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ITC HOTEL
RESPONSIBLE LUXURY



ITC WINDSOR
BENGALURU

ITC WINDSOR, BENGALURU



ITC WINDSOR
BENGALURU

Dear Guest,
Namaste!

It gives me immense pleasure to welcome you to the Garden City of India. Bengaluru, once known as the pensioner's paradise and the air-conditioned city of India, has quietly transformed into the fifth metropolis of India. Today, it is one of the fastest growing cities of the world, with a multi-racial population working and living in harmony as one people.

Bengaluru is home to the charming and graceful ITC Windsor. The hotel has long acquired a reputation for playing host to the aristocracy of the world. Its timeless elegance and old-world charm combined with its impeccable service make it an ideal setting for people who are used to the very best.

ITC Windsor enjoys a reputation of place where old world ambience merges effortlessly with international standards of efficiency. Lush landscaped gardens, wood panel rooms and Queen Anne furniture add up to the charm and grace of the Regency Era.

We are the World's First LEED Zero Carbon Certified hotel which reflects perfectly on our brand Ethos of 'Responsible Luxury', where our endeavour lies in ensuring a greener safer environment. We take various initiatives to support the environment and one of them is eliminating the use of single-use plastic. Our Responsible Luxury initiative, SunyaAqua, a zero-mile artisanal water ensures that we provide luxury to our patrons without compromising the environment. Our windmills generate energy that support the power consumption of our hotels along with a few other institutions in the city.

We shall remain available at 'WelcomAssistance' at Extension 6, for any assistance that you may require.

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

Responsibly Yours,

Sabrina Dey

25, Windsor Square, Golf Course Road, Bangalore 560 052, India tel + 91 80 22269898 fax + 91 80 22264941

Registered Office: ITC Hotels Limited, Virginia House, 37 J.L. Nehru Road, Kolkata 700 071, India

ITC Windsor, Bengaluru — A Luxury Collection hotel is independently owned and operated by ITC Hotels Limited under License from Marriott International, Inc. Or one of its affiliates

ITC WINDSOR, BENGALURU



ABOUT ITC WINDSOR



Picturesque and elegant, ITC Windsor recreates the sophistication of the Regency period in cosmopolitan Bengaluru, the beautiful Garden City of India. Designed as a Regency Manor, it has a pristine façade, splendid wood paneling and decor to match. The Towers section offers a vast atrium lounge with rooms rising to 5 floors around it, while the Raj Pavilion is a unique restaurant housed within a conservatory inspired by the Glass House of Bengaluru's botanical garden, Lal Bagh.

The Luxury Collection is an assembly of renowned hotels and resorts, each with unique qualities that defy easy description, all with a timeless style and grace that draws from those who can choose from anything in the world. It is a gathering of legends; its is luxury redefined.

TRANSPORTATION

Located in close proximity to the government offices, this landmark hotel is opposite the Bengaluru Golf Club; 15 minutes from the city center and main shopping areas of MG Road and Commercial Street and a 45-minute drive to Bengaluru International Airport



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ABOUT ITC WINDSOR

GUEST ROOMS AND SUITES

The hotel offers 239 Guest rooms and Suites ranging from 332 sq. ft. to 1,740 sq. ft, including 89 Towers Rooms, 98 Manor Rooms, 28 Manor Exclusive, 11 ITC One Rooms, 12 Manor Suites and 01 Presidential Suite. The guest room accommodations are tastefully appointed in elegant fabrics, light color 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.

TOWERS

The embodiment of 'a hotel within a hotel' - with an exclusive lobby, a resplendent atrium & a Victorian Cabinet library Lounge, these spacious & elegant rooms reflect old world grandeur.

Room size: 32m²

Daily breakfast, Wi-Fi & luxury hours with hors d'oeuvres.

MANOR

An abode of relaxation and luxury for the discerning global traveler, these recently enhanced rooms offer a fine balance of tasteful period décor and contemporary elegance.

Room size: 32m²

Daily breakfast, Wi-Fi & luxury hours with hors d'oeuvres.

MANOR EXCLUSIVE

An elevated experience where Manor charm meets Bengaluru's clement weather, allowing for memorable interludes in the retreat of your room balcony or our secret garden. Room size:

32m² Daily breakfast, Wi-Fi & luxury hours with hors d'oeuvres.

ITC ONE

A harmony of luxury and comfort, these elegantly appointed spacious rooms with graceful high ceilings, hardwood floor, Queen Anne style furniture and luxurious furnishings offer exceptional amenities and world class service.

Room size: 59m²

Daily breakfast, Wi-Fi, luxury hours with hors d'oeuvres & floor butler service.

MANOR SUITE

Designed to emulate the grand residences of the Regency Era, with graceful high ceilings, hardwood floor, Queen Anne style furniture and opulent furnishings, the Manor suites offer well-appointed drawing and dining spaces, indulgent hospitality and exceptional service.

Suite size: 75m²

Daily breakfast, Wi-Fi & butler service.

Luxury hours with hors d'oeuvres.

PRESIDENTIAL SUITE

An ode to grandeur, the suite offers a private library, an opulent bedroom with spacious adjoining living and dining rooms, fitted with the finest period furniture and a stunning sunset on the upper deck.

Suite size: 165m²

Daily breakfast, wifi & butler service.

Luxury hours with hors d'oeuvres.

Gyurcsany - Prime Minister of The Republic of Hungary and Madam Klara Dobrev. Privileges - In Room check-in, Personal Butler, In-room complimentary breakfast, Luxury Hour,



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ABOUT ITC WINDSOR

Guest Services and Facilities

- . Express check-in
- . Foreign exchange
- . Major credit cards accepted
- . Valet Parking
- . 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
- . Beauty Salon and Hairdresser
- . Travel Desk
- . Non Smoking rooms
- . 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 News and other international channels
- . Fully stocked private In room refreshment centre (On Charge)
- . In room tea/ coffee maker
- . Feather pillows and non-allergenic pillows
- . Bath amenities
- . Terry towel bathrobes & slippers
- . Weighing scale & hairdryer
- . Iron & ironing board in all rooms
- . Dual line phones with data port
- . International direct dialing 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 are available.

OTHER BUSINESS SERVICES

Conference calling, video conferencing, LCD projector and high-speed wireless Internet access.

SPOUSE PROGRAMS

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 & BEVERAGE

Appealing to international travelers and residents of the city alike, the dining options at ITC Windsor are exceptional and known for their innovative menus and delicious interpretations of cuisines from



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ABOUT ITC WINDSOR

around the world, alongside traditional Indian favorites and seasonal choices. Authenticity is a prime feature as every cuisine is created by our ingenious chefs using fresh traditional ingredients.

THE RAJ PAVILION

Multi cuisine Please call: 1224

This glass-covered restaurant, whose interiors are inspired by the 100-year-old glass house at Lal Bagh gardens, brings in a nostalgic touch of Victoriana along with its splendour.

Timings: 0700 Hrs to 2330 Hrs

DUM PUKHT

The Grand Cuisine of India Please call: 2610

Specialising in Awadhi cuisine, Dum Pukht offers rich aromatic dishes slow cooked in sealed pots to preserve their flavours.

Timings 1230 Hrs to 1500 Hrs (Saturday & Sunday)

Timings: 1900 Hrs to 2330 Hrs

DAKSHIN

The celebrated tastes of the South Please call: 1223

Dakshin celebrates the rich diversity of South Indian cuisine, offering the rare pleasures of authentic coastal and regional specialties.

Timings 1230 Hrs to 1500 Hrs

Timings: 1900 Hrs to 2330 Hrs

THE ROYAL AFGHAN

North West Frontier Cuisine Please call: 1227

Enjoy the robust cuisine of the rugged North-West Frontier: aromatic, subtle and exotic.

Timings 1230 Hrs to 1500 Hrs

Timings: 1900 Hrs to 2330 Hrs



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DUBLIN

The Irish Pub

Please call: 1482

Dublin - the distinctly Irish pub - is a spacious luxury bar that offers an exhaustive array of premium liquor cocktails and cigars. And, of course, the best beer outside of Ireland!

Timings: 1200 Hrs to 0100 Hrs

FABELLE

The Ultimate Luxury experience of Handcrafted Chocolate creation that activates your sense like never before.

Our Master Chocolatiers then combine this fine chocolate with exotic ingredients to create a symphony of exquisite tastes, textures and aromas for the unique Fabelle experience.

Timings: 1100 Hrs to 2300 Hrs

IN ROOM DINING

In Room dining at ITC Windsor is a fine dining experience within the comfort and convenience of your guest room or suite.

Choose from an extensive menu - day or night - ideal for time zone hopping travelers, impromptu meetings or for quiet private dining. Please refer to the In Room dining menu that forms a part of this directory.

Timings: 24 hours

CONFERENCES & EVENTS

Conferences at ITC Windsor automatically acquire a Regency style; no surprise since the venue has played host to SAARC conferences, the Miss World Pageant, several state visits and

elegant receptions. ITC Windsor has the ambience, the facilities and most importantly the experience to successfully host conferences and banquets.

ITC Windsor offers a wide range of venues for conferencing and banqueting requirements. Facilities like Wi-Fi / high speed broadband Internet, extensive audio visual support and off-site catering services makes the experience even more luxurious.

REGENCY I AND REGENCY II

With its imposing high ceiling and chandeliers, Regency is a spacious and ornate hall that gives your conferences a stately air.

VICTORIA ROOM

A luxuriously furnished Boardroom for high powered board meetings.

WESTMINSTER

The room has just the right ambience for executive committee meetings.

HOUSE OF LORDS

These are two conveniently located, adjoining conference halls.

ARCOT TERRACE

Overlooking a magnificent expanse of greenery, The Terrace offers a versatile setting for small gatherings and customized events.

CONFERENCE/CONCIERGE

Our dedicated team of Conference and Banqueting Specialists can arrange for music, entertainment and the latest audio-visual equipment and provide professional assistance for your conference or event.

Toll free number:

AIRTEL subscribers only - 1 800 102 233

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AN ALPHABETICAL GUIDE TO THE FACILITIES IN YOUR HOTEL

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

ADAPTER

Please call: 6

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

AIR-CONDITIONING

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

AIRLINES

Please call: 6 our Travel services counter called Travel House is located at the Lobby level and will be pleased to assist you in airline ticketing, amendments, reservations, ticket reconfirmations, airport transfers and also local transportation needs.

AIRPORT

Bengaluru International Airport is for domestic and international flights. The airport is 33 Kilometers from ITC Windsor, Bengaluru and is a 45-minute drive from the hotel. The Airport ensures comfort and ease of travelling with its facilities and caters to 4.5 million passengers annually. We suggest you allow an additional one hour at the airport for check-in formalities for flights within India and a two and a half hour

for international flights. our Airport Concierge (available round the clock at +919845427052) will be delighted to assist you for any requirements at the airport

AMENITIES ON CALL

Please call: 6

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, tweezer, nail cutter, nail polish remover, etc. If there is anything else you require, do let us know and we will endeavor to obtain it.

BAGGAGE SERVICE

Please call: 6

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

BANQUETS / PARTIES / MEETINGS

Please call: 6

From small dinners to extravagant banquets, our Banquets Department can arrange meetings and other business gatherings with efficient, effective service. Please call our Banquets Departments and they will be pleased to arrange the kind of social or business gathering that you would like.

BEAUTY PARLOUR / BARBER SHOP

Please call: 6

Please refer to the ladies / Men's salon section in this directory.

BUSINESS CENTRE

Please call: 6

We would be happy to assist you with any business services that you may require, at our Business lounge, which is open 24 hours a day.

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our arrangements for an 'office away from home' provides secretarial service and state-of-the-art facilities, which include word processing, translation service, photocopying and video conferencing. You may send e-mail with or without attachment to be printed by the Hotel Business Centre within one hour to the following e-mail ID businesscentre.itcwindsor@itshotels.in. Business Centre charges to apply.

BUTLER SERVICE

Please call: 5

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

- . Breakfast Service
- . Emergencies
- . Lost Item
- . Room Service
- . Car rental
- . Meeting Room Arrangement
- . In room refreshment
- . Wake up Calls
- . Unpacking and Packing
- . Tickets
- . Electrical Connection assistance
- . Housekeeping
- . Medical assistance
- . Shoeshine
- . Safe-deposit Boxes
- . Laundry & Valet
- . Ice Service
- . Business Centre
- . Internet Connectivity

CALL / MESSAGE FORWARDING

Please call: 6

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

CAR RENTALS

Please call: 6

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

CASHIER

Please call: 6

The cashier at the Main lobby will be glad to assist you with foreign exchange encashment, and to provide you with any information you may require regarding your bill. All bills may be settled at this counter. Bills may be settled by cash, Traveller's Cheques or the following credit cards: American express, Diners Club, Visa and Master Card.

CHECK OUT

Please call: 6

Whilst the hotel 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 Guest Service Coordinators in the Lobby, who will make every effort to accommodate your request, subject to availability. late check out charges will apply for requests beyond 3 pm (1500 hrs).

CHEQUES

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



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CONCIERGE

Please call: 6

Our Concierges pride themselves on their ability to assist you with information and specialised services. some of their services are listed below:

- . Airline Information
- . Audio-Visual equipment
- . City Maps
- . Baggage Services
- . Car rental
- . Churches
- . Doctor on Call
- . Events
- . Jogging routes
- . limousine Services
- . Mail / Courier
- . Messages
- . Messengers
- . Packages
- . Paging Services
- . Recreational activities
- . Religious Services
- . Restaurant reservations
- . Room reservations
- . Shopping
- . Sightseeing
- . Telegrams
- . Theatre Tickets
- . Toiletries
- . Transportation
- . Umbrellas
- . Wheelchair

CONVENTIONS AND EVENTS

Please call: 6

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

Please call: 6

We have a number of meeting rooms, each equipped with various professional equipment and conference aids to accommodate anything from 8 to 400 persons.

COURIER SERVICE

Please call: 6

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

CREDIT ARRANGEMENTS

Please call: 6

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

CURRENCY EXCHANGE

Your Butler or the Cashier would be glad to help you with currency exchange or information on matters relating to currency transactions.

DO NOT DISTURB

Please call: 6

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'



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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.

Please refer to "House Rules".

DOCTOR

Please call: 6

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

DOORMAN

Please call: 6

The doorman will assist in calling your car or to convey a message to your chauffeur.

Valet parking for your vehicle is also available.

DRINKING WATER

Please call: 6

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

ELECTRICITY

Our electric supply is set at 220v at 50 Hz. 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.

E-MAIL

Please call: 6

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

EMERGENCY

Please call: 3

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

EMERGENCY EXITS

Please call: 6

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

ERRANDS

Butler WA

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

EXTRA BED AND CRIBS

Please call: 6

The Hotel does not place extra beds in executive Club and Towers Room categories due to constraints of space. For other room categories, please call WelcomAssistance, if you need an extra bed or crib. Requests placed in advance would be appreciated.

FACSIMILE

Please call: 6



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The Hotel Fax number for incoming transmission is +91 80 22264941. A facsimile cover sheet is available in your desk drawer. Our Business Centre staff would be happy to assist you in case you are expecting a fax message or would like to send one.

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

FIRE

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

HEALTH AND FITNESS KAYA KALP – THE SPA

Please call: 1303

India's culture lies at the heart of the 'Indian experience'. Here, in the heart of the bustling city of gardens, 'Kaya Kalp - The spa' at ITC Windsor represents purity, peace and joy. You will find the 10,000 sq ft oasis of tranquility offering a complete range of Asian, European and ancient traditional health and beauty services to re-awaken and re-vitalise you from the inside out.

Facilities available:

- Spa, which includes Gentlemen's and Ladies' wet area
- Steam and Sauna
- Treatment Rooms (1100 hrs to 2100hrs)
- Gentlemen's and Ladies' Salon (1100 hrs to 2000 hrs)

- Fitness Centre (24 hrs)

HEALTH CLUB

Please call: 6

Please refer to 'Wellness Centre' in this directory.

HOUSEKEEPING

Please call: 6

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

Available from Housekeeping:

- Adapters
- Air Freshener
- Bed Board
- Blanket
- Duvet
- Feminine Hygiene Products
- First aid Supplies
- Hot Water Bottle
- Iron and Ironing Board
- Lost and Found
- Mending / Sewing
- Pillows (non-allergenic)
- Rollaway Bed
- Sewing Kit
- Shoeshine
- Toiletries

INTERNET ACCESS

Please call: 6

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



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Service Providers (ISP) outside Bengaluru will be charged at the rate of an ISD / STD call.

IN ROOM DINING

Please call: 5

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

IRON AND BOARD

Both a light Iron and a stand up board, are placed in the wardrobe of your room.

LAUNDRY SERVICES

Please call: 6

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

Please follow these steps:

- Use separate bags for laundry, dry cleaning and pressing that come along with the laundry Menu.
- Check all pockets for your valuables.
- Please do not place your laundry outside your room.
- Do call 'laundry' by pressing the pre programmed button telephone for collection and any special service.

Terms of service:

- Garments will be returned after 6 hours of collection.
- Items given for pressing will be returned within one hour.

- Garments collected before 2100 hrs will be returned after 1000 hrs the next morning.
- "I Want It now": This service ensures delivery within 4 hours at an additional charge of 100% round-the-clock.
- All garments returned on hangers shall be placed in the wardrobe.
- Charges will be made to your room folio.

In case of any undeclared defects, such as damage or discoloration, 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.

Please note: Complimentary laundry valet Coupon is not valid for express laundry service and Dry- cleaning service.

LOST & FOUND

Please call: 6

For any enquiry on lost items, please contact WelcomAssistance.

LADIES' / MEN'S SALON

Please call: 6

Salon Di Wills, our well-equipped and professionally staffed salon, has exclusive sections for ladies and Gentlemen, providing efficient and personalised services.



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Special attention is given to hairstyling, hair care, facial, manicure and pedicure.

Timings: 1100 hrs to 2000 hrs

MASSAGES

Please call: 6

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

Please call: 6

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.

MESSAGES

Please call: 6

A 'message waiting' light will alert you if a voicemail is received on your telephone. Please refer to the Telecommunications Guide of this Directory for further information.

IN ROOM REFRESHMENT

Please call: 6

The in room refreshment in your room is stocked with beverages and snacks. Consumption will be charged to your bill. For any additional items, please call WelcomAssistance.

POSTAGE SERVICES.

Please call: 6

Our Bell Captain will be pleased to help you with postage and mailing your letters

NON SMOKING FLOOR

Please call: 6

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

PAGING

Please call: 6

Please contact the Bell Desk for paging a guest in the hotel lobby.

PETS

Please call: 6

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

PHOTOGRAPHER

Please call: 1206

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

PLACES OF WORSHIP

Please call: 6

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

PUBLIC RELATIONS

Our Public Relations office is open from 0900 hrs to 1730 hrs, Monday through Friday. Please contact our Public Relations Manager if you require a media consultant.

ROOM RESERVATIONS

Please call: 6

Please allow us to assist you in making reservations for your return trip to ITC Windsor,



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Bengaluru. Please contact Room Reservations for assistance.

For reservations at any other ITC Hotels, kindly refer to the section on 'ITC Hotels' in this directory.

RECEPTION

Please call: 6

Main Reception

The Towers Reception

RESERVATIONS AT OTHER ITC HOTELS

Please call: 6

For instant Reservations service, our staff at WelcomAssistance would be happy to help you.

RESTAURANTS

Please call: 6

Four exceptional restaurants and an Irish pub, 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.

ROOM SERVICE

Please call: 5

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

SALES AND MARKETING OFFICE

Please call: 6

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.

SAFE DEPOSIT BOX

Please call: 6

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

Please call: 6 / 1206

Hotel security is provided 24-hours a day. Our security officers are on duty round the clock. Please do not hesitate to call WelcomAssistance, should you notice anything amiss. Please refer to the safety and security section of this directory for further information.

SEWING AND MENDING

Please call: 6

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

STAMPS

Please contact the Bell Desk should you require postage stamps.

SPA

Please call: 6

Our trained staff at Kaya Kalp - The spa, provide a range of spa treatments with aromatic oils. Please contact the

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

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SPORTS

Please call: 1206

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

SWIMMING POOL

Please call: 6

Our swimming pool is open from 0700 hrs to 2000 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.

TELECOMMUNICATIONS

Please call: 6

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

TICKETING

Please call: 6

Our Travel services office, located at the lobby level, is open round-the-clock to assist you for airline reservations, amendments and ticket confirmation.

TIPPING

We do not levy a service charge in the hotel, except for personal banquets and conference

arrangements. Tipping is an accepted norm in India, but is entirely discretionary. should you desire to tip, kindly do so only in Indian Currency

TOURS

Please call: 6

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

TRANSPORT SERVICES TO THE AIRPORT

Please call: 6

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

TOWERS CLUB / CABINET LOUNGE

The Towers Club is for guests at The Towers who are welcome at the library and lounge Bar. Meeting Rooms and conference facilities are also available for resident guests.

TRANSLATORS

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

TRAVEL HOUSE

Please call: 6

Our Travel Agency, which is located at the lobby level, is open 24 hours. They will be pleased to help you with the booking and reconfirmation of airline tickets, car rentals and other travel related services.

VALET PARKING

Please call: 6

ITC WINDSOR, BENGALURU

SERVICE DIRECTORY



HOTEL SERVICES

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

WAKE UP CALL SERVICE

Please call: 6

Our telephone operator would be happy to give you a wake up call at any hour of the day or night. You may also program your telephone for an automatic wake up call. Please refer to the Telecommunications section of this directory for further details.

WEBSITE

Please visit the wonderful world of ITC Hotels at www.itchotels.com Information on luxury Collection Hotels worldwide is available at

The-luxury-collection.marriott.com

WELCOMASSISTANCE

Please call: 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.



TELE COMMUNICATION



This Telecommunication Guide introduces you to our state-of-the-art Telecommunication package and its advanced integrated voice and data communication features. This system has been installed as part of our commitment to upgrade and enhance our business services to make your stay more comfortable and pleasant.

The accompanying comprehensive information has been compiled to give you direct access to all facilities and services.

Please press "6" to contact the operator. WelcomAssistance is at your service for further assistance. ITC Windsor operates on Alcatel - the total communication management system. It provides the most advanced integrated voice

and data communication features available worldwide.

The system offers guests the flexibility to directly access the services as well as for those who prefer to access the hotel personnel for assistance the traditional way. This exchange offers advanced communication services that our corporate clients need while travelling. The features provide an office environment for you to conduct business with greater efficiency.

The voice terminals are equipped with built-in speakerphones facilities and conference calling in Meeting Rooms. other significant feature of the system includes networked data terminals and personal computers, which enhance the utility of this versatile system.



SERVICE DIRECTORY

TELECOMMUNICATION

IN ROOM INTERNET FACILITY

We are pleased to offer you enhanced and secure High-Speed Internet access in the hotel. To access Internet, please ensure that the Wi-Fi is turned on in your device and you connect to the

Hotel's Wi-Fi network (SSID) - "ITC Hotels". The Hotel's login page will be automatically presented to you. If the login page does not appear for any reason, then open your web browser and type in "itcwifilogin.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 and click on the 'continue' button. Remember to use the same password to connect any additional devices during your stay.

The internet charges and speed depend on your entitlement. Accordingly, you may be asked to opt for the automatic or manual renewal of your internet access after every 24 hours from the time of first log in 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!

*Wireless Mode facility required user Id and Password.



SERVICE DIRECTORY

TELECOMMUNICATION

DESCRIPTION OF ONE TOUCH BUTTONS ON YOUR TELEPHONE

Butler Service /	One-touch button to avail
Room Service	Room service facility.
Wake-up Call	You can schedule a Wake-up Call for yourself simply by pressing Auto Wake-up. The voice Prompt will guide you through rest of the procedure. This facility
Speaker Phone	Press to use the microphone and speaker instead of handsets for conversation with the caller. The lamp illuminates on activation.
Hold	Press to place call on hold. The line which is on hold has an illuminated light against it.
Message Waiting	If a message has been left for you while you were away, you will be alerted by the red message waiting light being activated on your telephone. Press the message button to retrieve your messages
line 1	This line is for the first call.
line 2	In case you have another call while you are talking on line 1, you can keep the first call on hold by pressing the hold button and take the second call by pressing the line 2 button. The line 2 can also be used for modem connection.
Emergency	Dial 3



SERVICE DIRECTORY

HOUSE RULES

HOUSERULES



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

TARIFF

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

SETTLEMENT OF BILLS

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

COMPANY'S LIEN ON VISITORS LUGGAGE AND BELONGINGS.

In case of default in payment of dues by a guest, the Management shall be entitled to a lien on the luggage and belongings, and to detain the same and to sell or auction such property at any time after the day of departure without reference to the party, and appropriate the net sale proceeds towards amount due from the guest.

DEPARTURE

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

HOUSERULES

LUGGAGE STORAGE

Luggage and storage facility is not provided by the hotel.

VISITOR'S BELONGINGS

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

HAZARDOUS GOODS

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

DAMAGE TO PROPERTY

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

MANAGEMENT'S RIGHTS

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

RELATION BETWEEN VISITORS AND COMPANY

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

NO VISITOR POLICY

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

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 drinks, firearms, etc.

AMENDMENT OF RULES

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

DO NOT DISTURB

Rooms, which are on a 'Do not Disturb Room' status for more than 8 hours at a stretch can be opened by the Duty Manager & HK Manager, and serviced in the presence of a security guard.



SAFETY & SECURITY



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

SECURITY

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

SAFETY

FIRE SAFETY

ITC Windsor, Bengaluru 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 hour-fire rated doors ensure protection against spread of smoke / fire.



SERVICE DIRECTORY

SAFETY&SECURITY

However, we are aware that even with the best of systems installed a fire can still break out. Our staff is professionally trained to fight any break out of fire. Your safety can be greatly enhanced if you carefully follow the instructions given in the following pages of this directory.

WHEN YOU CHECK IN TO YOUR ROOM, FAMILIARIZE YOURSELF WITH:

The emergency exit Routes: The exit Route Plan is fixed on to the back of your room's main door.

The location of the fire-fighting equipment installed nearest to your room.

The automatic smoke detection system is installed in your room. These are detailed as under:

- A. **SMOKE DETECTOR** - It will alert you of the presence of smoke. These are fixed on the ceiling just above the luggage rack.
- B. **HOOTER** - This is an alarm device, which immediately raises an intermittent pulsating alarm, the moment the 'smoke' detector detects the presence of 'smoke' in your room.
- C. **MANUAL CALL POINT** - This is a red square or round box fixed on the walls of corridors, lift lobbies and other

public spaces. If you happen to locate smoke or fire, then you should break the glass to raise an alarm.

Please do not Press The Button.

IF YOU DISCOVER SMOKE OR FIRE Please remain calm. Do not shout "Fire"; Immediately inform the Telephone operator or the engineering Control Room about the Fire, by dialing '3' or '6'

Provide your name, room number and the exact location of fire.

Break the glass of the nearest Manual Call Box in case of fire. Use the nearest fire extinguisher or the fire hose reel and try to extinguish the fire if possible.

Do not endanger yourself.

If required, evacuate the building.

Please follow

instructions of the 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 bathtub 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.



SERVICE DIRECTORY

SAFETY&SECURITY

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 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 off.
Switch off electrical appliances when not in use.
Inform the hotel 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 Desk when checking out.

Do not leave your luggage unattended while checking out.

Never admit any repairmen or persons with unsolicited deliveries into your room without checking with the Management.

SAFE DEPOSIT BOXES

A safe is available in your room for your valuables.

SPECIAL INSTRUCTIONS

Do not smoke in bed.

Do not use any heating appliances in your room.

Do not overload electrical circuits

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

Secure the safety chain and the night-latch.

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

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

So not reveal the name of the Hotel or your room number to strangers.

Panic is the most dangerous reaction.

ITC WINDSOR, BENGALURU



SERVICE DIRECTORY

SAFETY&SECURITY

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 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 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 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 ORGANIZATION

The following personnel will constitute the Evacuation Control organization:

- 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 a general rule, the 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 assembly areas have been earmarked by the hotel.

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

The control of the assembly area 'A' will be under the Front Office Manager for all guests. The hotel will depute staff to the assembly area to note down the particulars of everyone who has been evacuated.



SERVICE DIRECTORY

SAFETY&SECURITY

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 following routes will be adopted for evacuation.

RESPONSIBILITY FOR AREAS OF EVACUATION - ALL FLOORS

Area Responsibility

Laundry	Laundry in Charge
Housekeeping store	Stores Supervisor
Health Club	Health Club in Charge
Business Centre	Front office Manager
Administrative Office	UFC / Human Resource Manager
Training Centre	Training
Main Kitchen	Chef In Charge
AC Plant	chief engineer
Boiler Room	Engineering
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 and invalids.

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.