



## POST COVID-19 GUEST STATEMENT

The Health & Safety of our guests and staff is our primary concern while staying at a Karma Resort. We have developed new hygiene standards that have been implemented to the highest official standards, that include.

### ACCOMMODATION OPERATIONS & IN-ROOM DINING :

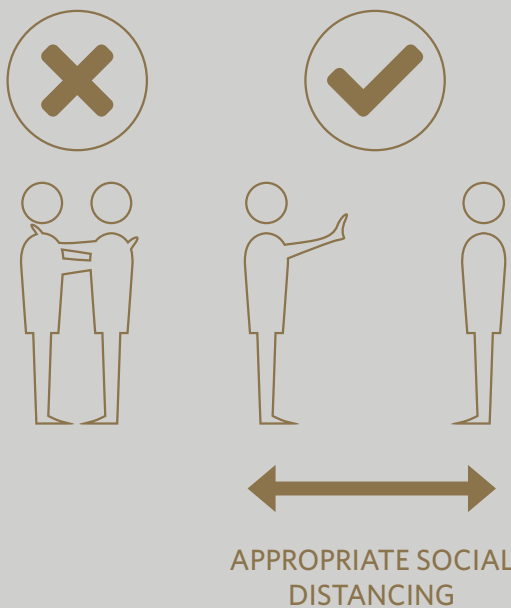
- All guests undergo body temperature checks and have their Temperature's recorded.
- Bell Boys disinfect luggage safely, wear gloves and masks, maintain appropriate social distancing from guests while escorting them to their accommodation.
- Keys / Key cards are sanitized and handed to guests in a disposable pouch.
- Hand Sanitizing stations, Signage and Posters.
- In-room dining menus / guest compendiums, telephones, remotes and high touch surfaces to be thoroughly disinfected during both daily cleaning and check-out.
- We have Health & Safety Protocols if a staff or guest becomes unwell.
- Provide Guests with a protective Mask if required.
- Disinfectant wipes and sanitizer to be placed in all rooms for guest use.
- All linen to be soaked in hot water as outlined in the safety protocols.
- Appropriate gap between check-outs and fresh arrivals as directed by official standards.
- Air purifiers have been installed into rooms where ventilation may be poor.

## FOOD & BEVERAGE :

- Restaurant tables have been rearranged to observe social distancing.
- No buffet service until further notice.
- Servers wear masks and gloves and maintain distance from guests during order taking.
- Single use daily menus have been introduced in order to avoid contamination.
- Cutlery and Crockery to be disinfected and sterilized after every use.
- Adhere to FSSAI mandated FOSTAC training guidelines on receiving, storage, and preparation of food, cleaning and sanitization of equipment.
- Food handlers to undergo temperature checks, sanitize hands, wear gloves, disinfected clothing and masks while preparing food.
- Food contact surfaces to be sanitized with approved alcohol solution.
- Guests must wear a protective facemask in line with local recommendations.
- Use cashless, and preferably contactless, payment methods.

## EMPLOYEES :

- Have been briefed and educated on the new standards, and Adhere to social distancing at all times.
- Wear protective masks in public areas and while preparing food.
- Are checked daily for temperature and fever symptoms, and complete a register.



## WHAT WE ASK OF YOU

- Let us know if you are not feeling well or have been in contact with or in a location with any infections in the last 14 days.
- Use contactless payments.
- Adhere to social distancing and wear a face mask while in public areas.