



Stay Assured with



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Decoding Hygieia:

Radha Regent, Chennai proudly announces launch of Hygieia - A new age cleanliness drive. This initiative is a synergy of best support from 6 governing bodies namely -



- Our best effort has been exercised in incorporating recommendations from WHO ,
- Norms laid by the Government body which is the FSSAI ,
- Standard Operating Procedures from our Brand - Sarovar ,
- Technical Inputs from Johnson Diversey with regards to cleaning re- agents
- Apollo Hospital Medical Training Partner will take us from being aesthetically clean to clinically clean and also ensuring good health of our employees ,
- Parikshan - Our Audit agency ensuring compliances at all levels.

We believe that this will provide wholesome safety to our guests at all times and to reassure that you will be safe, strong and secure at Radha Regent , Chennai





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Pre - Arrival: Reservations:

- Guest are requested to provide complete details with regards to his / her stay.
- The staff will inform the guest about the changes in the service design to promote contact-less service and requesting the guest to digitally share their photo ID's, payment options.
- The hotel website will feature details regarding the changes done in our hotel.





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Arrival:

Porch:

- The doorman will check for guest temperature using thermal scanners. Guests having temperature of above 99.6°F will be made to sit for sometime. Temperature will be rechecked after 10 minutes. If the temperature still shows higher, the hotel Front Office Manager will be informed who will assist the guest for medical attention.
- Guests are requested to self assist their luggage's.
- Security check will be done only through door frame metal detector.
- Guests in self driven cars are requested to park their vehicles in the designated parking areas.
- Cars for guest transfers are thoroughly sanitized after every arrival and drivers are informed to have minimum conversation with the guests.





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**Arrival:
Check - in**

- The floor near the check in counter are marked with demarcations and guests will be requested to stand in the respective demarcations to ensure social distancing.
- Staff have been trained to have minimum conversation with the guest at the counter to promote social distancing norms.
- Guest will be briefed about the safety norms followed by our hotel.





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Arrival: Check – in



- Guest key card are completely sanitized and are placed in a tray for guest usage.
- Registration cards with complete details of the guest will be prefilled and kept for guest signature.
- Immunity booster drinks will be served on guest arrival.
- Sanitization station is kept ready for guest usage after check – in process.
- A welcome letter detailing the service changes and essential communication will be placed in the room prior to guest arrival.





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Stay Experience Rooms:



- Only one staff with proper Personal Protection Equipment (PPE) will enter the room for the purpose of cleaning. Room cleaning will be done when the guest is not in the room.
- Rooms will go through highest levels of cleanliness and sanitation. Only branded tested chemicals will be used to disinfect surfaces.
- QR Code of In room dining menus are placed in the room & guest are requested to scan the same view the menu.
- All guest room amenities will be provided only on guest request, and will be for single use only.
- All departure rooms will be provided to the next guest only after fumigation of the room.





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Stay Experience Rooms:

- Guest public areas like lobby, corridors, elevators, restaurants, porch and periphery will go through scheduled cleaning of 4 times a day or more depending on usage.
- Guest laundry service will continue to be provided. All room linen and guest laundry will be treated with enhanced wash cycle and prescribed reagents.





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Stay Experience

Food & Beverage – In Room Dining

- Food will be delivered to the room in sanitized food boxes.
- Dedicated food pick – up staff and dedicated clearance staff have be assigned.
- In room dining staff are briefed to deliver the food outside the guests room and not to enter the room.
- Guests are requested to place the tray outside the room after completion of their meal for clearance.





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Departure Experience

Check - out

- Guest check out will happen in a different counter away from check – in to enhance social distancing.
- Guest folio will be mailed to the guests a day prior for his perusal.
- Guest will be recommended to use digital payment options. Usage of cash will be discouraged.
- Guests will be requested to place credit card in the tray.
- Folders and pens will be sanitized prior to handing over to guests.
- Room keys will be sanitized once check out has happened.





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Post Departure Experience Guest Feedback



- Courtesy / thank you mail will be forwarded to the guests from front office.
- Feed back forms will be sent either by mail or Whatsapp having feedback points with regards to the new cleaning standards maintained at our hotel.
- Guest will be encouraged to use trip advisor to feed in their valuable feedback.



YOUR SAFE ABODE AWAITS.

Nothing brings us more joy than
welcoming you back.

With heightened precautionary measures
in place, we are ready to host you again.



Presenting Hygieia,
a strong initiative to prioritise
the safety and security of your
wellbeing at all times.



In partnership with