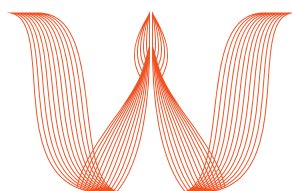


SERVICE DIRECTORY

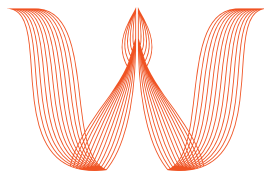
Hotel Information | Hotel Services |
House Rules | Safety & Security



WELCOMHOTEL

BY ITC HOTELS

SHIMLA



WELCOMHOTEL

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SHIMLA

Dear Guest,

Namaste!

We take great pleasure in welcoming you to Welcomhotel by ITC Hotels, Shimla.

Nestled amidst the Himalayas and only 10 kms from the hot spots of Shimla, Mashobra is a pristine paradise. Crisp mountain air diffused with the scent of cedar and pine greets you to the home of blooming fruit orchards, alluring sanctuaries and enchanting valley views and soothing sunsets.

In the heart of this beautiful lush landscape stands Welcomhotel by ITC Hotels, Shimla – your dreamy escape in the arms of nature. Make the most of your stay with enriching experiences of the local culture, the great outdoors and our signature hospitality.

Savor local and international flavours at Welcomcafé Cedar or experiment with eclectic beverages at the Swizzle bar. Soak in the bliss of forest bathing and bird choirs or spend the day at leisure with rejuvenating spa services, advanced fitness centre facilities and a dedicated recreational area for children. Capture the allure of the hills in an unfading memory – all ensuring that your stay at our hotel, is an unforgettable one.

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

The programme is also designed to address the well-being and safety of all our associates who have been specially trained in their personal, social and workplace conduct and the precautions they must take.

We are thoroughly delighted to have you with us and encourage you to enjoy all the facilities, with a peace of mind.

While I am confident you will experience the warmth of Himachal's hospitality throughout your stay, do not hesitate to reach out to me for anything else that we can do to make the stay more comfortable. Have a wonderful journey in the Mystic valley of Shimla!

Yours sincerely,

Ankit Manocha
General Manager

Mobile: 9535322690

ABOUT WELCOMHOTEL BY ITC HOTELS, SHIMLA

Inviting you to misty Himalayan views, lush green forests and sublime mountain breeze, Welcomhotel by ITC Hotels, Shimla, is situated amidst a landscape of picturesque beauty worthy of fantasy fables. Situated at a short distance of 10 kms from the hot spots of Shimla, the hill retreat is a haven for nature lovers and adventure seekers alike.

Elevating the tranquil surroundings with aesthetic décor, gourmet cuisines and signature hospitality, our hotel is designed to enrich your stay with contemporary services and timeless charm. Choose from our well-appointed rooms and suites for an elegant stay and pamper yourself at the Akasa Spa.

Savour gourmet delights at the multi-cuisine Welcomcafé Cedar, paired with crafted beverages from Swizzle – the cocktail bar – offering complete indulgence for your taste buds.

Engagement and learning for our young guests is facilitated by Ollie's Corner – a dedicated recreational space for children and families with interactive experiences and curated activities.

The hotel also offers a multipurpose banquet hall that seamlessly facilitates both meetings and special occasions, ensuring that every event is one to remember.

Transportation

From	Distance From The Hotel	Time
Chandigarh Railway Station	121 Kms	3.30 hrs
Chandigarh Airport	136 Kms	3.45 hrs
Shimla Airport	34 Kms	1.15 hrs
Reserve Forest Sanctuary	18 Kms	1 hrs
Craignano Nature Park	4 Kms	15 min
Jhakoo Temple	13 Kms	35 min
Mahasu Peak	16 Kms	35 min
Tattapani	41 Kms	1.15 hrs
Shimla Heritage Museum	14 Kms	30 min

Accommodation Details

The hotel has well-appointed accommodation under the categories of Executive Suite, Superior & Deluxe Rooms.

Executive Suite

Set exclusively apart, the executive suite is suited for Leisure & Business Travelers alike. Equipped with bedroom, separate drawing room, a dining area and a kitchenette, along with awe-inspiring views of Shimla Valley, the suite is ideal for spending time with friends and family.

Superior & Deluxe Rooms

Designed to be restful cocoons of deep comfort and privacy, these rooms have every amenity in place. Inspired décor and a private balcony add to the charm of the rooms. Each room offers breathtaking views of the tranquil valley.

Guest Room Appointments

- Iron/ Iron Board (On Request)
- LED TV
- In-room Electronic Safes
- Tea/ Coffee Maker

Gourmet Destinations

True to ITC Hotels' enduring commitment to bring you the best of Indian hospitality, Welcomhotel by ITC Hotels, Shimla brings you delightful delicacies and invigorating concoctions amid breath-taking views of the valley.

The hotel also has large indoor & outdoor banqueting spaces with state of the art facilities, catering to all types of corporate & social functions.

WelcomCafe Cedar – An all-day dining destination with charming indoor and outdoor spaces, perfect to soak in the mountain sun. It has an extensive a la carte menu, offering a variety of international, Indian & local cuisine.

Restaurant Timings: 0700 hrs to 2300 hrs

Swizzle – The bar offers a large selection of premium beverages including sophisticated cocktails. It is also a gourmet destination for snacks or afternoon nibbles.

Enjoy the lounge experience between Noon and 2300 hrs.

HOTEL SERVICES

Guest Services and Facilities

- Wi Enabled
- Wellness Center and Spa
- Non Smoking rooms
- 24 hours-money changing facility
- Doctor on call
- Travel Desk
- State of the art security equipment

Akasa Spa

Our signature spa offers a holistic mind and body relaxation and rejuvenation. The Spa is open from 1100 hrs to 2000 hrs Please on your telephone to make a reservation.

Fitness Centre

Gymnasium, situated on lower ground level, features state-of-the art equipment.

The Gymnasium is available round-the-clock

Trainer (On availability / request).

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 by ITC Hotels, Shimla". The Hotel's login page will be automatically presented to you. If the login page does not appear for any reason, then contact WelcomAssistance by dialling '6' from house phone or contact reception. 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 'Registration number' and then click on the "Login" button. Please read and agree to the terms & conditions of Internet use in the hotel.

Remember to use the same process to connect any additional devices in your stay.

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 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 50% of the tariff rate, round-the-clock.

Laundry and ironing lists are kept in the rooms and contain details of the charges applicable for all services provided.

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
- Pillow (Please refer Pillow menu in your room)
- Bed
- Boards
- Duvet
- Feminine Hygiene Products
- First Aid Supplies
- Toiletries
- Mobile Chargers
- Shoe Shine

First Aid Services

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

Print-Me Service

We would be pleased to printout any attachments that you wish to print. Please 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 the Reception or WelcomAssistance at regarding the same. This service is provided on a chargeable basis.

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

- City Information
- Currency Exchange
- Electrical Assistance
- Emergencies Errands
- Medical Assistance
- Shoeshine
- Bell Desk
- Lost and Found
- Security Assistance
- Wake-up Services

Concierge/ Travel Desk

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

In-Room Dining

One-touch button to avail Room Service facility.

Control Functions

INTERNATIONAL DIRECT DIALING (IDD). The Hotel is equipped with International Direct Dialing facilities. You can make overseas telephone calls without going through the hotel operator. To make an international call, kindly follow the procedure listed below:

To make an International Call: Press "9" to get the dial tone. Press "00" for IDD access. Dial the country code.

Dial the area code followed by the party's number.

For example,

To call 316-4861 Manhattan, New York, dial 9-00- 1-212-316-4861.

Note: The connection may take 30 seconds to 1 minute. Do not disconnect the line if the number does not ring immediately. Charges will be calculated from the time the call is answered to the time the receiver is placed back. It is very important that after the STD/ ISD call is over, you place the handset back and check once again for the dial tone. You may call the Front Desk for the requisite call details.

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.

Room-To-Room

All you need to do is dial "1" followed by the room number required or please contact WelcomAssistance at extension "6".

STD Calls

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

Wake-Up Call

You can schedule a wakeup call through WelcomAssistance at extension "6".

Laundry

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

WelcomAssistance

One-touch button for any kind of assistance required.

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).

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.

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.

Departure

If the room is made available up to additional 4 hours, you will be charged half the normal tariff beyond which, the full tariff will be charged.

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 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.

- Pet friendly
- 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 specially indicated. A guest would be charged for smoking in a non-smoking room. *
- The Spa and Fitness Centre facility is provided for use by resident guest and members only.

*The cost of cleaning and freshening the room.

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.

Visitor Policy

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

House Rules for Covid-19

As we open our doors for luxury experience, we have created some guidelines to practice safety against COVID – 19. While we welcome you to our hotel, we also strive to offer our best hospitality with safety measures which we would request you to adopt, taking your well being and health as our utmost priority. The disease can be spread from person to person and hence we would request you to note the following:

- A detailed travel itinerary will be required at the time of check in as per the Govt. regulations.
- We will be sanitizing baggage at the entrance and carrying out temperature check for everyone.
- We would extend our courtesy to offer luggage assistance, while ensuring social distancing norms.
- For contactless payments we will share a CC Avenue link on your registered email id and phone number.
- As per government regulations, visitors will not be allowed in the room.
- We request you to wear a mask at all times and use sanitizer frequently.
- Although elevator buttons are disinfected regularly, we still request you to use paper napkins for pressing the buttons.

- To maintain social distancing in our Gymnasium, we would accept pre-booked slots for up to 40 minutes that may be booked by dialling WelcomAssistance at number “6”.
 - Our Food & Beverage team would offer “Grab and Go” breakfast as takeaway.
 - We offer our “Knock & Drop” Menu and our servers will practice social distancing while delivering your orders.
 - Outside food is strictly not permissible.
 - There will be no refreshment placed in the room. We would request you to dial number “6” for any housekeeping requirements.
 - We request you to refrain from purchasing goods and services from outside as our staff would be restricted from accommodating such requests.
- In case of any query, we request you to contact our Duty manager at “+91 7807881021”. We wish you a pleasant and a luxurious stay at our hotel for your upcoming visit to Shimla.
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SAFETY & SECURITY

At Welcomhotel by ITC Hotels, Shimla, 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.
- 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 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 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 Duty Manager.

When you check into your room, familiarize yourself with:

The EMERGENCY EXIT pathways and staircases shown in the "EMERGENCY EVACUATION PLAN" placed 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 placed 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 placed 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 dire, 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 made on the bed or on soft surfaces like carpet, sofas and chairs.
- Do not leave your laptop in switched on

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 re 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 re 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.