



SERVICE DIRECTORY

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ITC HOTEL

RESPONSIBLE LUXURY



ITC RAJPUTANA

JAIPUR

Deependra Rana

General Manager – ITC Rajputana
Deependra.rana@itchotels.in@
itchotels.in

Dear Guest,

Namaste!

We thank you for choosing to stay at the ITC Rajputana, a Luxury Collection hotel and a part of the world renowned Marriott Hotels & Resorts. The association brings together for you the finest hospitality traditions from the East and the West. ITC Hotels is a name synonymous with Indian hospitality. World over, Namaste has been a symbol of warm Indian hospitality. This traditional gesture of welcome is a core value of ITC Hotels and is intrinsic to every facet of services provided at ITC Hotels.

The Hotel offers 218 rooms (including 17 suites), which reflects high quality aesthetic standards. ITC Rajputana has been designed in the style of a typical royal 'haveli' of the erstwhile 'Rajpootana', as a tribute to its proud and valiant princely families. In its design, varying heights are linked by corridors around a central courtyard, which features a large swimming pool. Traditional Rajasthani elements including long corridors, courtyards and lattice work are seen here in a modern uncluttered and contemporary idiom. In keeping with ITC Hotels' status as the world's greenest hotel chain, ITC Rajputana is LEED Platinum certified in the Existing Building category.

This directory is designed to acquaint you with the facilities our Hotel has to offer. It is indeed a pleasure to welcome you. My team joins me in wishing you a pleasant stay with us.

Responsibly yours,

Deependra Rana

General Manager – ITC Rajputana



ABOUT ITC RAJPUTANA



With its jharokhas, terraces, internal courtyards and verdant surroundings, ITC Rajputana is a finely articulated tribute to traditional Rajputana architecture. Its red brick exterior which rises to different levels around a central area echoes the traditional havelis of the region. Long corridors, secluded courtyards and simplified latticework recall vernacular architecture in a modern uncluttered and contemporary idiom that brings alive the spirit of Rajasthan and sets this experience apart amongst Jaipur's luxury hotels.

The hotel offers its guests 218 well appointed rooms including suites. Ranging in size from 312 sqft to 1365 sqft, they include a Presidential suite, 16 Thikana suites, 96 Rajputana Royale rooms, 20 Rajputana Chamber rooms and 85 Executive club rooms. The guest rooms are tastefully appointed in elegant fabrics, light colour schemes and soft furnishings. Extra power outlets support both US and European electrical and telephone equipment. Emphasis has been laid on sensitivity, efficiency and variety.



ROOMS CATEGORY

EXECUTIVE CLUB

These rooms are designed to meet the needs of the discerning business traveller on the move. They pioneer 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 and executive workspace.

PRIVILEGES** – 30 minutes Internet access at the Business centre per day, complimentary access to Health & Fitness Centre and swimming pool, fruits of the season on request.
Size: 312sqft/29sqm

Bed Type: Twin/Single bed(s)

Room Occupancy: Upto 2 adults and 2 children

RAJPUTANA CHAMBERS

Chamber rooms reflect a blend of traditional and modern style overlooking the pool. The rooms are equipped with modern amenities to cater to families and the individual. These 322 sqft rooms redefine the art of fine living, balancing comfort and luxurious accommodation perfectly.

PRIVILEGES** – 30 minutes Internet access at the Business centre per day, complimentary access to Health & Fitness Centre and swimming pool, fruits of the season on request.
Size: 322sqft/30sqm

**Kindly note certain facilities and services are applicable as per Government rules and regulations.

Bed Type: Twin/Single bed(s)

Room Occupancy: Upto 2 adults and 2 children

RAJPUTANA ROYALE

These rooms offer a world where you can experience the finest in hospitality. The gracious elegance of the decor and warmth of personalised service makes your stay a truly memorable experience.

PRIVILEGES** – Use of Residents' Lounge facilities, 30 minutes Internet access at the Business centre per day, complimentary access to Health & Fitness Centre and swimming pool, luxury hours daily from 1800 hrs to 2000 hrs with cocktails and hors d'oeuvres.

Size: 334sqft/31sqm

Bed Type: Double

Room Occupancy: Upto 2 Adults

THIKANA SUITE

Thikana Suites are named after the luxurious resting retreat for kings and the royal families – the perfect room for experiencing an extravagant lifestyle. An exclusive world where you can experience the finest in hospitality and personalised service in an atmosphere of gracious elegance where everything you need is provided for under one roof. Thikana Suite is 495 sqft with architecture richly inspired from Indian heritage. Thikana Suite comes with a set of particular privileges befitting the stature of its guests.



PRIVILEGES** – Use of Residents' Lounge facilities, 30 minutes Internet access at the Business centre per day, complimentary access to Health & Fitness Centre and swimming pool, luxury hours daily from 1800 hrs to 2000 hrs with cocktails and hors d'oeuvres, 24-hours floor butler service and use of boardroom for up to three hours per stay, subject to availability.

Size: 495sqft/46sqm

Bed Type: Double

Room Occupancy: Upto 2 adults and 2 children

PRESIDENTIAL SUITE

Be transported to the courtly grandeur that spells out the splendid and magnificent history of the Rajputana region, wrapped in complete luxury.

PRIVILEGES** – In Room check-in, 24-hours butler service, massage chair, breakfast, use of Residents' Lounge facilities, 30 minutes Internet access at the Business centre per day, complimentary access to Health & Fitness Centre and swimming pool, luxury hours daily from 1800 hrs to 2000 hrs with cocktails and hors d'oeuvres and use of boardroom for up to three hours per stay, subject to availability.

BUSINESS SERVICE: Our Business Centre, located on the 14th floor, is open 24 hours with state-of-the-art communication technology for your

convenience. Our Guest Service Coordinators will be pleased to assist you.

OTHER BUSINESS SERVICES: Conference calling, video conferencing, VCR, LCD projector, high speed wireless Internet access are available at charge.

SPOUSE PROGRAMMES:** The hotel offers many activities to interest the spouses of our resident guests, including tours of the city, suggestions for shopping and cultural events.

FOOD & BEVERAGES

IN ROOM DINING

In Room Dining is available round-the-clock. Enjoy the dining experience within the comfort and convenience of your guest room or suite. Please refer to the In Room Dining menu which forms a part of service directory 2.

RESTAURANTS AT ITC RAJPUTANA

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.

Operational Hours: Lunch: 1230 hrs to 1445 hrs, Dinner: 1900 hrs to 2330 hrs

**Kindly note certain facilities and services are applicable as per Government rules and regulations.



JAIPUR PAVILION

The restaurant offers multi-cuisine à la carte options, offering the finest in cuisines encompassing regional, Indian, Western and Chinese fare. All day dining multi-cuisine restaurant is open from 1100 hrs to 2300 hrs

JAL MAHAL**

Meaning "Water Palace", this truly inspiring restaurant in an ethnic ambience, offers a choice of food in the form of multi-cuisine buffet for breakfast, lunch and dinner. The mood is set by soothing classical channel music played during the meal periods.

Operational Hours:

Breakfast: 0630 hrs to 1030 hrs,

Lunch: 1230 hrs to 1445 hrs,

Dinner: 1930 hrs to 2300 hrs

SHEESH MAHAL**

Inspired by the Palace of Mirrors in Amer Fort, this is indeed the finest bar in town. Off the lobby and overlooking the Jai Singh Bagh courtyard, which accommodates the swimming pool, the facility is an ideal place to consume a sundowner, celebrate a special event or simply entertain friends and colleagues.

Operational Hours - 1100 Hrs to 2300 Hrs

JHAROKHA**

Overlooking the swimming pool of the hotel, this poolside lounge is the ideal venue to unwind after a busy day. Located at the poolside.

Operational Hour - 1400 hrs to 2300 hrs

CONFERENCES & EVENTS**

The hotel offers a variety of venues which can cater to a multitude of requirements. The venues include a choice of three meeting rooms for up to 18 guests, a 4800 sqft terrace and a 4800 sqft rectangular shaped column-free ballroom which can be divided into three separate function rooms. These venues offer the perfect setting for symposiums, product launches, banquets or corporate meetings.

Venues

5

Covers

08 – 400

Number Of Meeting Rooms

4

Number Of Banquet Halls

3

Covers For Meeting Rooms

8 - 20

Covers For Banquet Halls

30 – 300

With incredible spaces and infinite possibilities, ITC

**Kindly note certain facilities and services are applicable as per Government rules and regulations.

Rajputana offers venues to suit every occasion. Its famed culinary prowess coupled with superlative service ensures the success of every event.

Suryavanshi Mahal 1: 159.3 sq. m.
Suryavanshi Mahal 1 & 2: 318.6 sq. m.
Suryavanshi Mahal 1, 2 & 3: 478 sq. m.
Pre-function Area: 304 sq. m.
Boardroom: 52 sq. m.
Resident Lounge: 135 sq. m.
Meeting Room 1: 31 sq. m.
Meeting Room 2: 30 sq. m.
Hawa Mahal: 829 sq. m.
Resident Lounge: 1456 sq. ft

BANQUETING, EXHIBITION AND CONFERCING FACILITIES**

ITC Rajputana offers Jaipur's most lavish options for banquets, meetings, conferences, symposiums, exhibitions and performances. 9300 sqft of versatile banqueting, conferencing and exhibition space with 2800 sqft of pre function area, plus 2000 sqft that are part of the courtyard, with a separate entrance, makes ITC Rajputana the ideal venue for a range of events and functions in the city. Additionally, three boardrooms with state of-the-art business facilities are equipped to meet all of your business needs.

In recognition of Rajasthan's special status as a destination for getaways and royal themed weddings, we offer a wide range of themes and seating arrangements, along with unrivalled access to our kitchens for gourmet catering facilities.

**Kindly note certain facilities and services are applicable as per Government rules and regulations.

RESPONSIBLE WEDDINGS**

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

CONFERENCES CONCIERGE**

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

Check in at 1500 hrs and check out at 1200 hrs

Fama di Wills bathroom amenities

Individually controlled air conditioning units

Individual electronic In Room safe

GUEST SERVICES AND FACILITIES**

Express Check-in

Foreign Exchange

Major Credit Cards accepted

Valet Parking

Concierge Service

24-hour In Room Dining Service

Same day Laundry and Valet Service

Shoeshine Service

Business Centre

Kaya Kalp – The Spa (includes Salon)

Pool and Health & Fitness Centre

Travel Desk

Non Smoking Rooms

**Kindly note certain facilities and services are applicable as per Government rules and regulations.



HOTEL SERVICES



ADAPTER

For your convenience, the switch board 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

Your room temperature has been pre-set at a comfortable 22C / 72F. The air conditioning thermostat has been designed to control the temperature as per your preference. The temperature can be modulated within a range of 19C and 23C. The temperature displayed on the thermostat indicated the ambient temperature of the room.

AIRLINES

For any assistance please contact WelcomAssistance or WelcomConcierge

AMENITIES ON CALL

Our Housekeeping department would be pleased to provide a range of amenities such as toothbrush and toothpaste, shaving cream, comb, hot water bottle, hair oil, tweezers, nail cutter, nail polish remover, etc. If there is anything else you require, WelcomAssistance will be pleased to assist.

AUDIO VISUAL EQUIPMENT

State-of-the-art audio visual equipment is available on request. We require eight hours advance notice. Please contact the WelcomAssistance.

**BANQUETS / PARTIES / MEETINGS** 1804 / 1808**

Please refer to Conventions & Events in this directory.

BEAUTY PARLOUR / BARBER SHOP 1631**

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

BREAKFAST 1724**

A carefully selected range of breakfast dishes are available. To order breakfast in your room, please refer to our In Room Dining Menu, available with this directory.

BUSINESS CENTRE 0(WELCOM ASSISTANCE)

Our Business Centre, located on the 14th floor, is open 24 hours with state-of-the-art communication technology for your convenience. Our Guest Service Associate will be pleased to assist you.

BUTLER SERVICE 6**

For guests staying at the premium Thikana Suites, professional floor butler service is provided round-the-clock, for the entire duration of your stay. Please call upon your butler 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

Tickets

Electrical Connection Assistance

Housekeeping

Medical Assistance

Shoeshine

Laundry and Valet

Ice Service

Business Centre

Internet Connectivity

CALL / MESSAGE FORWARDING

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

CAR RENTALS 1710

For chauffeur-driven cars please contact the Travel House counter located at the main Lobby Level. Available 0600 Hrs to 2200 Hrs.

CASHIER 1733**

The cashier at the Reception will assist you with foreign exchange encashment, your room account information and bill settlement. Bills may be settled by cash, Travellers Cheques or by VISA, American Express, Diners Club and Master Card.

**Kindly note certain facilities and services are applicable as per Government rules and regulations.



CHECKOUT 1733

Whilst the Hotel's check-out time is 12 noon(1200 hrs), we do consider that at times, this may not be very convenient. Should you require a late checkout, please contact our Guest Service Coordinators in the Lobby, who will make every effort to accommodate your request, subject to availability. Late checkout charges will apply for requests beyond 1500 hrs.

CHEQUES

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

CONCIERGE SERVICES (WELCOMCONCIERGE)** 2000

Our Concierges pride themselves on their ability to assist you in information and specialised . Some of the 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

CONVENTIONS & EVENTS** 1804

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** 1720

We have a number of meeting rooms equipped with sophisticated technology to facilitate conferences / meetings for gatherings up to 400 persons. Our banquets team will be pleased to assist you.

COURIER SERVICE** 2001

Our Concierge at the lobby will be pleased to coordinate dispatch of material you wish to courier. 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.

**Kindly note certain facilities and services are applicable as per Government rules and regulations.



CREDIT ARRANGEMENTS 1733

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 1733

The cashier at the reception 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 icon is switched on / 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.

*For your safety, the Hotel as a policy opens room which have been on DND for more than 15 hrs, in the presence of Hotel security personnel.

**Kindly note certain facilities and services are applicable as per Government rules and regulations.

DOCTOR**

A doctor is available on-call all 24 hours of the day. Please contact WelcomAssistance, should you need any medical attention. In case of serious illness or a medical emergency, please press the emergency button on your telephone for immediate help.

*Please note that the doctor could take approximately 30 minutes to reach the Hotel.

DRINKING WATER

We provide 'SūnyAqua' bottles in our rooms and during events

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 220V and at 50Hz. The shaver socket in the bathroom has an option of 110V as well. A specialised plug will be required to use any appliance in the shaver socket.

EMERGENCY

In case of an emergency, please touch the emergency icon on your telephone instrument or alternatively leave the receiver off the hook which would indicate an emergency at WelcomAssistance.

**EMERGENCY EXITS**

Each guest floor has 6 sign-posted emergency exits, 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 present to escort guests to safe assembly areas.

ERRANDS**

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

EXTRA BED AND CRIBS

Please call WelcomAssistance, if you need an extra bed or crib. Requests placed in advance would be appreciated. Charges would be applied as per Hotel policy.

FACSIMILE

To send any faxes, please contact the Concierge / Business Centre for assistance.

FLORIST**

For fresh flowers and special arrangements, please contact our Concierge Desk. Requests for floral arrangements are accepted only between 0800 hrs to 1800 hrs.

FITNESS CENTRE**

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

HEALTH CLUB**

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

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

Adapters
Air Freshener
Bed Board
Duvet
Feminine Hygiene Products
First Aid Supplies
Hot Water Bottle
Iron and Ironing Board
Lost and Found
Mending / Sewing
Pillows (Please refer to the Pillow Menu)
Rollaway Bed
Sewing Kit
Shoe Shine
Toiletries

**Kindly note certain facilities and services are applicable as per Government rules and regulations.



IN ROOM DINING

In Room Dining is available round-the-clock. Enjoy the dining experience within the comfort and convenience of your guest room or suite. Please refer to the In Room Dining menu which forms a part of service directory 2.

IRON & BOARD

A light Iron and a Stand Up Board are placed in the wardrobe in your room.

LAUNDRY SERVICES

Drycleaning, Laundry and Ironing services are available round-the-clock. Please follow the following four simple steps:

Please use separate bags for laundry, dry cleaning and ironing along with the Laundry Menu.

Please check all pockets for valuables.

Please do not place your Laundry outside your room.

Do call the 'Laundry' by pressing the pre-programmed button on your In Room telephone for collection and any special service.

TERMS OF SERVICE:

Overnight Laundry Service is available 7 days a week.

Express Service: Garments will be returned after 4 hours of collection.

Items given for ironing will be returned within one hour.

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

"I Want It Now": This service ensures delivery within four hours at an additional charge of 50%, round-the-clock.

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

Charges will be made to your room folio.

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 ironing 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.

LOST & 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.

IN ROOM REFRESHMENT**

We are happy to offer you a selection of refreshments. If you wish to consume any of the items on the list please call WelcomAssistance. Items consumed totally or partially will be charged to your room account.

MASSAGES**

Our trained staff at Kaya Kalp – The Spa, provide a range of massages with aromatic oils. Kindly contact the Kaya Kalp manager for an appointment and for further information.

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.

Item Name	Price/Unit(INR)
Cola	150
Lemon Drink	150
Energy Drink	250
Soda	150
Fruit Juice Tetra Pack - 200ml	As per MRP
Fruit Juice Pet Bottle - 300ml	As per MRP
Scotch Regular	450
Scotch Premium	750
Sparkling Water	195
Premium Beer	295
White Wine - 375ml	775
Red Wine - 375ml	775
Delicious Cashew Nuts - 40gms	125
Wafers/Savoury	As per MRP
Candy	As per MRP
ITC Dark Fantasy	As per MRP
Gourmet Cookies	As per MRP
Farm-lite Cookies	As per MRP
Mineral Water	165
Fabelle	As per MRP

Please call WelcomAssistance for your choice of items .

Taxes extra as applicable.

No unauthorized food or drinks to be placed in this refreshment centre.

**Kindly note certain facilities and services are applicable as per Government rules and regulations.

**MOBILE PHONES****

Prepaid mobile phones can be arranged on request. Please contact the Concierge. Please note activation of prepaid connection is governed by local laws, which will apply.

NON-SMOKING ROOMS 1705

Smoking is allowed only in designated areas of the Hotel. Should you prefer a smoking room, please contact the Duty Manager.

PARKING FACILITY 1708**

Please contact the doorman for assistance.

PETS

ITC Rajputana is a pet friendly hotel. Pets are allowed at the hotel at an additional charge of INR 2500++ per room, per night (Dogs only upto 25kg). The hotel services team holds the discretion to allow the pets entry into the hotel. The pets will be the responsibility of the owners and ITC Rajputana bears no responsibility of the same. Please contact the hotel for detailed requirements prior to check-in.

PHOTOGRAPHER**

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

PRINTING SERVICE 3233**

Please forward your documents / emails, which you would like to be printed to itcrajputana@itchotels.in. The same shall be delivered to your room. Please contact the Business Centre for charges applicable.

RECEPTION 1705

The Reception is located at the Lobby.

RESIDENTS' LOUNGE 1812**

Located on the 14th floor is the perfect meeting place for business discussions. The lounge offers tea and coffee service.

ROOM RESERVATIONS 1781

Please allow us to assist you in making reservations for your next trip to ITC Rajputana. Please contact Room Reservations for assistance. For Reservations at any other ITC Hotels, kindly refer to the section on 'ITC Hotels' website. For reservations at Marriott Hotels outside India, please call Marriott Room Reservations for assistance.

RESTAURANTS**

Three exceptional restaurants, Peshawri, Jaipur Pavilion and Jal Mahal, two sophisticated bars – Sheesh Mahal and Jharokha, 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.

**Kindly note certain facilities and services are applicable as per Government rules and regulations.

**SALES AND MARKETING OFFICE 1804 / 1805**

The Sales Office is open from 0900 hrs to 1700 hrs except Sunday. For any assistance during non office hours and on holidays, please contact the Duty Manager or Concierge.

SAFE DEPOSIT BOX 1705

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

SALON: LADIES / GENTS**

Please refer to 'Kaya Kalp – The Spa' in this directory. Timings: Ladies – 0900 hrs To 2000 hrs
Gentlemen – 0900 hrs to 2000 hrs

SECRETARIAL SERVICES

Our concierge will be pleased to assist you with any kind of secretarial assistance that you may require.

SECURITY

Hotel security is 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.

SHAVER SOCKETS

Our electricity supply in the room is set at 220V AC at 50Hz. For your convenience, the shaver socket in the bathroom has an option of 110V socket.

SHOE SHINE BUTLER**

Please contact WelcomAssistance for shoeshine service.

SHOPPING **

The hotel's shopping arcade, Marwari Bazaar, located adjacent to the Peshawri Restaurant, offers a wide variety of high quality goods. Please consult the shopping section in this directory.

SIGHTSEEING ** 1710

Our Travel Services Office, located adjacent to the Lobby, will be pleased to assist you in arranging tours.

SMOKING AREAS

Alongside the Porch is the designated Smoking Area within the hotel.

STAMPS

Please contact the Bell Desk should you require postage stamps.

SPA **

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

**Kindly note certain facilities and services are applicable as per Government rules and regulations.

**SWIMMING POOL ** 1670**

Our beautifully appointed outdoor swimming pool is part of Kaya Kalp –

The pool is located on the Lobby Level. Open from April to October: 0700 hrs to 2100 hrs November to March: 0900 hrs to 1800 hrs.

TAXIS**

We recommend that you use our fleet of Hotel cars through our travel services office, however, should you require a metered taxi, our Concierge will be pleased to assist you.

INTERNET ACCESS 6

The Broadband Internet service is available on LAN point (RJ 45) or on Wireless mode. Wireless Internet is available in your room and in specific areas of the hotel. You can connect

your laptop 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.

TICKETING 1710

Our Travel Services Office, located at the Lobby Level, is open from 0600 hrs to 2200 hrs daily to assist you for airline reservations, amendments and ticket confirmation. For any assistance outside of this time period please contact WelcomAssistance.

TIPPING

Tipping is a customary way to show gratitude for services. We kindly ask that you provide tips exclusively in Indian currency.

TOURS **1710

Travel House, our travel services office, located at the Lobby Level, would be pleased to assist you with relevant information and bookings.

TRANSLATORS 2001**

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

**Kindly note certain facilities and services are applicable as per Government rules and regulations.

**TRAVEL AGENCY** 1710**

Our Travel Services Office is located at the Lobby Level, and is open from 0600 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 booking, amendment and reconfirmation of airline tickets, car rentals and other travel related services.

UMBRELLAS

In case of inclement weather, umbrellas are available at the Bell Desk.

VALET PARKING **

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

VIDEO CONFERENCING 1720

The Hotel can help you set up video conferencing at any of our meeting rooms at 1 hour's notice for a charge.

WAKE UP CALL SERVICE

You can schedule a wake-up call by touching the 'Wake Call' icon on your telephone instrument. The voice guide will take you through a step-by-step setup. This facility is also available through WelcomAssistance.

WEBSITE

Explore the wonderful world of ITC Hotels at www.itchotels.com.

WELCOMASSISTANCE 6

WelcomAssistance is your one-stop-shop for any kind of assistance that you may require. They will do everything in their capacity to make your visit comfortable.

INTERNET FACILITY IN THE HOTEL

We are pleased to offer you free, 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.com" 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.

**Kindly note certain facilities and services are applicable as per Government rules and regulations.



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!!

FOOD & BEVERAGE POLICY

ITC Rajputana levies a service charge of 5% on services provided at F&B outlets. Payment of service charge is voluntary.



HOUSE RULES



DEPARTURE

Check out time is 12 noon. Please inform the Duty Manager if you wish to retain your room beyond this time. If the room is available, you will be charged at half day charge up to 6 pm. After 6 pm, the full normal tariff will be applicable.

LUGGAGE STORAGE **

Luggage may be stored in the Hotel's luggage room only for the day not overnight. The risk of loss or damage from any cause will rest solely with the guest.

GUEST'S BELONGINGS

A safe deposit box is provided in the closet of each room to ensure the safety of your valuables. The Company will not, in any way whatsoever be responsible for the loss of resident's goods or any other property that is not entrusted to the Management or for the damage thereof, whether due to neglect of hotel employees or agents or any other cause whatsoever including theft or pilferage.

**Kindly note certain facilities and services are applicable as per Government rules and regulations.



HAZARDOUS GOODS

Storing articles of a combustible or hazardous nature in residential rooms or storerooms 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 RIGHTS

The Management reserves for itself the absolute right of admission to any person into the Hotel premises and to request any guests to vacate his or her room at any moment without previous notice and without assigning any reason whatsoever. The guest shall be bound to vacate when asked 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.

REALTION BETWEEN COMPANY AND VISITORS

Nothing herein above shall constitute or be deemed to constitute any tenancy, sub-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 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 regulations in force from time to time in respect of registration, alcoholic beverages, fire arms, etc.

AMENDMENT OF RULES

The Management reserves the right to add, alter or amend any of the above terms, conditions and rules without advance notice.

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

All bills related to your room stay and/or any hotel services utilised by you would have to be settled by you at the time of checkout. We accept Cash / Credit Card / Debit Card as valid modes of settlement.

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.



SAFETY AND SECURITY



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 least amount of inconvenience to our esteemed guests.

SAFETY

FIRE SAFETY

ITC Rajputana, Jaipur is equipped with one of the best safety and fire protection systems in the world. Automatic-sprinklers, smoke / heat detectors, manual call points (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 2-hours- fire-rated doors to 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.



SAFETY & SECURITY

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.

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 wall 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" but immediately inform the Telephone Operator by dialing '*1'. 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 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. 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 BOX

A safe is available in your room for your valuables.

Special Instructions

Do not smoke on the 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 whole 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 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 Public Address 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. Telephone Operators will not leave their place of duty in order 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 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.

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 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. 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 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 nearest fire exit routes to be used in case of evacuation



SAFETY & SECURITY

RESPONSIBILITY FOR AREAS OF EVACUATION

AREA: RESPONSIBILITY

LAUNDRY / HOUSEKEEPING: Laundry In-charge

STORES: Stores Supervisor

HEALTH CLUB: Health Club In-charge

BUSINESS CENTRE: Front Office Manager

ADMINISTRATIVE OFFICES

UFC / HR Manager

TRAINING CENTRE: Learning Services Manager

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 Marshalls 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 fire the floor above will be evacuated first and then the floors down below.