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ITC HOTEL
RESPONSIBLE LUXURY



ITC MUGHAL
RESORT & SPA
AGRA



ITC MUGHAL
RESORT & SPA
AGRA

Samir Jilani
General Manager - ITC Mughal

Dear Guest,

Namaste!

It is indeed a great privilege to welcome you to ITC Mughal – A Luxury Collection Resort and Spa!

Sprawled over 23 acres of luxurious gardens, and in close proximity to the Taj Mahal, ITC Mughal, a luxury hotel in Agra is a fitting tribute to the great Mughal architecture of the past. The only Indian hotel to have won the prestigious Aga Khan Award for its excellent representation of Mughal architecture. This luxury hotel in Agra comprises of 233 opulent rooms and suites, recreating a paradise for the contemporary Mogul-full of splendour and perfection which was the hallmark of the Mughal Dynasty.

Your valued endorsement has led ITC Hotels to being awarded the “Best Luxury Hotel Chain” at the Travel and Leisure India’s Best Awards.

It is my pleasure to welcome you to “Kaya Kalp – The Royal Spa”, flagship award winning Spa of ITC Hotels. Set amidst an ambience of seclusion and luxury, it offers a delightful retreat from the pressures of the modern world.

A visit to the Kaya Kalp is a journey through the world of regal luxury. So allow us to nurture you with a complete sensory experience making certain that will leave you feeling restored and resplendent. For reservations, please contact 1871 / 1874.

I would like to share that these are unprecedented times and as always, our greatest priority is your safety and well-being. With this in mind, we have crafted a new initiative called “We Assure”. This unique programme ensures that our hotels have hospital-level hygiene and safety standards which further enhance the existing cleaning protocols across ITC Hotels, allowing you to enjoy your visit, reduce your concerns regarding hygiene and safety, without any compromise on the established quality of service experiences and standards.

The programme is also designed to address the well-being and safety of all ITC Hotels associates. They have all been specially trained in their personal, social and workplace conduct and the precautions they must take. In addition, each of them is undergoing a hygiene certification programme.

We are working closely with medical professionals and international disinfection experts like the National Accreditation Board for Hospitals and Healthcare Providers and with DNV GL Business Assurance, one of the world’s leading certification bodies, which will help ITC Hotels achieve higher levels of maturity around all facets of operations. And we are bringing thought leadership in the programme by partnering with the ITC brand Savlon, a trusted name in germ protection.

Team ITC Mughal and I have endeavoured to ensure your experience here is both indigenous & exceptional. Please do let us know in case we could do anything to make your stay a more comfortable one.

We wish you a pleasant stay at ITC Mughal.

Thank you for endorsing Responsible Luxury.

Warm Regards,

Samir Jilani - General Manager



ITC Mughal Agra is reminiscent of a bygone era and an imperial dynasty whose splendour and magnificence captivated the entire world, reflective of a grandiose and vast empire that bestrode the subcontinent. Built in 1976 by the well renowned architect Ramesh Khosla, it is the proud recipient of the Aga Khan Award for architectural excellence. The architect took inspiration from the architectural genius of the Agra Fort, and the fort at Fatehpur Sikri. The hotel is built on 23 acres of landscaped gardens and is situated close to the city centre and close to the Taj Mahal. The hotel is HACCP, ISO 14001 and ISO 22000 certified. ITC Mughal has the distinction of receiving the British Safety 'Sword of Honor' Award for commitment to safety. ITC Mughal is a LEED Platinum rated hotel and has also been accredited as the 'Best Responsible Tourism Hotel' in Asia at the Wild Asia Tourism Awards 2009.

TRANSPORTATION

A mere 4 km from the city centre and the Taj Mahal, "The Lustrous Pearl", the hotel is also conveniently located 10 km from the airport and 6 km from the railway station.



| FROM | DISTANCE | TIME * | BY |
|---|----------|---------|-----|
| Domestic Airport (Agra Kheria Airport) | 10 km | 30 min | Car |
| Agra Cantt Railway Station | 6 Km | 15 min | Car |
| Sadar Bazaar | 5 Km | 10 min | Car |
| Taj Mahal | 4 Km | 15 min | Car |
| Agra Fort | 4 Km | 15 min | Car |
| Itmad-ud-Daulah | 8 Km | 30 min | Car |
| Sikandra | 14 Km | 40 min | Car |
| Dayal Bagh | 14Km | 40 min | Car |
| Fatehapur Sikri | 45 Km | 60 min | Car |
| Mathura and Vrindavan | 65 Km | 90 min | Car |
| Gwalior | 120 Km | 150 min | Car |
| Bharatpur Sanctuary | 65 Km | 90min | Car |

GUEST ROOMS AND SUITES

ITC Mughal offers 233 well appointed guest rooms and suites ranging from 33.63 sq m to 190 sq m, including 72 Mughal Rooms, 96 Mughal Chambers, 44 Royal Mughal Suits, 14 Royal Mughal Rooms, 2 Presidential Suites and 5 Grand Presidential Suites. The guest rooms are tastefully appointed in elegant fabrics, light colour schemes and soft furnishing. Extra power outlets support both us and European electricals and telephone equipment. Emphasis has been laid on sensitivity, efficiency and variety.

MUGHAL ROOM

The rooms spread over 33.63 m² of elegance, are well-appointed and offers an understated expression of timeless grace and sophistication.

MUGHAL CHAMBERS

These exclusive rooms, each spread over 33.63 m² offer service with elegance and impeccable efficiency. The magnificent richness of the rooms offers an inspired tribute to the grandeur of the Mughals. It pioneers a tradition in corporate hospitality, setting a premium on discreet

* Kindly note that the estimations mentioned above are subject to traffic conditions in the city.

For the convenience of our guests, the Concierge will be delighted to arrange for a Hotel Limousine.



efficiency and business related services. The guest rooms are an elegant combination of luxurious accommodation and executive workspace.

ROYAL MUGHAL SUITE

These suites, each of which are spread over 67.56 m², are a perfect conference of grand living for the leisure traveller and the most contemporary workplace for the corporate leader. Luxury is redefined in these state-of-the-art suites with a living room and a separate bedroom. Combining the best of luxury and service standards, these suites offer the grandeur of space with an air of quiet understated elegance

GRAND PRESIDENTIAL SUITES AND PRESIDENTIAL SUITES:

ITC Mughal has five Grand Presidential Suites names after the Mughal Queens and two Presidential Suites named after the two jewels amongst the 'Navratnas' – The Nine Jewels of Mughal Emperor Akbar's Court. Grand Presidential Suites: Mumtaz, Nurjehan, Zeenat, Nusrat begum and Farzaana Suites are the most opulent suites in the all-suites wing called the Royal Mughal Suites wing. Each of a grand scale of 190.45 sqm with a plunge pool to indulge and the effect is spectacular. The Zeenat, Nusrat begum and Farzaana Suites are the family suites with two bedrooms and one living room. The Mumtaz and Nurjehan Suites offers the luxury of experiencing select Kaya Kalp therapies in the suite itself as they have a couple therapy room, steam room and Vichy shower.

Presidential Suites:

The Mughal inspired traditional architecture has been sensitively integrated with contemporary hospitality needs in two of the Presidential Suites – The Raja Mansingh Suite and the Tansen Suite, named after the two jewels of Emperor Akbar's court amongst his Navratnas- The Nine Jewels.

Raja Mansingh Suite:

96.56 m² grand thematic suite, is named after Emperor Akbar's right hand man, his Chief Minister , Raja Mansingh and offers a regal combination of royal ambiance and modern luxury. An Indian jhoola crafted by Gujarati craftsmen adorns the sitting room, symbolising the perfect loveseat for honeymooners.

Tansen Suite:

96.56 m² Presidential Suite is inspired with traditional mughal architecture and is named after the legendary musician Mian Tansen, one of Emperor Akbar's favorite musicians. Spacious, it has two large bedrooms done up in pristine pastel shades.

GUEST SERVICES AND FACILITIES

- Room Escort at Check-in
- Express Check-in for the Suites
- Foreign Exchange
- Major Credit Cards Accepted
- Valet Parking
- Resort Concierge Service
- 24-hour In Room Dining Service
- 24-hour Laundry and Valet Service

Same Day Laundry and Valet Service
Shoeshine Service
Twice Daily Housekeeping Service
Business Centre
Wellness Centre and Pool
Kaya Kalp – The Royal Spa, Beauty Salon,
Fitness Centre, Swimming Pool
Travel Services
Non Smoking Rooms / Smoking Rooms
Rooms / DAP Rooms
Firdaus – The Swimming Pool
Smoking Lounge
Check-in / Check-out Time: 1500 hrs / 1200 hrs

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 on Call
In Room Tea / Coffee Maker
Terry Towel Bath Robes and Slippers
Weighing Scale and Hairdryer
Dual Line Phones with Data Port
International Direct Dialling and Voice Mail
Messaging
Wireless (Wi-Fi) Internet Access

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, VCR, LCD projector, high speed wireless Internet access

RESORT CONCIERGE PROGRAMMES:

The hotel offers many activities to interest those accompanying our resident guests. This includes tours of the city, suggestions for shopping, recreational facilities like chip and put Golf, Lawn Tennis, match of cricket or football, badminton, fun ride in our lush green gardens, a recreation room, chip and putt golf, children's play area. Recreation room equipped with snooker, billiards, carom, chess, table tennis, air hockey and playstations.

OLLIE'S CLUB :

ITC Mughal - A Luxury Collection Resort & Spa, is the perfect destination for a family holiday. The resort features dedicated spaces for our young guests, where they can play & learn under the affectionate eye of the trained staff. Ollies Club at ITC Mughal is the kids' own domain, where they will find arts and crafts and more. And the parents can explore the endless possibilities of luxurious experiences.



JHAROKHA-E-TAJ

At ITC Mughal Agra, you romance the gardens as much as the monuments as at the Jharokha-e-Taj, which is the Taj View Point for you to have an appointment with the 'Taj Mahal' for a splendid view. The sun breaks through the clouds, you must get to the Jharokha-e-Taj to watch the colours play in the sky with the Taj in the backdrop, absolutely breathtaking.

FOOD & BEVERAGE

Appealing to international travellers and residents of the city alike, the dining options at ITC Mughal are exceptional and known for their innovative menus and delicious interpretations of cuisine from around the world, alongside traditional Indian favorites and seasonal choices. Authenticity is a prime feature as every cuisine is created by our indigenous chefs using fresh traditional ingredients. The culinary journey from ITC's gourmet restaurants, recreate the magic of cuisine - rich and diverse in flavors tracing both history and legends.

TAJ BANO

The Mughal laid great emphasis on the art of cooking and fine dining. A tribute to their focus on culinary excellence, the three-meal restaurant offers of Indian, Oriental and Western cuisine.

Breakfast : 0630 hrs to 1030 hrs

Lunch : 1230 hrs to 1430 hrs

Dinner : 1900 hrs to 2230 pm

MUGHAL PAVILION

In the tasteful interiors of this all-day dining multicuisine Ala' Carte restaurant, savour a delightful selection of Indian and International delicacies brought to you with the same indulgence presented to Mughal royalty.

TIMINGS: 1100 hrs TO 2345 hrs

PESHAWRI

Peshawri brings you authentic flavors from the North West Frontier. The open Kitchen allows you to watch your meal being prepared in a traditional clay oven, a visual treat not to be missed. Peshawri has now extended its image in the city of Taj and holds a special place for itself at the ITC Mughal - A Luxury Collection Resort and Spa, Agra.

Peshawri at ITC Mughal has been awarded as the second Best Restaurant in India and amongst Top Ten Best Restaurants in Asia by the Tripadvisor Travellers' Choice Awards, 2019.

LUNCH: 1230 hrs – 1445 hrs

DINNER: 1900 hrs – 2345 hrs

BAGH-E-BAHAR LOUNGE

Bagh-E-bahar Lounge is a retreat inspired by the singular Mughal sensibility of leisure, overlooking the Mughal-styled garden, Nishat Bagh and the cool blue expanse of the pool. This wood panelled lounge invites guests to set aside the pressures of the day and settle down into a relaxed pace with the finest selection of wines, cocktails and delectable lounge bites.

TIMINGS: 1100 hrs TO 2300 hrs



MAIKHANA - THE LOBBY BAR

Maikhana the Lobby bar carries the tradition of relaxing over the best of cognacs, single malts, spirits, liqueurs and heady cocktails. The mood rises to Sublime and the conversation to sparkling levels studded with witty repartee and merry banter. A tea/coffee selection boasting of connoisseur's choice.

TIMINGS: 1100 hrs TO 2300 hrs

IN ROOM FINE DINING

In Room Dining is a fine dining experience within the comfort and convenience of your room or suite. Please refer to the In Room Dining menu which forms a part of this directory.

CONFERENCES & EVENTS

In the city of Taj Mahal, where conferences are as lavish as Mughal durbars, ITC Mughal offers superbly appointed state-of-the-art meeting rooms and verdant lawns in a range of combinations for a versatile set of options for conferences of up to 500 participants. ITC Mughal lends itself easily and alluringly to the image of a gateway where hospitality, highly developed infrastructure, indigenous luxury experience and culinary excellence combine to offer an array of exquisite theme options that convert a business meeting into a style statement. Dewan-e-Khas and the boardrooms accommodate between 12 to 500 guests and the eastern face of the convention centre opens to sprawling lawns for exotic gala dinners and mega events for up to 1500 guests.

Dewan-e-Khas had the distinction of once housing the exquisite peacock throne. Beautiful, ornately wrought columns embellished with stunning Mughal motifs set this awe-inspiring darbar apart as a truly regal venue for courtly events.

Theatre - 500
Classroom - 330

MAJLIS

Majlis is 222 m², accommodating 130 guests in theatre style, which can be further partitioned into two parts.

Theatre - 130
Classroom - 80
Conference 'U' shape - 50
Reception - 120

BOARDROOM

The Boardroom at ITC Mughal is a hi-tech boardroom/conference room with wireless high speed Internet and audio visual equipment accommodating up to 8 guests in conference U-shape seating arrangement.

Conference 'U' shape - 12



OUTDOOR LAWNS

Reviving the romance of royal Mughal grandeur in a magical ambience of regal luxury for a special occasion is as simple as planning your event at Sher Shah Suri Garden, at ITC Mughal. Gulbadan Garden and Sher Shah Suri Garden can accommodate up to 2000 and 1500 guests respectively, and are perfect venues for theme parties, banquets, weddings, celebrations and other events in which you hope to infuse the elegant efficiency of our impeccable 5 star luxury services and the spectacular grandeur of a royal event.

Gulbadan Garden - 5280 m²

New Lawn - 1408 m²

Sher Shah Suri Lawn - 2141 m²

Locomotive Lawn - 1579 m²

Dek South Lawn - 418 m²

Dek West Lawn - 390 m

VENUE CAPACITY CHART & AREAS

| VENUES | Room Size LxW (mtr) | Size (Sq.Mtr.) | Theatre | Class room | Conf 'U' | Reception |
|--------------------------|------------------------|-------------------|---------|------------|----------|-----------|
| DEK- I or II or III | 10.3 x 20.2 | 212 | 150 | 110 | 44 | 120 |
| DEK - I+ II or II+ III | 20.6 x 20.4 | 424 | 300 | 220 | 44 | 240 |
| DEK I + II + III | 30.9 x 20.6 | 636 | 500 | 300 | 120 | 400 |
| MAJLIS | 18 x 13 | 222 | 130 | 80 | 50 | 120 |
| SHER SHAH SURI GARDEN | | | | | | 1,800 |



CONFERENCE CONCIERGE

Our dedicated team of conference and banqueting specialists can arrange for music, entertainment, the latest audio visual equipment and provide professional assistance to complement any arrangement.

SHOPPING

ITC Mughal has the following shopping options for our guests to browse at leisure and shop in a relaxed ambience. The Shopping Arcade is located at the hotel's main porch. Agra is known for its fabulous marble- made handicrafts and soft stone inlay work. The Mughal were great patrons of the arts and crafts. The city has been home to the handicraft industry for centuries and that is why it has a range of excellent items to offer including precious and semi precious stones and jewellery, fabrics, ties, scarves, handbags, books, magazines, postcards, woollen and silk carpets, Pashmina shawls, papier-maché, and select art treasures, at our Shopping Arcade, located at the main porch.



The medieval charm of Agra acts as a befitting backdrop to ITC Mughal. A proud recipient of the prestigious Aga Khan Award for Excellence in Architecture, the hotel recreates the architectural style of the Mughal Dynasty through geometrical proportions and layout of spaces, a delicate use of marble, landscaped courtyards, gardens and water bodies. The hotel's red brick and sandstone exterior opens up to splendid vistas, which are gradually revealed.

AN ALPHABETICAL GUIDE TO THE FACILITIES IN THE HOTEL

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

ADAPTER WA

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 adapter plug, WelcomAssistance will be pleased to assist.

AIR CONDITIONING WA

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

**AIRLINES****TS**

Travel House services in the hotel will be facilitated by the resort Concierge who will be pleased to assist you in airline ticket reservations, bookings, confirmation, amendments, airport transfers and also local transportation needs.

AIRPORT

Agra Kheria Airport: for Domestic Flights. It takes 30 minutes to travel the 10 km from the hotel, depending on traffic conditions.

We recommend that you consider a margin of another 15 minutes during peak hours of traffic. Please contact our resort Concierge Desk for any further assistance.

AMENITIES ON CALL**WA**

Our Housekeeping Department would be pleased to provide a range of amenities such as toothbrush and toothpaste, shaving cream, comb, hot water bottle, feminine hygienic products, hair oil, tweezer, nail cutter, nail polish remover, etc. If there is anything else you require, do let us know and we will endeavour to obtain it.

BANQUETS / PARTIES / MEETINGS**WA**

Please refer to Conventions and Events in this directory.

BEAUTY SALON**1871/1874**

Please refer to Kaya Kalp – The Royal Spa in this directory.

TIMINGS: 0800 hrs - 2000 hrs

BUSINESS CENTER**WA**

Our Business Centre is located at the lobby level. It is open round the clock and has a wide range of services and equipment for your convenience.

**BUTLER SERVICE / KHIDMADGAR
SUITES BUTLER**

Guests staying at the Presidential suites will have a dedicated butler / khidmadgar while guests staying in the Royal Mughal suites, will have floor butlers / khidmadgar at their service. Please call upon your butler/ khidmadgar to provide the following services and any other assistance which you may require.

Breakfast Service
Emergencies
Lost Item
Room Service
Car Rental
Meeting Room Arrangement
Wake Up Calls
Unpacking and Packing
Tickets
Electrical Connection Assistance
Housekeeping



Medical Assistance
Shoeshine
Laundry and Valet
Ice Service
Business Centre
Internet Connectivity

CALL / MESSAGE FORWARDING WA

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 1883

For chauffeur driven cars please contact the 'Travel House' Counter or resort Concierge.

CASHIER 1769

The cashier located at the main lobby will assist you with foreign exchange encashment, your room account information, and bill settlement. bills may be settled by bank transfer, payment link, card payment VISA, American Express, Diners Club and Mastercard.

CHECK-OUT 1708 / 1769

Whilst the hotel's check-out time is 12 noon, we do appreciate that at times, this may not be very convenient. Should you require a late check-out, please contact our Duty Managers 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.

CONVENTIONS AND EVENTS WA

Our facilities provide just the right ambience for your conference and meeting requirements, addressing a variety of needs including international conventions, private dining needs and theme parties. our Convention and Events Team will be pleased to assist you.

CONFERENCE FACILITIES WA

We have a number of meeting rooms, each equipped with a range of professional equipment and conference aids to accommodate anywhere between 8 and 750 people.

**COURIER SERVICE****WA**

Our resort Concierge at the main lobby level, would be happy to arrange the 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/ packet/ parcels in transit.

CURRENCY EXCHANGE**WA #1769**

The cashier located at the main lobby will assist you with foreign exchange encashment. Foreign Currency is exchanged for resident guests only.

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.

DOCTOR**WA**

A doctor is available on-call round the clock. Please contact WelcomAssistance, should you need any medical attention.

In case of a serious illness or a medical emergency, please press the emergency button on your telephone for immediate help.

DRINKING WATER**WA**

Whilst the hotel tap water is specially treated and tested as potable, bottled drinking water is placed and replenished in your room with our compliments, by Housekeeping.

DOORMAN**WA**

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 50Hz. 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**1**

In case of an emergency, please touch the emergency icon on your telephone instrument or leave the receiver off the hook.

**EMERGENCY EXITS****WA**

Each wing on the guest floor has a signposted 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 you to safe assembly areas.

ERRANDS**1883 RC**

For assistance in running any errand, please contact your butler/ khidmadgar or the resort Concierge.

EXTRA BEDS AND CRIBS**4**

Please call WelcomAssistance, if you need an extra bed or crib, requests placed in advance would be appreciated

FASCIMILE**0**

The hotel facsimile number for any incoming transmissions is +91-562-2331730. To send any faxes, please contact the Business Centre for assistance.

FLORIST**1707**

For fresh flowers and special arrangements please contact our resort Concierge Desk. requests for floral arrangements are accepted only between 0900 hrs to 1800 hrs on a chargeable basis.

FITNESS CENTRE / HEALTH CLUB**1867**

Please refer to Kaya Kalp – The Royal Spa section in this directory.

HOUSEKEEPING**4**

The Housekeeping Department is at hand to service your room. Houskeeping can provide you with additional amenities and toiletries you may have forgotten to carry, and to handle requirements like childcare, lost and found inquiries, electric and plumbing complaints and any other maintenance related issues in your room.

The following items are available with housekeeping:

Adapters
Bed Board
Duvet
Female Hygiene Products
First Aid Supplies
Hot Water Bottle
Iron and Ironing Board
Lost and Found
mending / Sewing
Pillows (Please refer to the Pillow menu in your room)
Rollaway Bed
Sewing Kit
Shoeshine
Toiletries

**INTERNET ACCESS****WA**

The broadband Internet service is available on LAN point (RJ 45) or on wireless mode. Wireless internet is available only in your room, lobby, restaurants and conference venues of the hotel.

You can connect your laptop/ computer to the network connectivity type available in the hotel. A data cable for Internet connectivity has also been provided in our guest rooms. An Internet Help desk is available in the hotel. You may seek their assistance by calling WelcomAssistance.

IN ROOM DINING**BUTLER / KHIDMADGAR**

In room dining is available round-the- clock, and you may select from the In room Dining section. Should you have a specific request for items not featured on the menu, our chef will be delighted to make every effort to accommodate your request.

IRON & IRONING BOARD**WA**

Both a light iron and a stand up board, are placed only in Suites and Mughal Chambers.

LAUNDRY SERVICES**WA**

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

Please follow the following four simple steps:

Kindly use separate bags for laundry, dry cleaning and pressing along with the Laundry menu.

Kindly check all pockets for your valuables.

Kindly do not place your laundry outside your room.

Do call 'Fabricare' by pressing the pre-programmed button on your telephone for collection and any special service

Terms of service:

Overnight Laundry Service is available 7 days a week.

Garments will be returned after 6 hours of collection.

Items given for pressing will be returned within 1 hour.

Garments collected before 2100 hrs will be returned after 0800 hours the next morning.

'Express Service': This service ensures delivery within 4 hours at an additional charge of 50% round-the-clock.

All garments returned on hangers shall be placed in the wardrobe.



HOTEL SERVICES

Charges will be made to your room folio.

Complimentary laundry valet service coupon are not valid for express service and drycleaning services.

In case of any undeclared defects, such as damage or discolouration, the Laundry will process the garment only after further instructions from the guest.

Unless an itemised laundry, dry cleaning or pressing list, is sent with the laundry, the hotel count will be considered as correct.

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

LOBBY MANAGER

1883

Our Duty Manager / Lobby Manager is available round-the-clock for any kind of assistance or information that you may require.

LOST & FOUND

WA

For any enquiry on lost items, please contact

WelcomAssistance. 6

The hotel is not authorised to keep and disburse medicines. However if you need any medical assistance, a doctor is available on call round the clock. Please call WelcomAssistance for any kind of assistance you may require.

IN ROOM REFRESHMENT

4

The in room refreshment in your room is on call. Consumption will be charged to your bill. For any additional items please call Housekeeping.

PETS

1883

We regret our inability to allow pets inside the hotel. However we would be pleased to offer information on alternative arrangements. Please contact Duty Manager / Lobby Manager.

PHOTOGRAPHER

1883

Please contact the resort Concierge for assistance in arranging a photographer. However we would appreciate your placing the request in advance.

RAILWAY STATION

Agra is a major railway junction and has five railway stations. Agra Cantonment railway station is the central railway station and is within a short distance of 6 km from ITC Mughal. Please contact our resort Concierge for any further assistance

**RELAXATION RITUALS****1871 / 1874**

Our trained staff at Kaya Kalp – The Royal Spa provide a range of therapies with aromatic oils. Kindly contact the Kaya Kalp spa reception for an appointment and for further information.

TIMINGS: 0800 hrs - 2200 hrs

RESORT CONCIERGE**1883**

Our resort Concierges 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 Route
- Mail / Courier
- Messages
- Recreational Activities
- Restaurant Reservations
- Room Reservations
- Shopping
- Sightseeing
- Theatre Tickets
- Wheel Chair

RESTAURANTS**1750**

Exceptional restaurants and a bar, each with its own style and distinct cuisine, offer you a taste of India and the world. Please refer to the Hotel services section of this directory or call resort Concierge for further information and facilitation in making table reservations.

ROOM RESERVATIONS**1910/1911**

Please allow us to assist you in making reservations for your return trip to ITC Mughal, Agra. Please contact room reservations for assistance. For reservations at any other property, kindly refer to the section on ITC Hotels in this directory.

SALES AND MARKETING OFFICE**1771 / 1774**

The sales office is open from 0900 hrs to 1800 hrs except on sundays. For any assistance during non office hours and on holidays, please contact the Duty Manager/ resort Concierge at extension 1883.

SAFE DEPOSIT BOX**WA**

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

**SECURITY****WA**

Hotel security is provided 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**WA**

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

SHOPPING

Please consult the section on shopping in this directory.

SMOKING ROOMS**1883**

We offer exclusive smoking rooms on request. should you prefer a smoking room, please contact our resort Concierge Desk in the lobby.

STAMPS**1883**

Please contact the resort Concierge should you require postage stamps.

SWIMMING POOL**WA**

Our swimming pool, Firdaus and Spa pool is open from 0700 hrs to 2000 hrs.

TAXIS**TS**

We recommend that you use our fleet of hotel cars through our Travel services office; our resort Concierge will be pleased to assist you

TELECOMMUNICATIONS**WA**

Please refer to the Telecommunications Guide section in this directory.

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.

TRANSLATORS**WA**

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

TRAVEL HOUSE**TS**

our Travel services are facilitated through the resort Concierge and are open from 0700 hrs to 2200 hrs. They provide a variety of chauffeur driven cars to meet your every need. They would be pleased to help you with bookings, amendments and reconfirmation of airline tickets, car rentals and other travel related services.

**VALET PARKING****WA**

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

WAKE UP CALL SERVICE**6**

Our Telephone operator will be happy to give you a wake up 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 'Telecommunications' section of this directory for further details.

WATER**4**

The water from our tap is purified and safe to drink. Additional bottled water in the 500 ml size is replenished daily by Housekeeping on a complimentary basis.

WEBSITE

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

WELCOMASSISTANCE**6**

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



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

time after the day of departure without reference to the party and appropriate the net sale proceeds towards the amount due from the guest.

1. 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.

2. SETTLEMENT OF BILLS

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

3. COMPANY'S LIEN ON VISITORS' LUGGAGE AND BELONGINGS

In the case of a default in the 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

4. 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.

5. LUGGAGE STORAGE

Luggage and storage facilities are not provided by the hotel.

6. GUEST'S 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 the resident's goods or any other property not entrusted to the Management, or for damage including theft or pilferage.

7. 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.

8. 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.

9. 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. of the hotel and discourages any act which might be unbecoming or may be

viewed as a nuisance by the hotel management or by the fellow guests of the hotel. While we could identify areas, which we choose to share with you, we trust the discretion of our guests to decide on the others.

Pets are discouraged;

Arms and ammunition not allowed inside the hotel premises;

Cycle rickshaws, auto rickshaws, hand carts, tongas, bullock carts, etc. are not allowed inside the hotel premises;

We respect your privacy and discourage photography / filming in the hotel premises;

Smoking is prohibited except in areas specifically indicated;

Swimming pool/ health club facilities are provided for use by resident guest only;

While your dear ones are precious to us, please attend to your children at all times.

10. 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.

**11. NO VISITOR POLICY**

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

12. GOVERNMENT RULES AND REGULATIONS

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

13. AMENDMENT OF RULES

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

14. DO NOT DISTURB

Rooms which are on a 'Do not Disturb room' status for more than 8 hours at a stretch can be opened by the Housekeeping staff, and serviced in the presence of a security Guard.



EMERGENCY

In case of an emergency, please press the 'Emergency' button or dial '1' 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 the least amount of inconvenience to our esteemed guest.

SAFETY

FIRE SAFETY

ITC Mughal, Agra is equipped with one of the best safety and fire protection systems in the world.

Automatic-sprinklers, smoke/ heat detectors, manual pill boxes (break glass alarm), fire hydrants and portable fire extinguishers are installed throughout the building and are constantly upgraded.

Fire escape stairs, on each floor, ensure a safe exit from any part of the building. smoke Compartmentation with 0130 hrs fire rated doors ensure protection against spread of smoke/ fire.

However, we are aware that even with the best of systems installed a fire can still breakout. our staff is professionally trained to fight any breakout 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.

D. MANUAL CALL POINT – This is a red square or round box fixed on the walls of corridors, lift lobbies and other public spaces. If you happen to locate smoke or a fire then you should break the glass to raise an alarm.

PLEASE DO NOT PRESS THE BUTTON.

IF YOU DISCOVER SMOKE OR FIRE

Please remain calm.

Do not shout 'FIRE', IMMEDIATELY inform the Telephone operator or the Engineering Control room about the fire by dialling '1' or '6' respectively. Provide your name, room number and the exact location of fire. Break the glass of the nearest manual pill box in case of fire. use the nearest fire extinguisher or the fire hose reel and try to extinguish the fire if possible.

Do not endanger yourself.

If required evacuate the building. Please follow the 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.



SAFETY & SECURITY

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 PREVENT A FIRE

Extinguish your cigarette butts carefully. Always use ashtrays for disposing off butts.

Extinguish a matchstick before disposing it off.

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 people 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.

SAFETY & SECURITY

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 fires, bomb threats, terrorist attacks, natural calamities, 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 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 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 the 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 Marshals: 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.



GENERAL INSTRUCTIONS

The Front office Manager will be responsible for the correct accounting of all the guests. If anyone is found to be 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 switched off. lifts will not be used for evacuation at any cost.

Security Personnel will ensure that both the car parks are emptied 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 | Store Supervisor |
| HEALTH CLUB | Health Club I / C |
| BUSINESS CENTRE | Front office Manager= |
| ADMINISTRATIVE OFFICES | UFC / Personnel |
| TRAINING CENTRE | Training Coordinator |
| MAIN KITCHEN | Chef In Charge |
| AC PLANT | Chief Engineer |
| BOILER ROOM | Engineering Supervisor |
| | Engineering Control |
| ALL FLOORS | Executive Housekeeper / Housekeeping staff who are deputed to floors. |

**CAUTION**

As soon as the sirens are heard or message 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, invalids and children.

The Floor Marshals will report the completion of evacuation of guests from 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 a fire, the floor above will be evacuated before the lower floors



The Telecommunication Guide introduces you to our state-of-the-art telecommunication package and its advanced integrated voice and data communication features. The system has been installed as a part of our constant commitment to enhancing our business services and to making your stay even more comfortable and pleasant. The accompanying information has been compiled so that you have direct access to all the facilities and services that we offer. Should you require any assistance, please call WelcomAssistance.

IN-ROOM INTERNET FACILITY

High speed internet access is available through a lease line (connectivity through teleadaptor) outlet on your writing table. Your e-butler at extension 6 will be happy to configure your laptop for the same. The procedure to connect to the internet from your room is briefly described below.

The broadband internet service is available on LAN (rJ 45) or on wireless mode*. You can connect your

laptop to the network connectivity type available in the hotel through the teleadaptor. open the internet browser on your laptop. You will get directed to the Hotel Information and login screen. select the Package Plan which will suit your usage pattern and click on the login icon.

The broadband internet service supports SMTP & vPn. on advance request, you may also avail of a public IP address.

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

On a single internet plan, a maximum of four devices may be connected.

**DIALING INSTRUCTIONS**

Operator 0

Room to Room Dial 1 + Room
Number to call

(This facility is disabled between 2100 hrs and 0700 hrs.
Kindly contact the operator for assistance)

Local Calls Dial 9 + Telephone
Number

For example: To call 2211 9898 Bengaluru Dial 9 2211 9898

STD Calls Dial 9 + City Code +
Telephone Number

For example To call 2211 9898 Bengaluru Dial 9 80 2211 9898

International Calls Dial 9 + 00 + Country
Code + City Code +
telephone number

For example : To call 316-4861 Manhattan, New York Dial 9
001 212 316-4861

Hotel Telephone Number (91) 0562 – 4021700

Hotel Fax Number (91) 0562 – 2331730

Hotel E-mail: reservations.itcmughal@itchotels.in

NOTE

The connection may take 30 seconds to 1 minute.
Do not disconnect the line if the number does not
ring immediately. Charges will be calculated from
the time the call is answered up to the time the
receiver is replaced. The cashier would be happy
to give you the requisite call details

**DESCRIPTION OF ONE TOUCH BUTTONS ON
YOUR TELEPHONE**