

RAAS COVID-19 POLICY

STAY SAFE. STAY WELL.

We're told repeatedly that our primary tool to combat the coronavirus is cleanliness. For any sort of illness-causing viruses and germs, in fact. Cleanliness leads to better hygiene and well-being. And we're very acutely aware that when you choose to stay with us, you're trusting us with your health. We've consulted with experts and examined protocols laid down by the World Health Organisation and the Ministry of Health, Government of India to create our own exhaustive list of dos and don'ts. We thought you might be interested in the highlights.

PRE-CHECK-IN

You'll be requested to email us documents needed for check-in purposes.

ARRIVAL

A thoroughly sanitised vehicle will pick you up. At RAAS, your temperature will be checked. You will then be escorted through a sanitisation tunnel. Your luggage will also be sanitised and brought to the door of your room, suite or tent.

CHECK-IN

Signing you in and receiving payments (on check-out, as well) will be transacted electronically, via an app or via text messaging and email.

Features of your room/suite/tent will be explained without stepping inside, unless you ask a staffer to do so.

- Please know that the space will have been sanitised 48 hours prior to your arrival and left undisturbed.

SERVICES: HOUSEKEEPING, F&B

Rooms, suites and tents will be cleaned after two days of being occupied, unless requested otherwise. Hotel services, food and drink menus will be accessible via an app or QR codes. Payments, if any, can be made electronically.

OTHER KEY INFORMATION

- Dedicated parking slots are available for those driving themselves.
- Foot-operated sanitiser stands shall be placed at various locations across each property.
- Masks and gloves are available on your request.
- All hotel equipment, being used by guests and staff members, will be sanitised after every use.

Lastly, but of equal importance, the health of staff members will be monitored every day. Each member will wear a uniform that has been disinfected and always sport a mask and gloves when at work. They will also be using a sanitisation tunnel before entering the property. Staffers interacting with guests or providing services such as cooking, serving or housekeeping will change their gloves and masks often or after every service interaction. And, of course, wash their hands just as frequently.

If you have any further queries, please do not hesitate to ask.