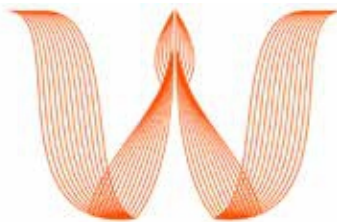


# SERVICE DIRECTORY

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



WELCOMHOTEL

BY ITC HOTELS

RACE COURSE, COIMBATORE



**Erine Louis**  
General Manager  
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Dear Guest,

Vanakkam

Coimbatore is located at the heart of the Kovai city, also known as "The Manchester of South India". Surrounded by the Western Ghats to the west and the north, with reserve forests of the Nilgiri Biosphere Reserve on the northern side, the city's southern boundary is formed by the Noyyal River.

Welcomhotel Coimbatore is equipped with all modern facilities and is the perfect abode for business and leisure travelers. 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 dialing '6' or at my extension 5001.

We wish you a perfect stay with us.

With warm wishes,

Erine Louis  
General Manager - Welcomhotel Coimbatore



# ABOUT WELCOMHOTEL COIMBATORE



Situated on the West Club Road, adjacent to the prestigious 100-year-old Coimbatore Club in the Race Course Area, the hotel is perfectly located in the central business district, in close proximity to offices and shopping areas.

## LOCATION

- Railway Station - 1.5 km
- Airport - 11 km
- Tiruppur - 57 km
- Malampuzhaa - 51 km
- Ooty - 90 km
- Coonoor - 70 km
- Kodaikanal - 171 km

# GUEST SERVICES

## 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 at Extn. 6.

## WELCOMASSISTANCE

Our Hotel offers you a centralized guest request centre - WelcomAssistance.

The WelcomAssistance team is at your service, round-the-clock at Extn. 6 and will assist you in the following:

- Baby Cot\*
- City Information
- Currency Exchange
- Electrical Assistance
- Emergencies
- Errands
- Extra Bed\*
- Lost and Found
- Medical Assistance
- Shoeshine
- Security Assistance
- Wake-up Services

## CONTROL FUNCTIONS

### AT&T CALLS

For the AT&T operator, please press “9” followed by “000117”. The Hotel levies a nominal service charge per call on this facility.

### BELL DESK

One-touch button to connect to the Bell Desk.

### CONFERENCE

You can establish a three-party conference call, either between an external caller, yourself and another guest in the hotel, or between yourself and the guests in the hotel or between yourself and two external callers. In the midst of a call, if you wish to do so, please dial the number and after receiving a response, press ‘4’ to initiate a conference call.

Concierge/ Travel Desk One-touch button to connect to Concierge/ Travel Desk.

### DO NOT DISTURB

One-touch privacy button.

### EMERGENCY

One-touch button to alert WelcomAssistance in case of fire, medical assistance.

### IN-ROOM DINING

One-touch button to avail Room Service facility.

### OUTSTATION CALLS

To make an international call or outstation call, kindly contact WelcomAssistance

### INTERNET ASSISTANCE

One-touch button to avail the facility.

### LAUNDRY

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

### 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.

#### Telephone Call Charges

- Local Call INR 7.00\* per 3 Minute
- STD Call INR 35.00\* per 1 Minute
- ISD Call INR 70.00\* per 1 Minute
- AT&T Call INR 150.00\* per Call.

### MESSAGE WAITING LAMP

If a message has been left for you while you were away, you will be alerted by the red message-waiting lamp activated on your telephone. To retrieve messages kindly press the 'message' button, or call Welcom Assistance for message retrieval.

### REDIAL

One-touch button to redial the last dialed number.

### ROOM-TO-ROOM

All you need to do is dial the room number required. This facility is available from 0700 hrs. to 2200 hrs.; after 2200 hrs, please contact WelcomAssistance.

### WAKE-UP CALL

You can schedule a wake-up call for yourself, by pressing the 'wake-up' button/ icon. The voice prompt will guide you through appropriately. This facility is also available through WelcomAssistance.

### WELCOMASSISTANCE

One-touch button for any kind of assistance required.

# HOTEL SERVICES

## BUSINESS CENTRE

A range of facilities are available round-the-clock at our Business Centre. These facilities include word processing, desktop publishing, broadband Wi-Fi internet connectivity, spiral binding, photo copying, personal computers, scanning, and writing CDs/DVDs.

Location: 1st Floor, call Extn.No 6

## RESTAURANTS

### WELCOMCAFÉ KOVAI

This restaurant offers Indian and international cuisine.

Breakfast: 0700 hrs. to 1030 hrs. Lunch: 1230 hrs. to 1500 hrs. Dinner: 1900 hrs. to 2330 hrs.

### THE COTTON BAR

This bar serves an extensive menu of gourmet snacks and a comprehensive selection of fine wine, spirits, malts and signature cocktails.

Bar timings: 1100 hrs to 0000 hrs

## INTERNET ACCESS

You may access high-speed internet connectivity in your room or anywhere in the Hotel premises on chargeable basis. Both Wi-Fi and Wired access are available in your room. The internet access is valid until your check-out. A maximum of 30 minutes of complimentary internet time per day of

stay, is available on the Business Centre desktops. Kindly connect WelcomAssistance for details and assistance.

## FITNESS CENTRE

A state-of-the-art gymnasium is located on the fourth floor. Please call Extn 5050, for more information. The Fitness Centre is open from 24 hrs. Please contact Reception for assistance regarding Fitness Centre after 2200 hrs.

## 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.

## NORMAL SERVICES

- Laundry/ dry cleaning is available round-the-clock. Garments will be returned any time after six hours at regular tariff rate.
- Garments collected before 2100 hrs. will be returned no later than 1000 hrs. the next morning.
- Ironing services are available within one hour of collection.
- Express Service "I need it now" is provided within four hours, with an additional charge of 100% of the tariff rate, round-the-clock.
- Laundry, ironing and dry cleaning lists are kept in the rooms and contain details of the charges applicable for all services provided.

### K BY KAYA KALP SPA

Our signature spa offers a holistic mind- and-body rejuvenation that incorporates the best western treatments and India's ancient tradition of wellness. Experience a relaxing treatment administered by our trained associates.

The Spa is open from 0800 hrs to 2000 hrs. Please press 'Spa' on your telephone to make a reservation.

### SWIMMING POOL

Located on the rooftop, on floor number 15, the pool offers a relaxing ambience, with views of the Nilgiri hills in the distance.

Pool timings: 0700 hrs. to 1900 hrs.

### CONCIERGE

Located in the Lobby, the Hotel prides itself on a skilled and informed staff who provide any information and assistance that you may require. Maps and directions to almost anywhere in and around Coimbatore are available with them. They would be delighted to make recommendations for sightseeing.

### AIRLINES

For details about airlines operating to and from Coimbatore airport for both domestic and international travel, please contact our Concierge, located at the Lobby Level.

### AIRPORT TRANSFER

The Hotel offers chauffeur-driven cars to the airport 24 hours a day, on a chargeable basis. It is recommended that advance bookings be made through the Concierge.

### FIRST AID SERVICES

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

### POWER SUPPLY

The Hotel's electricity supply is 220 volts;

110 volts regulator is provided in the shaver socket in the bathroom. It is not suitable for larger appliances and the use of other appliances could be hazardous.

### SHOPPING

Shopping holds a special attraction for any visitor. Please contact the Concierge for assistance and more information.

### SIGHTSEEING

Our Concierge, situated in the Lobby, will be pleased to assist you in arranging local sightseeing tours. They can also organize guided tours to neighboring cities.

### TAXI SERVICE

Hotel chauffeur-driven cabs are available at the Hotel through our Concierge. Regular cabs may also be hailed at the Main Porch through our Valet Service.

# BUSINESS SERVICES

## BUSINESS CENTRE FACILITIES

### PRINT-ME SERVICE

We would be pleased to printout any attachments that you wish to print. Please upload the content in the password- protected link and contact the Reception or WelcomAssistance regarding the same. This service is provided on a chargeable basis.

### PRINTER-ON SERVICE

To enhance your business convenience, we have provided you with the facility of printing your documents directly from your laptop while you are within the premises of the Hotel. Kindly contact our Reception or WelcomAssistance regarding the same. This service is provided on a chargeable basis.

### COURIER SERVICES

The courier services can be availed at the Business Centre located on the First Floor. As the service is outsourced, do give us a lead-time of an hour to organize the same on your behalf. Any charge incurred would be billed directly. Please contact the Reception for courier services.



## CHECK IN & CHECK OUT

Check-in / check-out time: 1500 Hrs / 1200 Hrs

## FRONT DESK

The Front Desk located in the Lobby will provide information about your current folio balance, besides providing currency exchange services and any other information and assistance.

## HOUSE RULES

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

## TARIFF

Your room rate is 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.

## 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.

## GUEST BELONGINGS

A safe deposit box has been kept in all the rooms to ensure the safety of your valuables. Guests are requested to lock the door of their room when going out and use the night latch before retiring for the night.

The Hotel will not, in any way whatsoever, be responsible for the loss of guests' belongings or any other property that has not been entrusted to the Management, or for damages thereof, whether due to neglect of Hotel employees or agents or any other cause whatsoever including theft or pilferage.

## 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. 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 behavior 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.
- Cycle rickshaws, auto rickshaws are not allowed on the Hotel premises.
- We respect your privacy and discourage filming inside the Hotel.
- Smoking is prohibited. A guest would be charged Rs.5000 plus taxes for smoking in a room.\*
- Swimming Pool, Spa 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.

## 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.

**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

\*The cost of cleaning and freshening the room is 5000 Rupees

# CLUB ITC

## ENRICHING REWARDING EXPERIENCES

Reward yourself with Club ITC, one of India's most transparent, flexible and easy-to-use loyalty programme for over three decades. As a Club ITC member, gain access to a wide range of exclusive member benefits across 135+ hotels pan India with acknowledged award winning restaurants and rejuvenating wellness centers for memorable experiences and contactless redemption for hotel experiences like Reward Nights, spa, dining and more.

Club ITC members gain access to a wide range of benefits which accelerate as they move up tiers, including free stays, room upgrades, dining experiences, spa therapies and more.

## THE CLUB ITC ADVANTAGE

- Cardless earning and redemption
- Complimentary Wi-Fi
- Exclusive member only rates

## MEMBERSHIP TIER LINKED BENEFITS:

- Value e-Vouchers on tier upgrade/retention
- Rollover nights
- Room Upgrades
- 24\*7 check-in/check-out facility (upon request)  
Terms & conditions apply

## OTHER KEY BENEFITS:

- Club ITC Reward nights
- Green Points transfer
- Club ITC Reservation Guarantee
- E- Gift Card

# 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.

## 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 Front Desk and Housekeeping would rush to floor allocated to them to detect and help in safe evacuation.

## 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:

### ASSEMBLY AREA FOR GUESTS:

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

The control of the Assembly Area 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.

### EVACUATION ROUTES

For evacuation routes, please refer to Exit Route Plan fixed on the back of your room's main door.

### 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.

### 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 taken of aged, disabled 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 floors.

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.

# FOR YOUR SECURITY

At Welcomhotel Coimbatore, 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 H.H.M.D. & physical frisking 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 WelcomAssistance, if you notice something amiss.

## ROOM KEY

Safeguard your room key as you would 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. 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 any 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 away from the Hotel 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 General Manager

# SAFETY PROCEDURES

Welcomhotel Coimbatore 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.

Four 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.

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

- Switch off electrical appliances when not in use.
- Immediately inform the Front Desk about any defective appliances in your room.
- 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.