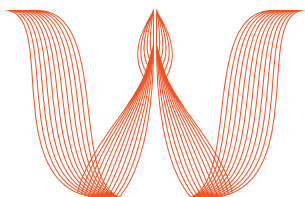


SERVICE DIRECTORY

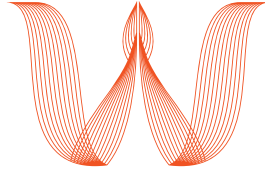
Hotel Information | Hotel Services |
House Rules | Safety & Security



WELCOMHOTEL

BY ITC HOTELS

TAVLEEN CHAIL



WELCOMHOTEL

BY ITC HOTELS

TAVLEEN CHAIL

Dear Guest,

Namaste!

We take great pleasure in welcoming you to the Welcomhotel Tavleen Chail.

The resort is designed to make the most of the fresh mountain air and amazing views.

The guest facilities spread over 5 acres include a state of the art gym, a temperature controlled pool, a meditation centre and our signature children's play area, Ollie's Corner.

Remaining true to ITC Hotels' enduring commitment to bring you the best of Indian hospitality, the hotel presents you with premier Food & Beverage outlets, along with varied wellness and recreation facilities, for a truly delightful stay.

Whether you're on a family holiday, your honeymoon or a solo trip, we look forward to enriching your journey in Himachal Pradesh through a serene, picturesque and memorable stay that helps you rediscover yourself through a magical connection with nature.

We are thoroughly delighted to have you with us and encourage you to enjoy all the facilities.

While I am confident you will enjoy experiences spanning nature, wellness, adventure and gastronomy 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 stay in these gorgeous hills!

Yours sincerely,

Responsibly Yours,

Ansul Sanwal

General Manager

Mobile: +91 8939064099

ABOUT WELCOMHOTEL TAVLEEN CHAIL



A secluded gem in the mountains of Himachal Pradesh that is the perfect antidote to the hurried pace of city life, Chail is a serene haven with majestic views of the Himalayan range.

Located in the lap of nature, Welcomhotel Tavleen Chail is a premier mountain resort where you can soak the abundant calm and the charm of the wilderness.

A range of well-appointed rooms and suites offer private balconies from where one can enjoy gorgeous panoramic views, fresh mountain air and the cheerful sounds of nature. Set amidst a magical oak forest, the cottages are ideal for those seeking their “very own cabin in the woods”.

Relax, recharge and rejuvenate with spa therapies, yoga in the outdoors, nature trails or a dip in the temperature controlled pool. The hotel offers an extensive array of recreation facilities including a cozy library, a pool table, archery, croquet, chess and other board games.

Our young guests can enjoy our signature kids’ recreation centre ‘Ollie’s Corner’.

Location

Situated 120 kilometers from the Chandigarh airport, bright sunshine, chirping birds and the lure of the Himachal hillside serve as the backdrop for **Welcomhotel Tavleen Chail**. Built around the cedar forest valley, the hotel consists of over five acres of natural landscape that reflect both old world charm and urban exuberance.

Transportation

From	Distance From The Hotel	Time
Chandigarh Airport	120 kms	220 mins
Shimla Airport	70 kms	140 mins
Kalka Railway Station	88 kms	160 mins
Chail Bus Terminus	5 kms	15 mins
Chail Palace	3 kms	10 mins
Kali Tibba Temple	11 kms	30 mins
Siddh Baba Ka Mandir	6 kms	20 mins
Highest Cricket Ground	6 kms	20 mins
Kufri	22 kms	45 mins

For the convenience of our guests, the concierge will be delighted to arrange for a hotel conveyance at an additional charge.

Accommodation Details

65 well-appointed guest rooms, including 46 Deluxe & Superior Rooms, 16 Deluxe Cottages, 2 Luxury Cottages and a Suite, ranging from 36.5 Sq. m to 116.4 Sq. m. Each room has a private balcony offering enchanting views of the mighty mountains and the lush green valley.

Primrose Cottage

Our largest and most extravagant accommodation, the 117 Sq. m Primrose Cottage features a circular jacuzzi, relaxing rain shower and 12 Sq. m private balcony nestled amidst verdant oak and deodar.

Petunia Cottage

Elevate your stay in Chail in the 76 Sq. m Petunia Cottage with an exclusive deck and private balcony that gives you the luxury of space; designed for relishing the charm of wilderness.

Deluxe Cottage

Treat yourself to the spacious 47.6 Sq. m. cottages nestled in the woods. They offer breathtaking views of the mountains and valley from the private balcony.

Mayfair Suite

The beautifully appointed cozy, spacious Mayfair Suite is the perfect choice for a romantic getaway. Experience the luxury and space of this suite spread over 74.7 Sq. m. and enjoy spectacular panoramic vistas from its private balcony.

Superior Room

With panoramic views of the Shivalik range and captivating luxury of space offered by super-spacious 25.9 Sq. m. balconies equipped with an open-to-sky dining facility and sunbed.

Deluxe Room

Luxurious rooms spread over 36 Sq. m. offering picturesque views and equipped with modern facilities in order to provide the best experience for the solo traveler and families alike.

Guest Room Appointments

- Iron / Ironing Board
- Electronic Safe
- Tea/ Coffee Maker
- Wireless Internet access
- Smart TV
- Weighing scale
- Hairdryer

Gourmet Destinations

Swizzle

Our tasteful bar offers a large selection of single malt and blended whiskies, along with inventive cocktails and delectable snacks. A place for enchanting stories and conversations, one is bound to feel inspired to live in the moment here.

Timings: 12:00 PM to 11:00 PM

WelcomCafé Monal

The inviting and friendly all-day dining restaurant, WelcomCafé Monal offers caringly selected Indian, international and authentic Himachali cuisines that are endlessly tempting, both for their variety and delectable taste.

Mindfully prepared, the menu offers a plethora of options for everyone and also serving portion size for kids.

Restaurant Timings: 07:00 AM to 11:00 PM

HOTEL SERVICES

Guest Services and Facilities

- Wi-Fi
- Wellness Centre and Spa
- Smoking Rooms
- Room for the differently abled
- Doctor on call
- Travel Desk
- State-of-the-art security equipment

K by Kaya Kalp Spa

Rejuvenate yourself at our signature spa, K by Kaya Kalp. Indulge in a range of international therapies .

Timing: 08:00 AM to 08:00 PM

Fitness Centre

Stay on top of your health 'round the clock' at our 24x7 gym that features state-of-the-art equipment to keep you fit and fabulous.

Swimming Pool

Enjoy a dip at our temperature-controlled swimming pool with a splendid panoramic view of the mountains.

Summer – 09:00 AM to 06:00 PM

Winter – 08:00 AM to 05:00 PM

Internet Facility in the Hotel

We are pleased to offer you Internet access in the hotel.

For any Internet related assistance or queries at any time in your stay, kindly call WelcomAssistance. We will be happy to assist you!

Laundry

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

Laundry services are available between 07:00 AM to 11:00 PM. Garments collected before 11:00 AM will be returned after 06:00 PM at the regular tariff. Garments collected after 11:00 AM will be returned the next day.

Ironing services are available within one hour of collection.

Express Service "I Want It Now" is provided within four hours, with an additional charge of 50% of the tariff rate, round-the-clock.

Laundry, ironing lists are kept in the rooms and contain details of the charges applicable for all laundry 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
- Extra Pillows
- Hard Bed Boards
- Extra Duvet
- Feminine Hygiene Products
- First Aid Supplies
- Extra Toiletries
- Mobile Chargers
- Hot Water Bottle
- Shoe Shine

First Aid Services

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

Print-me Service

We would be pleased to print out any attachments that you wish to print.

Please contact the Front Desk or WelcomAssistance 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 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. The WelcomAssistance team is at your service, round-the-clock and can assist you with the following:

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

Concierge/ Travel Desk

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

Do Not Disturb

One-touch privacy button.

In-Room Dining

One-touch button to avail in-room dining 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:

- 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.

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.

Message Waiting

If a message has been left for you while you were away, you will be alerted through IVR message.

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 07:00 AM to 10:00 PM. After 10:00 PM, please contact WelcomAssistance.

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.

Mobile Phone Calls

For calling mobile phone, press “9” and wait for the dial tone, then press the “0” followed by the mobile phone number.

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.

Internet Assistance

One-touch button to avail the facility.

Laundry

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

Fascimile

Faxes for hotel guests are received at the Reception and then delivered to your room. The fax number for the Hotel is +91-177 3501112.

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 03:00 PM.

Check-out time is 12:00 PM.

Would there be any change in your plans, please let us know by dialing 0 or WelcomAssistance.

Company's Lien on Guests' Luggage and Belongings

In the case of default on payment of dues by a guest, the Management would be entitled to a lien on the luggage and belongings, and to detain the same. The Management would also have the authority to sell or auction said 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 prior 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 would 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 a 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 guests to decide on the others.

- This is a pet friendly hotel.
- Arms and ammunition are not allowed inside the Hotel premises.
- Cycle rickshaws, auto rickshaws and motorcycles are not allowed on the Hotel premises.
- We respect your privacy and discourage filming inside the Hotel.
- Smoking is prohibited except in areas specifically indicated. A guest would be charged for smoking in a non-smoking room. *
- Swimming Pool, Spa and Fitness Centre facility is provided for use by resident guests 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.

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.

House Rules for Covid-19

As we open our doors, 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 is 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 checks for everyone.
- We would extend our courtesy to offer luggage assistance, while ensuring social distancing norms.
- For contactless payments we will share a CCAvenue 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 distance in our Gymnasium, we would accept pre-booked slots for upto 40 mins, that may be booked by dialing WelcomAssistance.

- Our Food & Beverage team would offer "Grab 'N Go" breakfast as takeaway.
- We offer our "Knock & Drop" Menu and whilst 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 WelcomAssistance 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 WelcomAssistance. We wish you a pleasant stay at Welcomhotel Tavleen Chail.

SAFETY & SECURITY

Welcomhotel Tavleen Chail 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 (pull down), fire hydrants and portable fire extinguishers are fixed throughout the building and are constantly upgraded.

Fire Exit on each cluster to ensure a safe exit from the area of Fire.

Fire Exit '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 Tavleen Chail, 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 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 room 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 the need for any special assistance, please contact the Duty Manager.

When you check into your room, familiarize yourself with:

- The EMERGENCY EXIT pathways and staircases displayed 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:

- Smoke Detector:** The automatic smoke detection system is installed in your room. It will alert you to the presence of smoke.
- 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 pull down the lever to raise an alarm.
- D. **Public Address System:** One loudspeaker is fixed in each room 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.
- Pull the lever 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 exit. 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 '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 the room, behind the door with directional arrows, This will guide you towards the Assembly Area.