



SEVEN SEAS
HOTEL

KAVACH

For Your Safety

12, Mangalam Place, Sector – 3, Rohini, New Delhi – 110085

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Ramesh Dang
Chief Managing Director- Seven Seas
Hospitality Pvt. Ltd.
President, Delhi Banquet Federation



Your Safety is Our Utmost priority

Dear Guest,

At Seven Seas Hotel, it is our privilege to serve you.

Seven Seas take standards for hygiene and cleanliness very seriously and are taking additional steps to ensure the safety of our guests and associates. On a daily basis, Seven Seas is working to ensure that we meet the latest guidelines on hygiene and clinical cleaning. Seven Seas health and safety measures are designed to address a broad spectrum of viruses, including **COVID-19**, and include everything from hand-washing hygiene and cleaning product specifications to guest room and public area cleaning procedures.

During this global pandemic crisis where work is severely affected, we look forward to all your support, patience and perseverance in continuing to deliver world class hospitality services that demonstrate to guests that we are providing you a safety and hygiene '**KAVACH**'.

Seven Seas



Kavach

Safety & Hygiene

Seven Seas plans to introduce a safety and hygiene programme '**KAVACH**' mandate through a performance-based cleaning, disinfection and infectious disease prevention program that will focus on establishing hotel environment that is sanitary safe and healthy. '**KAVACH**' will also include detailed training and hygiene SOPs.

'**KAVACH**' addresses all the parameters of hotel operations, redefining protocols that ensure a safe environment while you continue to enjoy our luxurious and indulgent services.

Make peace of mind your first priority with Seven Seas.



Key Touch-Points



Switches
Lights, Lamps



Remote Controls



Minibar, Kettles & Coffee Machines



Handles
Doors, Closets, Drawers,
Guestroom Doors



AC Control Panels



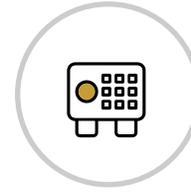
Cutlery, Glassware & Ice bucket



Bathroom Handles
Toilet Flushes, Sink Faucets,
Shower Controls



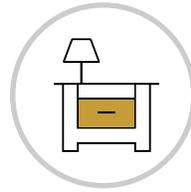
Telephones
Handsets & Dial Pads



Safes
Handles, Buttons



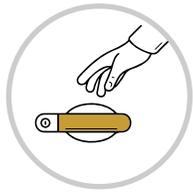
Toilet
Seats, Splash Walls



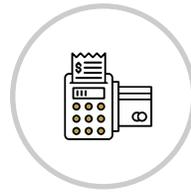
Bedside tables



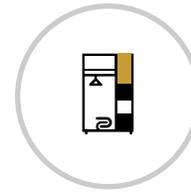
Table & Counter-Top Surfaces



Car Handles



EDC Machines



Walk-In Closet



Front of The House



Precaution is
better than cure



Front of The Hotel

- Rooms will be given on **single occupancy** unless guest are a family unit.
- Mandatory screening of **body temperature** upon arrival of the guest.
- Guest **luggage disinfected** before and after placing it in the scanner.
- All stationary items such as **notepads & pens are sanitized** after each use.
- We will disinfect **collected key cards** with medical-grade
- antimicrobial agent.
- All guest **elevator landing areas** to have sanitizers.
- Guest elevators to operate a **maximum capacity of 4 guests** per elevator.
- **Hand sanitizer** will be available next to elevators.
- **Aesthetic markings** on the floor of the elevator to indicate standing position.



Guest Rooms



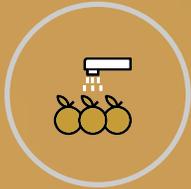
Precaution is
better than cure



Guest Rooms

- A Housekeeping Manager will monitor and **record periodicity of cleaning schedules** at all high touch areas across the hotel like door handles, switches, buttons etc.
- Our housekeeping service will **continue daily** and can be flexible on timings in order to **minimize person-to-person exposure** .
- Our guest rooms will be equipped with **disinfecting wipes** and **Sanitizers**.
- Based on your preference, **extra amenities** will be placed prior to your arrival to reduce any need for increased contact during the stay.
- **Our linen** will be handled with **extreme care** to prevent raising dust and potential contamination.
- Used linen will be **washed at a minimum** of 70°C for at least 25 mins to **kill potential bacteria**.
- We will **disinfect bins** with appropriate anti-microbial cleaning agent.
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Food & Beverage

- All guests will be greeted respectfully saying ‘**Namaskar**’.
- **Non-invasive thermal testing** conducted for all guests at the time of entering restaurant.
- All tables will be **sanitized periodically**.
- Our stewards will **wear protective** gear as per our health guidelines.
- All equipments, in room dining trolleys and other tableware cleaned and **sanitized periodically**.
- **Deep cleaning** of soft surfaces with the recommended cleaning agent.
- **All service and clearance** done through In Room Dining will be from the guest door step.
- Associate will **not enter the room**.
- **Table reservations** will have to be **made in advance**.



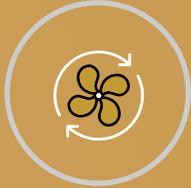
Food & Beverage

- We will exclusively provide '**A La Carte**' service for breakfast, lunch, afternoon tea, and dinner but some cold items may be available for hand collection by guests.
- **Wine by the glass** will be served.
- We will continue to observe the strictest good hygiene practices across all areas of the hotel following the norms of **Hazard Analysis Critical Control Point(HACCP)**.
- **To limit the exposure**, through the service period only one associate will interact with the guest (including order taking, food pickup, clearance, billing, checking for satisfaction).
- **Tables and chairs** will be disinfected prior to seating a guest.
- **Digital payments** will be encouraged.
- **Digital menu** with a QR code on the table to explore the restaurant menu.



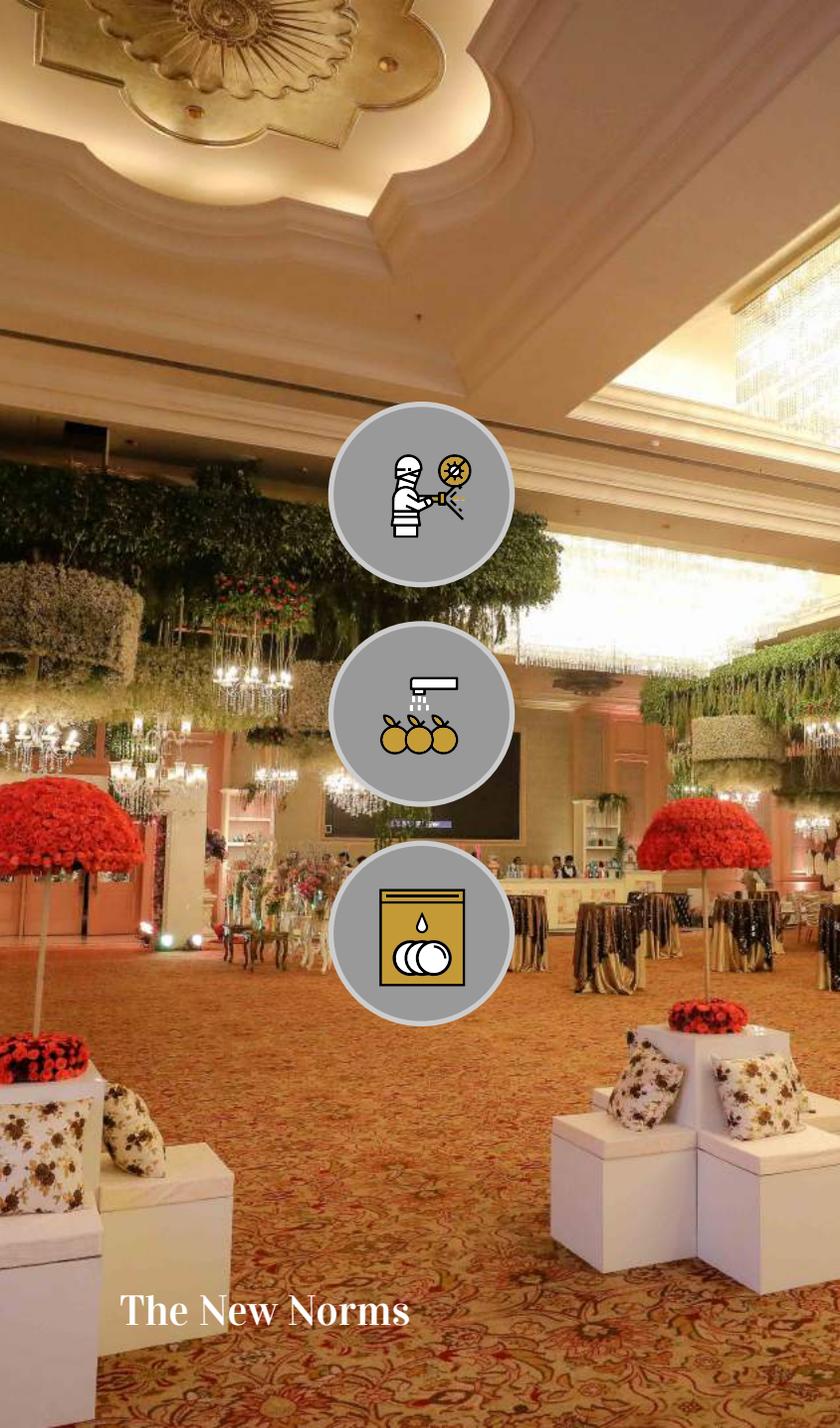
Banquet

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Banqueting

- All banquet **stationery** and **amenities** will be sanitized per use.
- **Hand sanitizer** and **disinfectant wipes** will be kept on each table as an amenity.
- **Fresh air systems** will be turned on 30 minutes in advance to ensure **good ventilation**.
- All **party vendors** (wedding decorator, event company etc.) will undergo the same temperature check as the associates and guests.
- Any **equipment** brought in by party vendors will be disinfected before entering the hotel premises.
- All **vendor staff** to wear gloves and masks while working in the hotel premise.

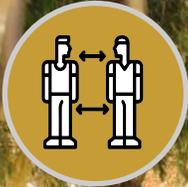


Banqueting: Guest Care Norms



- **PPE kits** and **mask** for all associates.
- Mandatory **Arogya setu** app for all guests and staff.
- **Buffet setup** keeping in mind social distancing norms.
- More of **personalise** and **pre-plated** service of starters.
- Interactive **live counters** offering customised gourmet delights.
- Strict **hygiene standards** for sanitisation of all **crockery and glassware**.
- Special **immunity booster** and **detox drinks** in the menu.
- Chef **curated food** menu including healthy delicacies.
- **Seating arrangement** in the hall with adequate gapping following **social distancing rules**.

Banqueting: Weddings & Social Events



- All guests will be greeted respectfully saying '**Namaskar**'.
- **Non-invasive thermal testing** conducted for all guests at the time of **entering banquet hall**.
- **Statutory announcements** during the event to follow social distancing norms.
- Family style service to be replaced by silver **service** or **Gueridon service**.
- Adapt the design of the **buffet live station** to allow a safe distance of minimum 1m.
- **Individually** served dishes.
- **Stationary dishes** on buffet to be served by associates only.
- Dedicated staff with protective gears at buffet counters to offer food to maintain **TOUCHLESS** experience.
- When **refilling buffets**, new platters should be used to replenish, no transfer of items to platters in use to **avoid any contamination**.
- Service of **canned/packed** beverages instead of open beverages.
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Creating Magic, The Safe Way

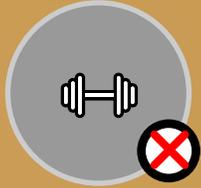
Weddings

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Recreational Experience

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Recreational Experience

- Fitness centre, pool, spa & salon will **remain closed** for service until advised by the concerned Government authorities.
- Hotel will actively communicate with guests about the **safety and hygiene** practices being followed in these areas.

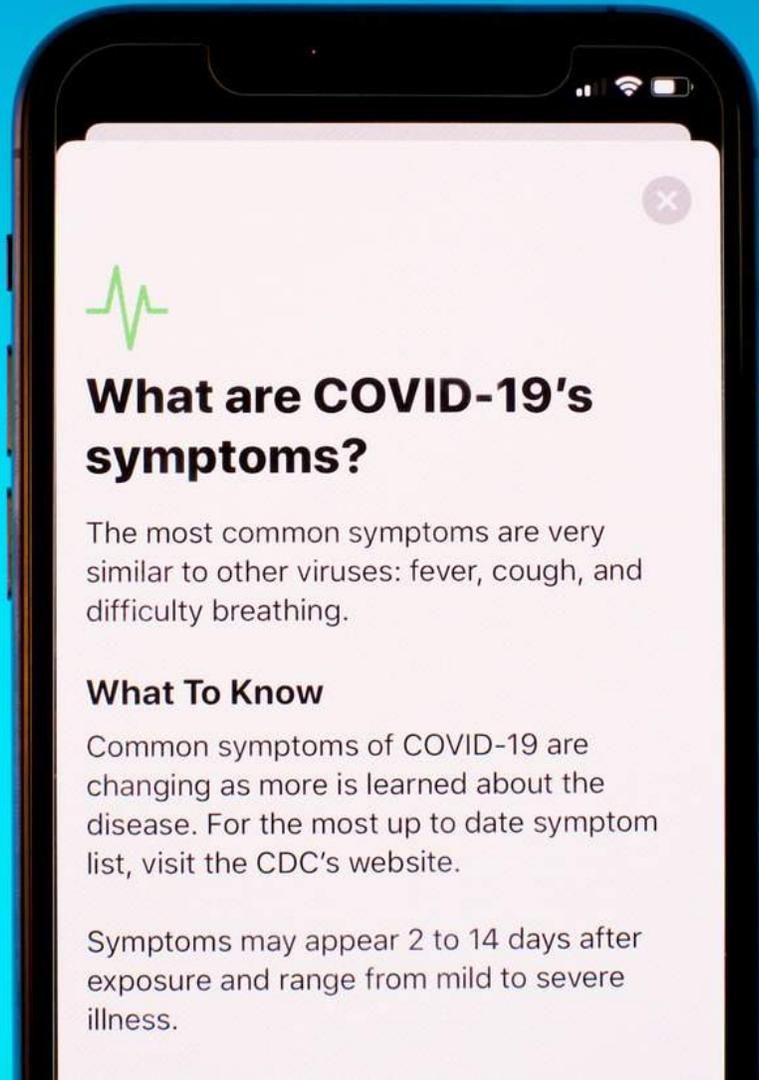
Remains Closed

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Guest Departure Experience: Check Out

- **Contact less payment** options and e-mail receipts will be encouraged; Payment terminals will be disinfected before and after each transaction.
- **Credit cards** will be **sanitized** while receiving and handing over the card.
- **Folders and pens** will be **sanitized** prior to handing over to the guest.
- The guest experience **feedback form** will actively seek feedback about the changed service standards and offerings.
- We will **disinfect** collected **key cards** with medical-grade antimicrobial agent.



Back Of The House

- **Aarogya Setu** App status need to be shown at employee entrance at Time Office.
- **Non-invasive thermal testing** conducted for all associates at the time of entering hotel.
- Temperature check for all employees clocking into the premises of the hotel and staff running temperature **more than 98.6° F** should be asked to return home.
- Any associate suffering from **sore throat, dry cough, shortness of breath, fatigue, vomiting and / or diarrhea** will be asked to return home and contact their local Public Health centre.
- **Social distancing** maintained in the associate dining area.
- All associates will use **touch less hand sanitizer** before and after clocking in to work.
- **Outer shoes** used inside hotel will be cleaned every day. Sole of shoes will be **cleaned and disinfected** with anti-microbial cleaning agent as colleagues enter building; Top of shoes will be polished.
- **Periodic medical** fitness test to be conducted for all employees.

Cleaning & Hygiene Partner

We work with **DIVERSEY** to create a safer, cleaner and healthy environment across our hotel, whether at restaurants, staff cafeteria, public area washrooms, kitchens, guest room, swimming pool, reception, lobby, staircase or laundry.

- **AIR FRESHNER:** Taski R5.
- **BATHROOM CLEANER CUM SANITISER:** TASKI R1.
- **SURFACES:** Taski R2 .
- **BATHROOM AND FITTINGS CLEANER:**TASKI R9.
- **WINDOW GLASS:** Taski R3.
- **HAND SANITIZATION:** Softcare Des E 70% Isopropyl alcohol wipe.
- **LAUNDRY:** Entire range of CLAX series chemicals.





At the Heart of Where
It All Happens



Seven Seas



Hope to serve you soon

