel Services counter called Travel House is located at the Lobby Level and our team there will be pleased to assist you in airline ticketing, amendments, reservations, ticket reconfirmations, airport transfers and also local transportation.

**AIRPORT**

It takes 25 minutes to travel the 8 km distance from the hotel. We recommend that you consider a margin of another 20 minutes during peak hours of traffic. Please contact our concierge desk for any further assistance.

BANQUETS / PARTIES / MEETINGS Please refer to “Conventions and Events” in this directory.

BOARD ROOM WITH IMMERSIVE AV PRESENCE

In addition to four meeting rooms, the hotel has a state-of-the-art boardroom, called Tanjore, which incorporates High Resolution - immersive Technology

The video conferencing facility will empower our guests to both experience and enable:

- Life size, high resolution images
- Improved productivity by accelerated decision-making
- Reduced need to travel, thus lowering operating costs and environmental impact
- Delivery of a competitive advantage with improved pan organisation communications
- **The Business Octane -**
The wide band audio teleconference system with power amplifier experience enables people to connect and speed up their decision making, thereby increasing their productivity to benefit their companies Bandwidths ranging from 2 mbps to 12 mbps are available to suit your requirement. The boardrooms are also fitted with touch control panels, remote less single button touch presentation show and switch system, twin telepresence view system, automatic start and shut down control system, high clarity sound systems,

star phone dialer and professional 17” LCD monitor along with a motorised monitor lift.

Our Banquets Sales Executives can be reached through WelcomAssistance (Dial 6), to assist you with applicable tariffs and boardroom reservations

BEAUTY PARLOUR / BARBER SHOP

Please refer to “Ladies’ / Men’s Salon” in this directory.

BREAKFAST (ZESTY MORNINGS)

One can enjoy breakfast at our 24-hour fine dining multicuisine restaurant which showcases a delectable all day dining menu. However, an extensive luxury breakfast is available at Madras Pavilion, our three- meal restaurant, from 06:30 hrs to 10:30 hrs. Our lavish spread includes fruit, cereals, eggs and breakfast meats. Vegetarian specials and Indian breakfast specialties, freshly baked breads and breakfast rolls served with preserves. A wide choice of Juice, tea, coffee and other hot beverages to suit every palate is also available through Room Service

Guests residing at ITC One and Suites, can order breakfast through In room Dining, from a range of carefully selected breakfast options or may also choose to go to Madras Pavilion.

For ordering breakfast in your room, please refer to our In room Dining Menu, available with this directory

BUSINESS CENTRE

Our Business Centre, located at the lobby level and

has a wide range of services and equipment for your business-related needs

BUTLER SERVICE ITC ONE & SUITES

For guests staying in our premium category ITC One rooms and suites of the hotel, professional butlers are at your service for the entire duration of your stay. These young ladies and gentlemen are at your service to make your stay as comfortable and stress free as possible. Please call upon your butler for the following services or any other assistance that you may require

- Breakfast Service
- Emergencies
- Lost Item
- Room Service
- Car Rental
- Meeting Room Arrangement
- Wake Up Call

CALL / MESSAGE FORWARDING

If you are leaving your room and expect an important call or message, please inform “WelcomAssistance” about the place where you can be contacted, so that your call or message can be forwarded to you at that location.

CAR RENTALS

For Chauffeur driven cars please contact the Concierge desk located at the Main Lobby Level.

CASHIER

The Cashier can be contacted through WelcomAssistance and offers assistance with foreign

exchange encashment, your room account information and bill settlement. Guests in residence may approach the Front Desk Counters at Lobby Levels of the Main Block or Towers Block for across the counter assistance. Bills may be settled by cash, or by Visa, American Express, Diners Club and MasterCard.

Please note: We prefer that you settle your bills using non-contact digital modes of payment such as online payment link or UPI. Do contact the Cashier for the same.

CHECK OUT

Whilst the Hotel’s check out time is 1200 hrs, we do appreciate that at times this may not be very convenient. Should you require a late check out, please contact our Guest Service Coordinators in the Lobby, who will make every effort to accommodate your request, subject to availability. Late check out charges will apply for requests beyond 1500 hrs.

CHEQUES

We regret our inability to accept Personal Cheques for settlement of any Hotel charges.

CONCIERGE

Our Concierge pride themselves on their ability to assist you in information and specialised services. Some of their services are listed below:

- Airline Information
- City maps
- Baggage Services

- Car rental
- Doctor on Call
- Florists
- Limousine Services
- Jogging routes
- Mail / Courier
- Messages
- Recreational activities
- Restaurant reservations
- Room reservations
- Shopping
- Sightseeing
- Theatre Tickets
- Wheelchair

COURIER SERVICE

Our Business Centre at the Main Lobby Level, would be happy to arrange courier Service for your letters and parcels. However, while every care is taken to ensure the security of material sent through this service, we do not take responsibility for damage or loss of materials / packets / parcels in transit.

DOCTOR

A Doctor is available on call throughout the day. Please contact WelcomAssistance, should you need any medical attention. In case of serious illness or a medical emergency, please press the button on your telephone for immediate help.

DRINKING WATER

We provide Sunya Aqua bottles in our rooms and during events

DO NOT DISTURB

Your privacy is of utmost importance to us. If you do not wish to be disturbed by incoming calls, please press the 'Do Not Disturb' icon on your telephone to place the telephone instrument in your room on a 'Do Not Disturb' setting. To disengage the 'Do Not Disturb' setting, press the same button once again. The DND/privacy switch next to your door will also disable the doorbell. We request you to ensure that the DND /Privacy switch is released/ switched off before you leave your room Our telephone operator will be happy to screen or not to connect calls as you wish. Please advise them accordingly.

In case you do not wish to have your room serviced in your absence, then may we request you to inform the duty manager about this requirement and also indicate the time when the room should be serviced

DOORMAN

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

ELECTRICITY

Our electric supply is set at 220 v at 50 Hz. The shaver socket in the bathroom has an option of 110 v as well. A specialised plug will be required to use any appliance in the shaver socket.

EMERGENCY EXITS

In case of an emergency, please touch the emergency icon on your telephone instrument or leave the receiver off the hook. Each wing on the guest floor has a sign posted Emergency Exit, fitted with 2-hour fire rated doors. Please study the emergency exit plan affixed behind every room door and familiarise yourself with the exit nearest to your room. In the

eventuality of evacuation due to an emergency, hotel staff will be available to escort guests to safe assembly areas.

ERRANDS

For assistance in running any errand, please contact your Butler or the Concierge.

EXTRA BEDS AND CRIBS

The hotel does not place extra beds in Executive Club room categories due to constraints of space. For other room categories may we request you to call WelcomAssistance, should you require an extra bed or crib. Requests placed in advance would be appreciated.

FACSIMILE

The hotel facsimile number for any incoming transmissions is 91-44-2200 200. To send any faxes, please contact the Business Centre for assistance.

FITNESS CENTRE

The Fitness Centre is operational 24 hours. Guests are also advised that the gymnasium instructor may not be available after 2200 hrs and before 0600 hrs. It is clearly advised that the guest is using the facility at his / her own risk.

GUEST LAUNDRY SERVICE

Laundry services will be available 24X7 to you. Please dial #6 and inform the WelcomAssistance. In the meanwhile, please fill the laundry slip and leave the soiled clothes in the laundry bag at the door, for our valets to collect.

Dry cleaning, laundry and pressing services are available round-the-clock.

Kindly use separate bags for laundry, dry cleaning and pressing along with the Lavanderia Menu duly filled out

· Kindly check all pockets for your valuables.

TERM & CONDITION ON GUEST LAUNDRY SERVICES

Terms of services:

- Regular Laundry services: garments collected before 11:00am will be returned same by 6.00pm. Garments collected after 11:00am to 9.00pm, will be delivered next morning by 10.00hrs at regular tariff.
- Overnight Laundry services: Garments collected after 9.00pm will be returned by next morning with an additional charge of 50% (minimum 6hrs)
- Express services: "I need it now Service" provided with in 4hrs with an additional charge of 100% round the clock.
- Pressing Service: Garments for pressing will be returned within 1hrs

Folded garments will be returned in a basket and garment on hanger will be placed in wardrobe. Charges for the same will be posted in the room folio. In case of any undeclared defects such as damages or discoloration, laundry will process the garments only after your further instructions

In case of any loss or damages to the garment during processing, the hotel shall be responsible for a sum not exceeding five times the cleaning value of the garments.

The hotel will not be responsible for the garments not claimed within 30 days

HOUSEKEEPING

The Housekeeping Department is at hand to service your room, provide you with additional amenities and toiletries you may have forgotten to carry, and to

handle requirements like lost and found inquiries, electrical and plumbing complaints and any other maintenance related issues in your room. The following items are available with Housekeeping:

- Adaptors
- Air Freshener
- Bed board
- Duvet
- Feminine Hygiene Products
- First aid Supplies
- Lost and Found
- Mending / Sewing
- Pillows (Please refer to the Pillow menu in your room)
- Extra Bed
- Sewing Kit
- Shoeshine
- Toiletries

INTERNET ACCESS

The Broadband Internet service is available on LAN point or on Wireless mode. Wireless Internet is available in your room and in specific areas of the hotel. You can connect your Laptop/ Computer to the network connectivity type available in the hotel. A data cable for internet connectivity can be provided on request in our guest rooms. An Internet Help desk is available in the Hotel. You may seek their assistance by calling WelcomAssistance. For more details, please refer to the in-room Internet Facility IN THE Telecommunication Section in this directory

LOST AND FOUND

For any enquiry on lost items, please contact WelcomAssistance.

LOBBY MANAGER

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

LADIES / MEN'S SALON

Our well-equipped and professionally staffed salon, has exclusive sections for ladies and gentlemen, providing efficient and personalized services.

Special attention is given to hairstyling, hair care, facials, manicures and pedicures TIMINGS: 7:00 AM - 22:00 HRS.

MAIL / NEWSPAPERS

Newspapers are available on prior request. Please contact the Bell Captain with your choice of newspapers from the list available. The Bell Captain will also be pleased to assist you with postage and mailing your letters.

MEDICAL ASSISTANCE

The Hotel is not authorised to keep and disburse medicines. However, if you need any medical assistance, a doctor is available on call 24 hours a day. Please call WelcomAssistance for any kind of assistance you may require.

PETS

ITC Grand Chola is a pet friendly hotel. Pets are allowed at the hotel at an additional charge. The Hotel service team holds the discretion to allow the pets entry into the hotel. The pets will be the responsibility of the owners and the ITC Grand Chola bears no responsibility of the same.

Please contact the hotel for the detailed requirements prior to check-in.

ROOM RESERVATIONS

Please allow us to assist you in making reservations for your return trip to ITC Grand Chola, Chennai. Please contact room reservations for assistance. For reservations at any other ITC Hotels destination, kindly refer to the section on “ITC Hotels”, further ahead in this directory.

RESTAURANTS

Iconic restaurants, 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 Concierge for further information and facilitation in making table reservations.

SAFE DEPOSIT CONTAINER

Your room is equipped with a safety container for the safety of your valuables. We suggest that you deposit your valuables in the safety container. We regret that we cannot assume responsibility for the reported loss of valuables from your room and in any other area of the hotel.

SECURITY

Hotel security is provided 24 hours a day. Our security officers are on duty round the clock. Please do not hesitate to call WelcomAssistance, should you notice anything amiss. Please refer to the Safety and Security

section of this directory for further information.

SEWING & MENDING

Please contact WelcomAssistance for any minor repairs and sewing services that you may require.

SHOPPING

Please consult the Shopping section in this directory.

STAMPS

Please contact the Bell Desk should you require postage stamps.

SPA

Please refer to “Kaya Kalp — The Spa” section in this directory.

SWIMMING POOL

Our swimming pool is open from 0600 hrs to 2100 hrs.

TAXIS

We recommend that you use our fleet of hotel cars through our Travel Services Desk, however, should you require a local taxi, our Concierge will be pleased to assist you.

TICKETING

Our Travel Services office, located at the Lobby Level, is open round-the clock to assist you for airline reservations, amendments and ticket confirmation.

TIPPING

We do not levy any service charge. However, tipping is an accepted norm for appreciation of services. We would request you to tip only in Indian Currency.

TOURS

Our Concierge Desk located at the Lobby Level, would

be pleased to assist you with relevant information and can also facilitate with bookings.

TRANSLATORS

Translators are available on request at prior notice. our Business Centre will be pleased to make relevant arrangements should you require this service.

TRAVEL HOUSE

Our Travel Services office is located at the Lobby Level, and is open 24 hours a day. They provide a variety of Chauffeur driven cars to meet your every need. They would be pleased to help you with booking, amendment and reconfirmation of airline tickets, car rentals and other travel related services.

TREATMENTS

Our trained staff at Kaya Kalp the Spa, provide a range of treatments and ayurvedic therapies. Kindly contact the Kaya Kalp Manager for an appointment and for further information.

TURNDOWN SERVICE:

Turndown service is provided daily in the evening in Executive Club, Tower, ITC One and Suites.

UPPERCRUST

Guests resident at the Towers and ITC One will have access to the Upper Crust Lounge A quiet lounge, combined with a meeting space, it offers a “Hotel within a Hotel”, experience for those who want a small and exclusive lounge area.

VALET PARKING

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

WAKE UP CALL SERVICE

Our Telephone operator would be happy to give you a wakeup call at any hour of the day or night. You may

also programme your telephone for an automatic wake up call. Please refer to the Telecommunication Section of this directory for further details.

WATER

Purified and safe to use. However, three complimentary 500ml bottles of Sunya Aqua Water replenished daily by Housekeeping.

WEBSITE

Please visit the wonderful world of ITC Hotels at www.itchotels.com

WELCOMASSISTANCE

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

**IN ROOM INTERNET FACILITY**

To access Internet, please ensure that the Wi-Fi is turned on in your device and you connect to the Hotel's Wi-Fi network (SSID) - "ITC Hotels". The Hotel's login page will be automatically presented to you

Your device will be authenticated only once during the stay on login. You are requested to enter your 'Room Number', your 'First / Last Name' and then click on the "Login" button. Please read and agree to the terms & conditions of Internet use in the hotel.

The Internet charges and speed depends on your entitlement. Accordingly, you may be asked to opt for automatic or manual renewal of your Internet access after every 24 hours from the time of first login till the end of your stay.

For any Internet related assistance or queries at any time in your stay, kindly call WelcomAssistance.

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



TELECOMMUNICATION

for yourself simply by pressing auto wake-up. The voice Prompt will guide you through rest of the procedure. This facility is also available through the operator “6”.

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 two-party conference call either between an external caller and yourself or between yourself and another guest in the hotel. The conference call feature is available on price request through the operator.

Concierge - One touch button to connect you to the Concierge

Housekeeping - One touch button to connect you to the Housekeeping.

Bell desk - One touch button to connect you to the Bell Desk.

Laundry - One touch button to connect you to the Laundry

Emergency - One touch button to alert the operator in case of Fire, or a Medical Emergency

Speaker Volume - To adjust the volume of your handsets

Redial - Redials the last number dialled 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 handsets 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.

Do Not Disturb - Lift handset and listen for the dial tone. Press the ‘Do Not Disturb’ button and a voice prompt will give the instructions. Hang-up when the procedure is complete. To change or delete, dial the ‘Do Not Disturb’ button and follow instruction.

Room to room dialling - Dial the room number required. (This facility is disabled between 2200 hrs and 0700 hrs; Kindly contact the operator for assistance).



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

DEPARTURE SETTLEMENT OF BILLS

Bills must be settled on presentation Personal cheques are not accepted

DEPARTURE Check-out time is 12 noon. Please inform the Lobby Manager if you wish to retain your room beyond this time. Late check out charges will apply.

LUGGAGE

STORAGE Luggage and storage facility is not provided by the hotel.

GUESTS' BELONGINGS For the convenience of guests, a safe deposit box has been provided in every guest room. Guests are particularly requested to keep their valuables locked and secured in the safety container

at all times. Guests are also requested to lock the door securely from within whilst retiring for the night. The door should also be secured by turning the safety bolt knob counter clockwise and by securing the safety latch/ chain provided for this purpose, on the inside of the door. The Company will not in any way whatsoever be responsible for the loss of resident's goods or any other property not entrusted to the Management, or for damage including theft or pilferage.

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.

HOUSE RULES

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 previous 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.

AMENDMENT OF RULES

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

RELATION BETWEEN COMPANY AND VISITORS

Nothing herein above shall constitute or be deemed to constitute any tenancy, sub-tenancy or any right of tenancy, any right or interest in the hotel premises or any part or 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.

DO NOT DISTURB

For the purpose of guest well-being, room upkeep and safety of all occupied room guests will be spoken to and connected on the subsequent day for room service. The guest rooms which are on privacy status for two consecutive shifts will be opened by the hotel management in presence of a security personnel.

GOVERNMENT RULES AND REGULATIONS

Guests are requested to observe Government rules and regulations in force from time to time in respect of registration, alcoholic drinks, firearms, etc.

**EMERGENCY**

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

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 main door. The location of the fire-fighting equipment installed nearest to your room. The automatic smoke detection system is installed in your room.

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 endeavor is to make this process as minimally intrusive as possible with the least amount of inconvenience to our esteemed guest.



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 endeavor is to make this process as minimally intrusive as possible with the least amount of inconvenience to our esteemed guest.

FIRE SAFETY

ITC Grand Chola, Chennai is equipped with one of the best safeties and fire protection systems in the world. Automatic sprinklers, smoke / heat detectors, manual call points, fire hydrants and portable fire are constantly upgraded. Fire escape stairs, on each floor, ensure a safe exit from any part of the building. Smoke Compartmentation with 01:30 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 breakout. 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 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 color 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 push in and pull down the glass of Manual Call Point to raise an alarm.

IF YOU DISCOVER SMOKE OR FIRE

Please remain calm. Do not shout "FIRE", IMMEDIATELY inform the Telephone operator about the Fire by dialing '3'. Provide your name, room number and the exact location of fire. Break the glass of the nearest manual call point 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 AIRCONDITIONING.

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. 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 of 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. 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 BOX

A safe is available in your room for your valuables.

SPECIAL INSTRUCTIONS

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 box 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. The aim of these instructions is to acquaint you of 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. However, he will be guided in his decision by the Incident Controller in consultation with the General Manager (in case 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 the in-house guests.



TELEPHONE OPERATIONS

Telephone operators will contact each guest and tick off all acknowledgments. In order to assist you as much as possible, Telephone operators will not leave their place of duty.

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

ASSEMBLY AREAS

To ensure smooth evacuation and also to confirm that all the guests have been safely evacuated, it is necessary that specific areas are earmarked for you to gather together and verify your particulars.

For this purpose, the following assembly areas has been earmarked by the hotel. For this purpose, the following assembly areas has been earmarked by the hotel.

TO REACH THE ASSEMBLY AREA PLEASE FOLLOW THE FIRE EXIT PLAN, WHICH IS DISPLAYED IN ROOM, BEHIND DOOR AND THE DIRECTIONAL ARROWS.

The control of the Assembly Areas will be under the Front Office Manager for all guests.

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 the 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. 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.