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WELCOMHOTEL

BY ITC HOTELS

ASHRAM ROAD AHMEDABAD



Dear Guest,

Namaste!

It gives me immense pleasure to welcome you to Welcomhotel Ahmedabad.

Ahmedabad is the largest city and former capital of Gujarat State. It is the administrative headquarters of the Ahmedabad district and is the 9th largest city in India with an area of 464 Square Kilometers.

Ahmedabad is located on the banks of the Sabarmati River, 24 km from the state capital Gandhinagar, which is its twin city.

Ahmedabad has emerged as an important economic and industrial hub in India. It is the second-largest producer of cotton in India. Gandhi Ashram, Kankaria Lake, Adalaj Stepwell, Sabarmati Riverfront, Hutheesing Temple and Calico Museum are few of the places available in the city that amply define the history, art, and culture of Ahmedabad. The Historic City of Ahmedabad or Old Ahmedabad was declared as India's first UNESCO World Heritage City.

Welcomhotel Ahmedabad is equipped with all modern facilities and is the perfect abode for business and leisure travellers. We invite you to indulge and experience the diverse cuisines on offer. Efficiency and warmth are hallmarks of our business-related services and our top-of-the-line meeting facilities meet exacting demands. With dedicated banqueting and conferencing options, exceptional culinary options and comfortable accommodation, the hotel has much to offer to the sophisticated business traveller.

Our team can be contacted for any assistance through WelcomAssistance at Extension '6'. Should you require any personal assistance it would be my pleasure to be at your service. Do not hesitate to reach me through WelcomAssistance by dialling '6'.

We wish you a pleasant stay with us.

With warm wishes,

Chandan Das

General Manager

chandan.das@itchotels.in

M: +91 9677000356

ABOUT WELCOMHOTEL AHMEDABAD

Welcomhotel Ahmedabad, the finest 5-star property in Ahmedabad, is strategically located at Sabarmati riverfront that helps you to explore this historic and culturally rich city to the fullest. Located in the heart of the downtown business and entertainment district, Welcomhotel Ahmedabad offers the best-in-class accommodation, swimming pool, ample dining options and banquet facilities, it is indeed the perfect stopover for any traveller in the city. Its rooms and suites are equipped with all modern amenities to meet the requirements of modern-day traveller.

In an ambience steeped in history, complimented by a richness of culture acquired through centuries, Welcomhotel Ahmedabad is a leading 5-star hotel in the city, which brings you world class luxury with the warmth of Indian hospitality in an experience that is unmistakably grand. This 5-star business hotel presents a range of cuisines, accommodation and recreation options that are incomparable with the best in Ahmedabad.

Welcomhotel Ahmedabad's reputation as the leading 5-star hotels is anchored in many factors. It has been the hotel's ongoing endeavour to meet and exceed the expectations of our guests.

The hotel offers 130 rooms including 3 suites of plush accommodation and top-of-the-line business, conference, and meeting facilities for upto 300 guests, tailored to the requirement of the discerning and modern-day business traveller.

The hotel also features a restaurant serving the finest Indian and global cuisines, a fully equipped fitness center, rooftop Swimming Pool and a Government licensed Liquor shop, all facilities that today's discerning travellers need.

We look forward to enthraling you with the spirit of this unique land - its infectious joy, unparalleled hospitality, and exquisite cuisine.

Transportation

| From | Distance From The Hotel | Time |
|-----------------------|-------------------------|---------|
| Airport | 10 Kms | 20 Mins |
| City Centre | 0 Kms | 0 Mins |
| Railway Station | 6.4 Kms | 15 Mins |
| Bus Terminus | 6.2 Kms | 12 Mins |
| Sabarmati River Front | 05 Kms | 11 Mins |
| Adalaj Stepwell | 17 Kms | 30 Mins |
| Calico Textile Museum | 5.7 Kms | 15 Mins |
| Kankaria Lake | 8.3 Kms | 20 Mins |
| Gandhi Ashram | 4.2 Kms | 08 Mins |
| Hutheesing Temple | 4.1 Kms | 10 Mins |

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

Accommodation Details

The hotel has 130 well-appointed rooms under the categories of Presidential Suite, Executive Suites, Studio Apartments, Club Rooms, and Deluxe Rooms.

Presidential Suite

This spacious Presidential Suite is a peerless oasis of luxury. Embellished with elegant décor with a touch of contemporary designs, the suite epitomizes a perfect balance between style and comfort.

A room with the most delicate upholstery, elegant furniture, plush interiors, and large windows that look out to elegant view in a spacious set of rooms that are truly princely – the Presidential Suite at Welcomhotel Ahmedabad truly personifies luxury. From round-the-clock attention to the facilitation of stepped up-security, the Presidential Suite offers a distinct experience for its distinguished guest with Wi-Fi, In-room breakfast, fruit platter on arrival, Welcome drink and Welcomcookies on arrival, In-room tea-coffee maker, Electronic safe & Flat screen TV. Room size 1400 Sq ft.

Executive Suites

These 2 spacious Executive suites offer an exclusive world where you can experience the finest in hospitality and personalized service in an atmosphere of gracious elegance where everything you need is provided for under one roof. These Suites include a separate living and sleeping area with a spectacular view, 43" LED TVs, stay connected at the work desk with wireless internet access and refresh in the elegant bathroom with walk-in

shower or bathtub. Enjoy a restful night's sleep in the king-sized bed and black out drapes with Wi-Fi, In-room breakfast, fruit platter on arrival, Welcomedrink and Welcomcookies on arrival, In-room tea-coffee maker, Electronic safe & Flat screen TV. Room size 774 sq ft.

Studio Apartment

These 08 Studio apartments rooms are fully equipped with state-of-the-art amenities and deliver a heart-warming blend of comfort, space, and convenience. Enjoy a stay in a 450 sq. ft guest room with breathtaking views, with Welcome Drink and Welcomcookies on arrival, Complimentary breakfast buffet at WelcomCafé Ikkat, Wi-Fi, cut fruits on request, In-room tea-coffeemaker, Electronic safe, Flat screen TV & access to swimming pool and Fitness Center.

Club Rooms

These 43 spacious rooms situated on 9th, 10th and 11th floor, have been designed to inspire, rejuvenate, and offer the luxury of space. Equipped with all that a business traveller needs, they come with a complement of services and facilities that include a tea and coffee maker, 43 inches flat screen Televisions, Electronic safe, Complimentary Wi-Fi, complimentary buffet breakfast at WelcomCafé Ikkat, access to the swimming pool and fitness center facilities with Welcome Drink and Welcomcookies on arrival, cut fruits on request. Room size 390 Sq ft.

Deluxe Rooms

These 76 spacious rooms situated from 04th to 08th floor have been designed to inspire, rejuvenate, and offer the luxury of space. Equipped with all that a business traveller needs, they come with a complement of services and facilities that includes tea and coffee maker, 43 inches flat screen Televisions, Electronic safe, Complimentary Wi-Fi, complimentary buffet breakfast at WelcomCafé Ikkat, access to the swimming pool and fitness center facilities with Welcome Drink and Welcomcookies on arrival. Room size 390 Sq ft.

Guest Room Appointments

- Iron/ Iron Board (On Request)
- In-room electronic Safes
- Tea/Coffee Maker

Gourmet Destinations

Remaining true to ITC Hotel's enduring commitment to bring you the best of Indian hospitality, has earned a reputation for excellence, for its iconic cuisine brands which showcase the best of Indian and international culinary traditions, distinguishable by their authentic flavours and quality ingredients. Rated among Ahmedabad's best restaurants, WelcomCafé Ikkat offers a delightful range of cuisines.

Welcomhotel Ahmedabad also offers a selection of banquet and conference venues, with flexible seating, boardrooms, and a well-equipped workstations. These facilities can accommodate gatherings from 6 guests to 300 guests. With efficient and warm services, gourmet food and beverage options and dedicated event planning facilities, you can make any event a success here.

WelcomCafé Ikkat

WelcomCafé Ikkat is an all-day dining restaurant offering scrumptious meals for breakfast, lunch & dinner. It has an extensive a la carte menu, offering varied international, Indian & local cuisine.

Restaurant Timings: 0700hrs to 2300hrs

Buffet Timings:

Breakfast – 07:00 am to 10:30 am

Lunch – 12:30 pm to 03:00 pm

Dinner – 07:00 pm to 11:00 pm

Brunch – 12:30 pm to 03:30 pm (Only on Sunday).

Dough & Co

This relaxed lounge at the Lobby offers India's finest collection of Tea, coffees, sophisticated concoctions along with tastefully crafted international & local edible souvenirs.

Timings: 11:00 am to 11:00 pm

In Room Dining

In Room dining provides scrumptious vegetarian and non-vegetarian food from Indian as well as international cuisine.

In Room Dining Timing: Round the Clock 24*7

Conferences and Events.

Welcomhotel Ahmedabad, offers the most lavish options for conventions, banquets, meetings, conferences, exhibitions, and social gatherings in the city. The Ball Room with its enormous 4600 Sq. ft. multi-purpose area can be divided into 3 separate spaces using sound proof collapsible

banquet partitions and accommodate upto 300 guests. The Jade 1 and 2 halls are conveniently built to accommodate functions of 20-200 capacity. There are ample prefunction areas outside the halls.

The Emerald 1, 2 and 3 are Meetings rooms and can accommodate 20-60 guests for smaller functions.

What's more, the open terrace on the rooftop can host functions upto 115 people.

HOTEL SERVICES

Guest Services and Facilities

- Wi-Fi Enabled
- Smoking Rooms
- Room for the specially abled
- 24 hours Forex facility
- Doctor on call
- Travel Desk
- State of the art security equipment
- Facilities for specially abled guests
- Government authorized liquor shop
- Laundry Services
- Valet Parking
- Wake-up call
- Conference/Meeting facilities
- 24Hours Room Service
- Business Services
- Local Newspapers
- Rollaway bed

Fitness Centre

Gymnasium, situated at the first floor encompasses state-of-the art equipment.

“For safety reasons, parents are advised not to leave minor children unattended in the guest room or any other facility.”

The Gymnasium is open from 0600 hrs to 2200 hrs. Please contact Reception for any assistance regarding it after 2200 hrs.

Swimming Pool

Located on the roof top, the pool offers a relaxing ambience, with views of the city.

Pool timings: 0700 hrs to 2000 hrs

Internet Facility in the Hotel

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) - “Welcomhotel.” 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 any website (for example <https://www.itchotels.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.

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!!

Laundry

The Hotel offers dry cleaning, laundry and ironing services, seven days a week. The tariff list is placed in the wardrobe in your room.

Regular Laundry Services

Garments collected before 10:00 Hrs will be returned after 19:00 Hrs the same day

Garments collected after 10:00 Hrs to 21:00 Hrs will be delivered next day evening

Express Services

“I need it now services” is provided within 4 Hrs with an additional charge of 100%.

Pressing Service

Garments for pressing will be returned within 2 hours.

Housekeeping

The Housekeeping department will assist you with additional amenities and toiletries you may have forgotten to carry and to handle requirements like lost and found inquiries and any other maintenance related issues in your room.

The following items are available with housekeeping:

- Adaptors
- Mending/ Sewing Kit
- Air Freshener
- Bed Boards
- Duvet
- Feminine Hygiene Products
- First Aid Supplies
- Toiletries
- Hot Water Bottle on request
- Shoeshine

First Aid Services

First Aid Services are available round-the clock. Please contact WelcomAssistance or Concierge Services.

TELECOMMUNICATION

Telecommunication Guide

This Telecommunication Guide introduces you to our state-of-the-art telecommunication facility and its advanced integrated voice and data communication features. This system has been installed as a part of our constant commitment to upgrade and enhance our business services, and to make your stay more comfortable and pleasant. Complete features and functioning of the system have been described in the following pages. Should you require any further assistance, kindly contact WelcomAssistance by pressing WelcomAssistance button on your room telephone.

WelcomAssistance

Our Hotel offers you a centralized guest request centre – WelcomAssistance Number -6. The WelcomAssistance team is at your service, round-the-clock and will assist you in the following:

- City Information
- Currency Exchange
- Electrical Assistance
- Emergency Errands
- Bell Desk
- Lost and Found
- Medical Assistance
- Shoeshine
- Security Assistance
- Wake-up Services
- Water (Extra)

In-Room Dining

One-touch button to avail Room Service facility.

Control Functions

Local Calls

To call a number within the city and surrounding areas, press “9” and wait for the dial tone, then press the external telephone number you wish to reach.

Redial

One-touch button to redial the last dialled number.

Room-to-Room

All you need to do is dial the room number required.

STD Calls

For STD (Subscriber Trunk Dialling) calls, press “9” and wait for the dial tone, then press the desired city code followed by the telephone number.

Wake-up Call

This facility is also available through WelcomAssistance.

Laundry

One-touch button to connect to the laundry and related facilities.

HOUSE RULES

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

Tariff

Your room rate is mentioned on the 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.

Check-In & Check-Out

Check in time is 3 pm (1500 hrs). Check-out time is 12 noon (1200 hrs).

Company's Lien on Guests' Luggage and Belongings

In the case of default of payment of dues by a guest, the Management shall be entitled to a lien on the luggage and belongings, and to detain the same. The Management will also have the authority 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 the amount due from the guest.

Hazardous Goods

Storing of any articles of a combustible or hazardous nature in 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 the person 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 the belongings of the guest from the room occupied by the guest and lock the room. The Hotel Management expects responsible behaviour from guests of the Hotel and discourages any act, which might be unbecoming or may be looked at as nuisance by the Hotel Management in the interest of the fellow guests of the Hotel. While we identify

some of the areas with our experience, which we choose to share with you, we trust the discretion of our guest to decide on the others.

- Pets are not allowed.
- Arms and ammunitions are not allowed inside the Hotel premises.
- We respect your privacy and discourage filming inside the Hotel.
- Smoking is prohibited except in area specifically indicated. A guest would be charged for smoking in a non-smoking room. *
- Swimming Pool and Fitness Centre facility is provided for use by resident guest and members only.
- Please attend to your children at all times while they use the pool.

*The cost of cleaning and freshening the room.

Government Rules and Regulations

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

Amendment of Rules

The Management reserves the right to add, to alter or amend any of the above terms, conditions, and rules. Please reach out to us and we shall be glad to assist you. Thank you for choosing to stay with us. We wish you a pleasant stay and a wonderful experience.

Relations Between Hotel and Guest

Nothing herein above shall constitute or be deemed to constitute any tenancy, sub-tenancy or 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 Hotel shall always be deemed to be in full and absolute possession and control of the Hotel premises.

Visitor Policy

For the interest and safety of all hotel guests, visitors are not permitted in the guest rooms post 2100 hrs.

SAFETY & SECURITY

Welcomhotel Ahmedabad is equipped with one of the best safety and fire protection systems and our staff is professionally trained to respond to any emergency situation. Automatic-sprinklers, smoke/heat detectors, manual call points (Break glass alarm), fire hydrants and portable fire extinguishers are fixed throughout the building and are constantly upgraded.

Two Fire Escape Stairways on each floor ensure a safe exit from the area of Fire.

All doors around the Fire Escape Staircases are fireproof rated. Fire Escape Stairs are marked in the 'Emergency Evacuation Plan' available behind the entrance door of your room.

We are aware that even with the best of systems, a fire may still breakout. Our staff is professionally trained in dealing with such situations. Your safety would be greatly enhanced if you carefully follow the instructions mentioned in the following pages of this directory.

For Your Security

At Welcomhotel Ahmedabad, your security is of prime importance to us. The hotel is equipped with high quality security systems to ensure that the guests and their belongings are secure at all times.

The following measures are followed at the Hotel:

- Checking of vehicles at the entrance.
- Luggage screening through an X-Ray machine. Entry
- using D.F.M.D. at the Portico
- Surveillance cameras in Public Areas.
- The Hotel has a vigilant and mobile security staff on duty 24-hours of the day. Do not hesitate to inform Welcom Assistance, if you notice something amiss.

Room Key

Safeguard your room key as you would of your residence key. If you lose your room key or it is stolen, report it to the Front Desk immediately. Deposit your room key with the Front Desk when checking out. Please do not leave your key in your room.

Room Doors and Windows

Your room door is equipped with a double locking system. Lock your door from the inside while occupying your room. For additional safety, use the safety latch. Be sure your guestroom door is locked and secure openings to balconies or patios before retiring or leaving your room. Ensure that your door is locked completely when you leave your room.

In-Room Safes

For your convenience, complimentary in-room safes are located in the wardrobe in each room. The hotel will not be responsible for loss of articles placed in the safe.

Allowing Entry into Room

Never admit repairmen or strangers without checking with the Management. Never admit persons with unsolicited deliveries. Always use the peep-hole to identify visitors before opening the door to them.

Your Plans

Do not reveal the name of your Hotel or room number to strangers. Never discuss your plans for staying in front of strangers.

Check-In and Check-Out

Please do not leave your luggage unattended while checking in or out. If at any time during your stay you notice anything of a suspicious or alarming nature, or have need of any special assistance, please contact the Duty Manager.

When you check into your room, familiarize yourself with:

- The EMERGENCY EXIT pathways and staircases shown in the "EMERGENCY EVACUATION PLAN" fixed behind your room door.
- The location of fire-fighting equipment installed nearest to your room.
- Determine how to turn off your air conditioner. In the event of a fire, this will prevent smoke from being sucked into your room.

The Following Fire Detection Systems Are Installed In The Room/ Floors:

- A. Smoke Detector:** The automatic smoke detection system is installed in your room. It will alert you to the presence of smoke.
- B. Sounder base:** 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 box fixed on the wall in 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.
- D. Public Address System:** One loudspeaker is fixed in each room in the bathroom / vestibule area to communicate messages to the guests, in case of fire.

If you discover smoke or fire:

- Please remain calm.
- Inform WelcomAssistance about the fire.
- Break the glass of the nearest Manual Call Point in case of fire, and escape through the fire exit as indicated on your Emergency Exit Plan.
- Use the nearest fire extinguisher or the fire hose reel and try to extinguish the fire if you know how to use it.
- Do not endanger yourself. 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.
- Breathe through a wet towel by placing it on your nose. Do not break the windows or try to jump out.
- Close the door, if any, between yourself and the smoke.
- Do not jump from heights. Remain calm and try to think logically. Panicking will only make the situation worse.
- Remove all drapes from windows.
- Wait for an announcement from the Public Address System and follow the instructions.
- Throw water on hot surfaces.
- Do not walk in smoky areas. Always crawl for a safe and early exit.

Help us to prevent a fire:

- Extinguish your cigarette butts carefully.
- Always use ashtrays.
- Extinguish the matchstick before disposing it.
- Switch off electrical appliances when not in use.
- Immediately inform the Front Desk about any defective appliances in your room.
- Do not smoke in bed.
- Do not use any heating appliances in your room.
- Do not overload electrical circuits.
- Do not leave your laptop in switched on mode on the bed or on soft surfaces like carpet, sofas, and chairs.

Evacuation Plan

The Hotel is equipped with the latest in fire protection systems. Please take a moment to review the following information. Upon check-in, locate the nearest fire exits. Count and remember the number of doors between the exits and your door. Open exit doors and examine the staircase layout. Locate the Manual Call Point and fire extinguisher. Inspect your room. Study the layout of your room and determine anything that might help or hinder possible emergency exiting. Read all fire emergency information provided, including the layout on the back of the door. Always keep your room key handy.

In Case of Evacuation

In order to ensure your safety and wellbeing, an evacuation call may be given by the Management through the public address system. Listen carefully to the transmitted message and follow the instructions:

- Please do not panic.
- Do not carry your luggage. It will remain safe and can be collected later.
- Feel the edges of the room door. If it is not hot, then open the door to leave the room. Take your room key card and close the door
- Hug walls while exiting. While moving to the nearest exit, keep close to the walls, stay low, air is fresher at the floor level.
- Do not use elevators, in case of fire.
- Walk to the nearest stairway, exit the building to a 'Safe Assembly Area'

The aim of these instructions is to acquaint you with the actions to be implemented when evacuation is ordered.

Indication for Evacuation

The indication for evacuation of the Hotel will be in the following manner:

- A. Sirens will be sounded.
- B. Announcement on PA system will be made to all guests.
- C. Telephonic/verbal messages will be passed to all the in-house guests.

Assembly of Guests and Evacuation Routes

To reach the Assembly Area, please follow the “Exit Route Plan” which is displayed in room, behind door and the directional arrows. This will guide you towards the Assembly Area.