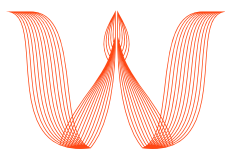


SERVICE DIRECTORY

Hotel Information | Hotel Services
House Rules | Safety & Security



WELCOMHOTEL

BY ITC HOTELS

THE SAVOY MUSSOORIE



Dear Guest:

Namaste!

We take great pleasure in welcoming you to **Welcomhotel by ITC Hotels The Savoy Mussoorie** in Queen of Hills.

Welcomhotel the Savoy is an elegant and historic hotel with a regal history of more than 120 years. Today, as an ITC hotel, it stands in all its glory offering a wonderful mix of old world charm and new-age conveniences, and promises its guests an unforgettable and unique holiday '**The Savoy Enriching Experience**'.

For your convenience, we have provided you this Service Directory that contains useful information on the services available at the hotel. At Welcomhotel The Savoy, we make every effort to anticipate and meet our guests expectations. However, should you require any additional assistance or information, please feel free to get in touch with me or any of my colleagues.

We thank you for choosing our hotel. We promise to make your visit a comfortable and memorable one.

Responsibly yours,

Gautam Valli
General Manager
Welcomhotel by ITC Hotels The Savoy, Mussoorie
+91-96632-33545
gautam.valli@itchotels.in

ABOUT WELCOMHOTEL THE SAVOY



Accommodation

80 Luxurious Guest Rooms and Suites, including 01 Luxury Suite, 02 Deluxe Suites, 03 Junior Suites, 12 Savoy Suites, 04 Premium Balcony Rooms, 12 Premium Mountain View Rooms, 05 Premium Valley View Exclusive Rooms, 07 Premium Valley View Rooms, 08 Premium Non-View Rooms, 26 Superior Mountain View Rooms ranging from 30 sq. m. to 79 sq. m.

All accommodations offer:

- Complimentary wired and wireless standard internet access
- 24-hour room service
- Choice of seasonal fruits
- Complimentary coffee and tea making facility

- Satellite LED TV
- In-room electronic safe
- Spacious bathroom with separate shower facility, amenities and hairdryer
- Iron & ironing board
- Speakerphone

In addition to the above mentioned facilities, the following features are available on a chargeable basis – in-room refreshments, airport transfers (outsourced), laundry, extra bed, picnic organisation, on-call doctor, in-room dining, courier and travel desk services including tickets (outsourced).

Dining & After Hours

The Grand Dining Room

Enjoy a lavish buffet breakfast, a la carte lunch and bespoke dinner options at this exquisite multi-cuisine restaurant from 8:00 AM to 11:00 PM.

The Writer's Bar

Dedicated to the numerous literary figures who frequented or lived at The Savoy, such as Rudyard Kipling, Ruskin Bond, and Stephen Alter, this bar offers an extensive selection of both alcoholic and non-alcoholic beverages. Indulge in a revitalizing drink that will inspire the creative writer in you, available from 12:00 PM to 11:00 PM.

The Royal Afghan

Bring alive the charcoal-grilled flavours of rugged North-West Frontier with breath taking view of mighty Himalayas from 01:00 PM to 11:00 PM

HOTEL SERVICES

Where Little Things Mean A Lot

The following facilities and services are available on requests. To avail these facilities, kindly call WelcomAssistance at **Extn: 6**.

- Baby kit, diapers
- Baby crib / Cot
- Duvet
- Business kit (stapler, pens, pencils, markers, highlighters, clips, pins, glue, whitener)
- Cots / Roll-away*
- Coffee / Tea makers
- Cotton wool
- Comb
- De-tangling combs*
- Ear buds
- Extension board
- First aid items
- Feeding bottle*
- Heater
- Hair oil
- Hot water bag
- Mosquito repellent spray*
- Nail file / Nail polish remover
- Nail cutter
- Pillows (On request)
- Sanitary napkins
- Scissors
- Shaving kit
- Shoe shiner
- Thermometer*
- Umbrellas

Kindly call Extn. '6' when you have finished with the non-disposable items so that we can have these collected.

*Following services attract charges

The Hotel At Your Fingertips

Operator	0
Housekeeping	4
Laundry	4
Wellness Centre	706
Outside Dialing	9
In Room Dining	5
WelcomAssistance*	6

(*Single Digit Assistance for All Your Needs)

Restaurants

The Grand Dining Room	755
The Writer's Bar	784
The Royal Afghan	760

Car Hire 6

For chauffeur-driven cars, please contact WelcomAssistance

Check-in & Check-out 6

Check in time is 3 pm (1500 hrs).

Check-out time is 12 noon (1200 hrs).

Doctor on Call 6

A Doctor is available on call for any medical consultation. Please dial '6' for WelcomAssistance.

Emergency 3

In the event of an emergency, please dial the Emergency Number '3' on your telephone or call the Operator at '0'.

Emergency Exits 6

There are Emergency Exits at every level. Please familiarize yourself with the fire exit plan placed behind your room door.

Laundry Services 4

A daily dry-cleaning, laundry and pressing service is available from 08:00 AM to 08:00 PM. For same day service, please handover your laundry by 10:00 AM.

Lost & Found 4

Please contact Housekeeping Desk for assistance.

Courier / Postal Mail 6

Please contact WelcomAssistance for any assistance with courier or postage.

Smoking Facilities 6

As per Government regulations the hotel observes a Non-Smoking policy. However, designated areas are available. Please contact WelcomAssistance for further information.

Pets

Welcomhotel The Savoy is not a pet-friendly hotel. Please contact the front desk for more information.

Religious Places / Services 6

Please call WelcomAssistance for enquiries.

In Room Dining 5

Room service is available 24 hours a day. Should you have a specific request for items not on the service menu, do not hesitate to let us know and we will try to accommodate your request. Food, drinks and cigarettes may be ordered in the room. Kindly consult the In Room Dining section in this directory for food and beverage services.

Safe Deposit Box 6

You have exclusive access to the electronic safe provided in your room. The hotel does not assume liability for the loss of any valuables left in the room or at any other public area in the hotel.

Security 6

Hotel Security is provided 24 hours and close circuit TV coverage of certain public areas is maintained. Please remember, for your own safety and protection, keep your door latched whilst in your room, and do identify any visitors before admitting them. Do not hesitate to contact WelcomAssistance, should you notice anything amiss.

Tipping 6

There is no service charge levied at the hotel. Tipping is an accepted norm, but at one's discretion.

Water 6

Complimentary bottled water is available in your room.

HOUSE RULES

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

Tariff

The rate specified on the tariff card provided at the reception or as indicated on your registration card, which was signed by you upon arrival, covers the room only and does not include any applicable government taxes.

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

Guest's Valuables

The hotel will not be responsible for any valuables left by the guest in the room or accept any liability for the loss of same incurred during the stay.

Visitor's Belongings

Visitors are particularly requested to lock the door of their room when going to bed. The hotel will not, in any way whatsoever be responsible for the loss of resident's goods or any other property not entrusted to the management or for the damage thereof, whether due to neglect of hotel employees or agents or any other cause whatsoever including theft or pilferage.

Hazardous Goods

Guests shall ensure that no cinema films, raw or exposed, or any other article/s of a combustible or hazardous nature are brought or kept in the hotel and shall compensate and indemnify the hotel for damage or loss caused to any person or property in the hotel by the guest.

Damage to Property

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

Management's Rights

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

Relation between Company and Visitors

Nothing herein, above shall constitute or be deemed to constitute, any tenancy, sub tenancy or any right to tenancy or any right or interest, in the hotel premises or any part or portion thereof in favour of any guest, resident or visitor and the company 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 in force from time to time in respect of registration, alcoholic beverages, fire arms, etc.

Use of Hotel's Facilities

Guests shall read and adhere to the instructions of the hotel with regards to the use of any of the hotel facilities and to use such facilities only in the manner stipulated and none other.

Use of Other Facilities

Guests shall visit/use facilities provided by independent agents on the hotel premises such as shops, car rentals, etc, entirely at his or her own risk.

Medical Advice

Guests shall not engage in any activity organised by the hotel such as tourist excursions that require physical exertion where the guest has been advised against the same by a doctor and shall hold the hotel free of any liability in the event that the guest undertakes such exertion contrary to medical advice received.

Food and Beverage

Guests are requested to use only hotel facilities for any food and beverage requirement. Supply from any external source is not permitted.

Safety and Security

For the safety and security of guests - various people, products and systems are in place. In case of an emergency, kindly follow instructions. If required, a guest's room may be opened for a safety/security check.

Laundry

Kindly follow instructions on the laundry card before use. In the event of any loss or damage to a garment in the laundry, the liability of the hotel shall be limited to a sum not exceeding five times the cleaning charges of the garment.

Room Key

It is important to keep the room key safely.

Pets

Pets are not allowed at the hotel.

Firearms

Guests are advised not to carry firearms or weapons of any sort inside the hotel premises. If you are carrying one, please deposit the same with the security officer of the hotel during your stay at the hotel.

Visitor Policy

For the interest and safety of all hotel guests, visitors are not permitted in the guest rooms post 09:00 PM.

Amendment of Rules

The management reserves the right to add, to alter or amend any of the above terms, conditions and rules, without any prior intimation or notice.

SAFETY & SECURITY

Emergency

In case of an emergency, please dial the "EMERGENCY" button "3" or dial '0' for the Operator.

Fire and Life Safety

Welcomhotel the Savoy, Mussoorie is equipped with one of the best safety and fire protection systems. Automatic sprinklers, smoke/heat detectors, manual call points, fire hydrants and portable fire extinguishers are fixed throughout the property and are constantly upgraded. Fire Escape Stairs, on each floor, ensure a safe exit from the area of fire.

We are aware that even with the best of systems, a fire can still break out. Our staff is professionally trained in firefighting. However, your safety can be greatly enhanced if you carefully follow the instructions mentioned in the following pages of this directory.

Keep your room key in energy saver or use the energy saver switch in room.

To avoid Monkey Menace, please keep room windows and balcony doors closed.

When you check into your room, familiarise yourself with:

- The Emergency exit pathways. The EXIT route plan is fixed beside your room door.
- The location of firefighting equipment is installed nearest to your room.
- The automatic smoke detection system is installed in your room.

Evacuation

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.

Smoke Detector

It gets activated with smoke. It is white in colour.

Hooter

It is a red rectangular piece that whistles to warn the guests, of a possible fire.

Manual Call Points

This is a square red box fixed at different places on the walls of corridors and other public places. If you sense smoke or fire, then pull the lever.

If You Discover Smoke or a Fire

- Remain calm. Do not panic
- Do not shout "FIRE". IMMEDIATELY inform the Telephone Operator about the fire, by dialing the Emergency Number "3" or dial '0'.
- Pull the lever of the nearest MANUAL CALL POINT in case of fire. Use the nearest fire extinguisher or the fire hose reel and try to extinguish the fire if possible. Do not endanger your life.
- If possible, evacuate the building.
- Stay calm and think... Don't hurry or panic.

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.
- Wait for an announcement through the Public Address System.
- Breathe through wet towels. Do not break the windows or try to jump.
- Do not walk in smoky areas. Always crawl. Close the doors, if there are any between you and the smoke.
- Do not jump from any height remain calm and think. Panic is the most dangerous reaction.

Security

1. The hotel has vigilant, mobile security staff on duty 24 hours. Do not hesitate to inform WelcomAssistance if you notice anything amiss, suspicious, anything of an alarming nature or if you have need of any special assistance.
2. Safeguard your Room Key so as to avoid any unnecessary inconvenience.
3. In case your Room Key is lost or stolen, inform WelcomAssistance immediately.
4. Ensure the door of your room is locked and secure openings to balconies before retiring or leaving the room.
5. When occupying your room, keep your door locked at all times.
6. Use glass panes on the door to identify all callers before opening the door.
7. Do not leave cash and other valuables in the room. Use the safe deposit box for valuables and money. A mini safe is fixed in your room. If this is not available, please contact the WelcomAssistance.
8. Always deposit your Room Key with the Reception when leaving the hotel/checking out.
9. Never reveal the name of the hotel, your room number or the details of your stay in front of strangers.
10. Do not leave your luggage unattended while checking out.
11. Never admit any repairman or persons with unsolicited deliveries into your room.