



SERVICE DIRECTORY

Hotel Information | Hotel Services |
Telecommunication | House Rules |
Safety & Security |



ITC HOTEL
RESPONSIBLE LUXURY



ITC KAKATIYA
HYDERABAD



ITC HOTEL

RESPONSIBLE LUXURY



ITC KAKATIYA
HYDERABAD

Abhishekh Menon

General Manager

ITC Kakatiya, a Luxury Collection
Hotel

+91 9819026765

abhishekh.menon@itchotels.in

Dear Guest,

Namaste!

Hope this letter finds you in good health.

A warm welcome to ITC Kakatiya Hyderabad - A Luxury Collection Hotel.

ITC Kakatiya pays tribute to the age of the great Kakatiya Dynasty. One of the greatest Telugu kingdoms in the history of Telangana, the grand Kakatiya dynasty serves as the wellspring of inspiration for ITC Hotels' exquisite luxury in Hyderabad.

We at ITC Kakatiya are keen to create "Exceptional & Indigenous Experiences" which will leave you with wonderful memories lasting a long time.

Should you wish to reach out to me personally please do so at the contact details given above or dial "WelcomAssistance".

We thank you for endorsing "Responsible Luxury"

Responsibly Yours,

Abhishekh Menon



ABOUT ITC KAKATIYA



Gentle echoes of Kakatiya art and sculpture commemorate the legendary spirit of the Kakatiya Dynasty at ITC Kakatiya, Hyderabad. Overlooking the picturesque Hussain Sagar Lake, the hotel is located in the new commercial heart of Hyderabad.

Built to mark a renaissance in standards of service and style, the 188 exquisitely- furnished guest rooms and suites present the finest in hospitality and personalised service. The discerning business traveller will appreciate the state-of-the art business and conference facilities as well as a selection of refined cuisine. Gourmet delights are available at the 24-hour coffee shop and speciality Indian restaurants serving the best cuisine from northwest frontier to the south of India.

Watch as we turn the mundane into memorable at the ITC Kakatiya, Hyderabad.

ACCOMMODATION

The 188-room ITC Kakatiya at Hyderabad is not only amongst the leading business hotels in the country, but is in a class by itself. Complete with the 'Suites', 'ITC One', 'Tower Rooms' and 'Executive Club'. The hotel has also played host to a galaxy of world dignitaries, including Mr. George Bush and the Dalai Lama.

GUEST ROOMS AND SUITES

The hotel offers 188 guest rooms and suites ranging from 320 to 1600 square feet, including 20 ITC One Rooms, 80 Towers Rooms, 86 Executive Club Rooms, 4 EVA Rooms, 01 Luxury Suite and 01 Presidential Suite.

The guest rooms are tastefully appointed elegant fabrics, light colour schemes and soft furnishings. Extra power outlets support both U.S. and



European electrical and telephone equipment. Emphasis has been laid on sensitivity, efficiency and variety.

EXECUTIVE CLUB

The Executive Club is a concept designed with care to meet the needs of the discerning business traveller. It pioneers a tradition in corporate hospitality, setting a premium on discreet efficiency and business related services. The guest rooms are an elegant combination of luxurious accommodation, executive workspace, and houses an exclusive Single Lady 'EVA' floor.

Fresh fruit of the season available on request, ensuring a refreshed and healthy touch to your stay.

THE TOWERS

The concept of a 'Hotel within a Hotel', the Towers at the ITC Kakatiya spells ultimate hospitality, privacy and comfort that is meted out to the global business traveller. Combining the best of luxury and service standards, these rooms offer the grandeur of space with an air of quiet understated elegance.

Fruit of the Season: Fresh, seasonal fruit thoughtfully placed in your room upon arrival, ensuring a refreshing and healthy touch to your stay.

ITC ONE

Amongst the most premier of the hotel's rooms, it is spread over 5 floors. The room spells the ultimate in luxury, comfort and space, catering immaculately to those who want the best.

Fruit of the Season: Fresh, seasonal fruit thoughtfully placed in your room upon arrival, ensuring a refreshing and healthy touch to your stay.

LUXURY SUITE & PRESIDENTIAL SUITE

The ultimate luxury paired with impeccable personalised service, the Luxury Suite and Presidential Suite redefine luxury and leave you craving for more.

Fruit of the Season: Fresh, seasonal fruit thoughtfully placed in your room upon arrival, ensuring a refreshing and healthy touch to your stay.

IN ROOM / SUITE AMENITIES

- Individually controlled air conditioning units
- Individual electronic in room safe
- 24-hour news and international channels
- Fully stocked private In room refreshment center On Charge
- 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 data port
- International direct dialling and voice mail messaging
- Wireless (WiFi) internet access
- RJ45 jack for LAN connectivity



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.

FOOD & BEVERAGE

Appealing to international travellers and residents of the city alike, the dining options at ITC Kakatiya are exceptional and known for their innovative menus and delicious interpretations of cuisine from around the world, alongside traditional Indian favourites and seasonal choices.

Authenticity is a prime feature as every cuisine is created by our indigenous chefs using fresh traditional ingredients.

DECCAN PAVILION

The Deccan Pavilion is a 24-hour multi cuisine restaurant with a difference. The restaurant serves 'mood cuisines'

Cuisine: Indian and International

Time: Operational 24 hrs

KEBABS & KURRIES

Experience a fusion of Ethnic Indian architectural elements put together in an elegant and

contemporary manner complementing the cuisine served under the baton of the most celebrated chefs. Here, great curries of the country flow harmoniously into the most exquisite kebabs of the land. It captures the originality and evolution of multiple cooking styles in comfortable and earthy ambience. This one of a kind restaurant offers the finest Indian cuisine with an armoury of tandoor specialties from the North West Frontier, royal Hyderabad curries and Awadhi biryanis cooked on Dum.

Cuisine: A mélange of north west frontier and awadhi cuisine

Lunch: 12:30 Hrs to 14:45 Hrs

Dinner: 19:30 Hrs to 23:45 Hrs

DAKSHIN

Experience the wealth and variety of South Indian cuisine at Dakshin from the Deccan heartland to the palm fringed coast. A culinary voyage that takes you from Hyderabad (Andhra Pradesh) to Goa and ends on the Malabar Coast. A culinary voyage that takes you across the four states of Southern India.

Lunch: 12:30 Hrs to 14:45 Hrs

Dinner: 19:30 Hrs to 23:45 Hrs

MARCO POLO BAR





Refresh your spirits and discover a zest for life at the Marco Polo Bar. A fitting tribute to the spirit of Marco Polo, one of the greatest adventurers to visit India.

Time: 11:00 Hrs to 23:45 Hrs

RANI RUDRAMBHA'S COURT

An exclusive tea lounge serves high tea with an assortment of mouth-watering snacks and delectable desserts; accompanied by a selection of exotic teas and coffee blends.

Time: 11:00 Hrs to 22:00 Hrs

THE GOURMET SHOP

Time: 11:00 Hrs to 22:00 Hrs

IN ROOM DINING

In Room Dining at ITC Kakatiya is a 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 travellers, impromptu meetings or for quiet private dining. Please refer to the in room dining menu which forms a part of this directory.

CONFERENCES & EVENTS

Experience the epitome of sophistication and versatility with the newly refurbished banquet spaces at ITC Kakatiya. Thoughtfully designed to host unforgettable occasions, these exquisite venues seamlessly blend contemporary elegance with the timeless grandeur that defines ITC Hotels.



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 is ITC Kakatiya. Designed as an abode for the indulgent as well as the aspiring traveller, ITC Kakatiya, Hyderabad is a tribute to the Hyderabad of today – IT Hub 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 a gracious living, while holding hands with nature. The exquisitely designed rooms are complemented by equally enchanting restaurants, with The Deccan Pavilion taking the centre stage. Welcome to a hotel that captures the past and leads the change, offering an unmatched experience for the discerning traveller – you

AIR CONDITIONING

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

AIRLINES

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

Hyderabad International Airport are for domestic & international flights. The airport is approx. 22 kilometres from ITC Kakatiya, Hyderabad and is about an hour's drive from the hotel. The Airport ensures the comfort and ease of travelling with its facilities. 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 ext. 1992) will be delighted to assist you for any requirements at the airport.

AMENITIES-ON-CALL

Please call: WelcomAssistance 6

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

Amongst the splendours of nature, we provide the milieu for you to rejoice. From small dinners to extravagant banquets, our banquets department can arrange meetings and other business gatherings with efficient, effective service. Please call our banquets departments and they will be pleased to arrange the kind of social or business gathering that you would like.

BUSINESS CENTRE

Please call: 1811

We would be happy to assist you with any business services which you may require, at our Business Centre, 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: welcomassistance.itckakatiya@itchotels.in or connect with the Duty Manager at +91 98666 63229.

BUTLER SERVICE

Please call: 5

Our team of trained butlers are at the service of guests at ITC One. 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:

- 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. Bills may be settled by cash, travelers cheques or the following credit cards: American Express, Diners Club, VISA and Master Card.

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 on an additional charge. 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: WelcomAssistance 6

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: 1811

The E-mail ID of the hotel is: conferences. itckakatiya@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. 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.

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

On Charge with 24 Hours Prior Information

HEALTH AND FITNESS

KAYA KALP - THE SPA

Please call: 1810

India's culture lies at the heart of the 'Indian Experience'. Here, in the heart of the beautiful city of pearls, 'Kaya Kalp - The Spa' at ITC Kakatiya represents purity, peace and joy. You will find this 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 and Sauna.
- Treatment rooms, Yoga and meditation room. Open from 0800 hrs to 2200 hrs.
- Gentlemen and Ladies salon
Temporary Closed for Operation
- Fitness Centre
Open 24x7
Gym instructor present only from from 0700 to 2000 hours

HOUSEKEEPING

Please call: WelcomAssistance 6

Please contact our Housekeeping Service 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
- Iron and Ironing Board
- Lost and Found
- Mending / Sewing



- Pillows (Non-Allergenic)
- Rollaway Bed (Subject to availability)
- 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.

INTERNET

Please call: WelcomAssistance 6

Data-port connectivity is available in your room to enable access to the internet through your laptop.

LAUNDRY SERVICES

Please call: 6

Terms of service:

- Overnight laundry service - Garments collected after 9pm will be returned by next morning with an additional charge of 50% (Minimum 6 hours)
- Garments will be returned after 6 hrs of collection
- Items given for pressing will be returned within one hour
- Garments collected before 2100 hrs will be returned after 0800 hrs next morning
- "I NEED IT NOW". This service ensures delivery

within 4 hours at an additional charge of 100% round the clock

- 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.

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.

PETS

Please call: WelcomAssistance 6

We regret that we do not permit pets in the hotel. We sincerely regret the inconvenience.

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 1800 hrs Monday through Saturday. Please contact our Public Relations Manager if you require a media consultant.



RECEPTION

Please call: 1812

IN ROOM REFRESHMENT

Please call: WelcomAssistance 6

The in room refreshment in your room is stocked with a selection of beverages and snacks. Please contact us if your in room refreshment requires replenishment or if you would like anything else. Items consumed will be added to your account and billed accordingly.

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.

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 the order taker/chef 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 take 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 efforts 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 contact WelcomAssistance at extension 6 for an appointment and for further information.

SPORTS

Please call: 1992

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

SWIMMING POOL

Open from 0700 to 2000 hours



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.

TIME & DISTANCE MATRIX

Between Hyderabad International Airport and ITC Kakatiya.

Distance: 22 Kms.

Hotel to Airport (Approximate Time)

0700 Hrs : 40 Minutes
0900 Hrs : 60 Minutes
1300 Hrs : 80 Minutes
1800Hrs : 90 Minutes
2300Hrs : 45 Minutes

Airport to Hotel (Approximate Time)

0700 Hrs : 40 Minutes
1000 Hrs : 60 Minutes
1500 Hrs : 80 Minutes
1900 Hrs : 90 Minutes
2200 Hrs : 45 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: 1992

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.

VALET PARKING

Operational

WAKE-UP CALL SERVICE

Please call: WelcomAssistance 6

Our telephone operator would be happy to make a wakeup 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.

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:

- Airline Needs
- Audio Visual
- Area & Regional Maps
- Baggage Services
- Car Rental
- Doctor / Dentist
- Events
- Florist
- Jogging Routes
- Limousine Services
- Mail
- Messages
- Recreational Activities
- Packages
- Paging Services
- Religious Services
- Restaurant Reservations
- Room Reservations
- Shopping
- Sightseeing
- Theatre Tickets
- Toiletries
- Transportation
- Umbrellas
- Video & Compact Discs
- Wheelchair
- Hotel Check in time : 1500 Hrs
- Hotel Check out time : 1200 Hrs (Noon)



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 "6" to contact the Operator. WelcomAssistance is at your service for further assistance. ITC Kakatiya 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

We are pleased to offer you enhanced and secure High-Speed Internet access in the hotel.

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. If the login page does not appear for any reason, then open your web browser and type in "itcwifilogin.in" for the presentation of the page. The Internet login and authentication process will now commence.

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.

For additional security, you will be prompted to create your own 'Password' (minimum six alphabets or numbers) as per your convenience and click on the "Continue" button. Remember to use the same password to connect any additional devices in your stay.

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. We will be happy to assist you! Happy surfing!!

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 "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.
- Bell Desk: One touch button to connect you to the Bell Desk.
- Laundry: One touch button to connect you to 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 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)



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 VISITORS 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. Late check-out from 1200 noon till 1500 hrs is complimentary but subject to availability. Late check-out till 1800 hours is at 50% of the room rate but subject to availability. Post 1800 hours will be a full day charge.

VISITORS' BELONGINGS

Visitors 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.

**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" for more than 8 hours shall be opened to check for the guest's wellbeing. The room shall also get serviced post approval of the duty manager in the presence of security.



SAFETY & SECURITY



EMERGENCY

In case of an emergency, please press the Emergency button or dial '55' 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 Kakatiya, Hyderabad is equipped with one of the best safety and fire protection systems in the world. Automatic sprinklers, smoke / heat

detectors, manual pull station (with 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 90 min. 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 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 about the Fire, by dialing '55'. 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 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. 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-House guests.
- D. 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 I / C
BUSINESS CENTRE:	Front Office Manager
ADMINISTRATIVE OFFICES:	UFC / Human Resource Manager
TRAINING CENTRE:	Training Coordinator
MAIN KITCHEN:	Chef in Charge
AC PLANT:	Chief Engineer

SAFETY & SECURITY

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.