

# VANA COVID-19 POLICY

At Vana, as always, safety and wellbeing are paramount.

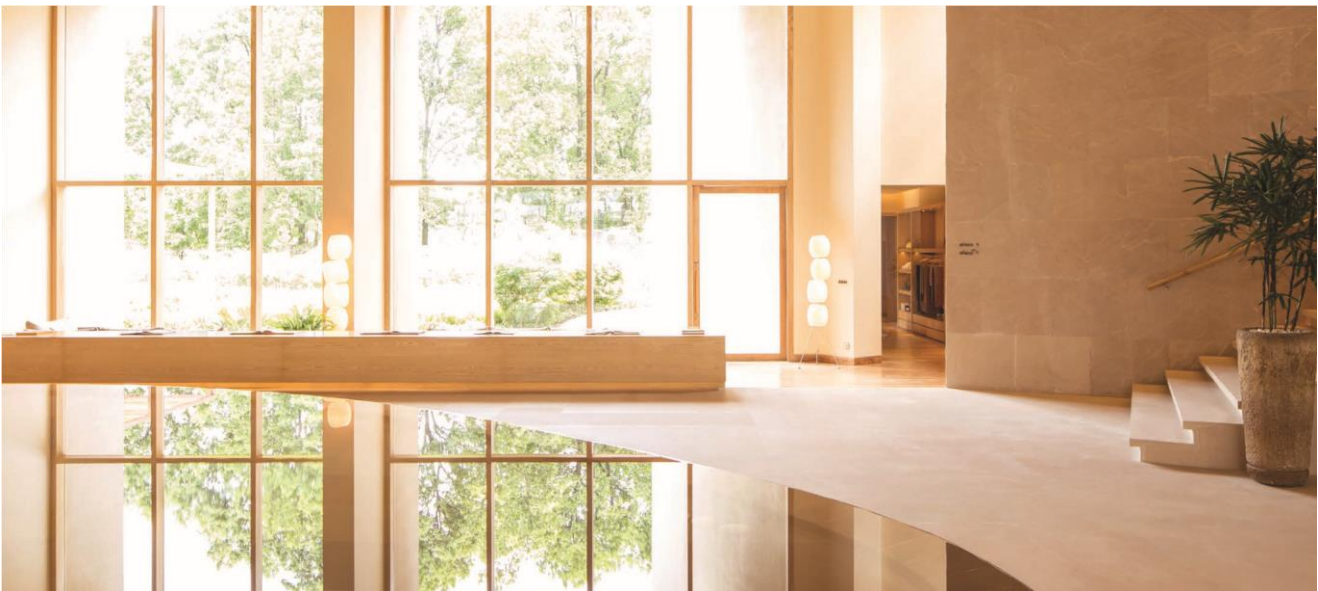
Our commitment to provide a safe and natural environment, for our guests and team, remains unwavering. The attention to detail - for which Vana is known - extends to refining each aspect of the Retreat's offerings and aligning it to the current safety norms.

The Retreat is spread over 21 acres, and the vastness of its architecture and landscape naturally ensures privacy, as well as safe distance. Furthermore, as per the Retreat guidelines, our offerings are limited to resident Vanavasis only

Additionally, we have ensured that all our associates stand vaccinated with at least one dose. To ensure social distancing within the Retreat, we have further limited our reservations to maximum 25% occupancy until September 30, 2021.

## Disclaimer

As per the latest guidelines issued by the State of Uttarakhand, all arriving travellers must carry negative RT-PCR test reports from an ICMR approved lab not older than 72 hrs. before they arrive in the state. Additionally, travellers are required to please check the state guidelines, before undertaking a journey



## Retreat Services

- Hand sanitisers/disinfectant wipes and masks will be available at every point from where we welcome you at the Retreat.
- All guests will undergo temperature checks at the entrance, done by our doctors.
- All baggage will be sanitised on arrival with correctly formulated disinfectant and the baggage scanning machine will be disinfected at regular intervals.

- Laundering of the travel clothes free of charge.
- All outdoor activities currently stand suspended

## House Keeping

- Frequent cleaning and sanitisation of all touch points in the shared spaces.
- Unused room linen and bath linen will also be sent to the laundry on departure.
- Deep cleaning of upholstery in each room will be carried out after departure.
- High touch points in the rooms will be sanitised thoroughly with an extra focus on surfaces such as door handles, knobs, remote controls, writing table tops, switches, telephones, WC flush handles, health faucets, vanity counters and floors.
- Minimum 24 hours to breathe out the room after the departure of the guest.
- Entrance doors will be left open during meal periods to eliminate the need of touching the doors
- All tables and chairs will be sanitised before and after every meal period and after every guest use
- Menus, in-room dining trays, and warmers will be cleaned and disinfected after every use

## Kitchen

- All team movement will be clockwise to reduce cross traffic and maintain a safe distance.
- Grocery packets will be sprayed with 100 PPM chlorine.
- We have been certified by ISO 22000:2005, which is a Food Safety Management System renowned internationally.

## Wellness Spaces

- Personal yoga mats will be provided to the guest to use throughout the stay.
- Heat and Wet spaces will not be operational.
- Treatment rooms will be aired out for an hour before the next treatment.
- Establish maximum numbers of guests per group session to ensure guests can practice social distance.

## Other Measures

- All parcels, courier items, shopping bags, etc. received or given to guests will be sanitised before entering the Retreat and the guests' room.
- The right to admittance remains with the Retreat and our reservations team.

- Mandatory Aarogya Setu App on all Team member hand phones and installation on our guests hand phones post arrival.

