



Measures for a safe and higeience experience for guest!





The Red Shield Assurance is an initiative launched by The Red Velvet hotel to confirm that we have availability of all the resources and are informed about the details to re-open our doors for our valuable guests. These measures focus primarily on hygiene guidelines, booking policies as well as precautions to be taken by guests and staff to ensure safety and flexibility.



## Reason behind of The Red Shield Insurance?







#### Why Does The Red Shield Assurance matters?

The coronavirus pandemic has hit the hospitality industry hard in a way that now the need for a safe environment is of utmost priority. The Red Velvet Hotel has launched The Red Safety Assurance initiative to abide by the Standard Operating Procedures (SOPs) to ensure a safe and sterile environment for the guests. With travellers being extremely thoughtful about their accommodation, the need for safety of staff and stays that are well-sanitised and clean is particularly important.

#### Necessary Equipment Used By Red Velvet To Combat COVID - 19



Personal Protective Equipment



Alcohol based hand sanitizer



Temperature check through thermal gun thermometer



Disposable hand gloves



Face Masks

Essentials Supplies for Cleaning



Disposable duster and cloth



Bleach, 1% sodium hypochlorite and ethyl alcohol



Disposable disinfectant wipes



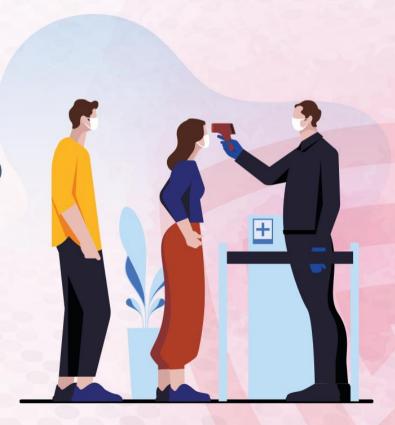
Sprays and phenyl disinfectant



#### All-inclusive Guidelines For The Team Members

Our team discussed with various medical and industry experts and prepared the following guidelines -

- 1. Measures taken prior to cleaning process.
- 2. General cleaning directions.
- 3. Sanitisation checklist (Before, On Arrival and Post Checkout)
- 4. Guidelines for serving guests.
- 5. Safety kits for various service providers.





#### Importat message from our in-house team on COVID-19

staff as they are the first ones to access the hotel rooms to clean it after the earlier guests have checked out. Each member needs to be trained and informed about the spread of the virus and ways to keep themselves safe from it.

Staff members who sense any symptoms of COVID-19, should be asked to self-quarantine themselves and not be allowed to work, until their health recovers. It should be compulsory for all the staff members to have the Aarogya Setu application installed in their phones.

## Pre Cleaning Measures All Cleaners Must Follow



Wash hand thoroughly with soap and water



Monitor temperature twice daily



Refrain from touching face and eyes with unwashed hands



Wear disposable gloves



If unwell, consult a doctor



Disinfect phone with a suitable moist soap





Use disposable tissues Wear gloves while carrying out cleaning



Keep the toilets dry and clean



keep the rooms and all other space clean, well ventilated and pest-free

# Disinfect High Touch Points Frequently And Thoroughly





Door Knobs Handles lockboxes and keys



Windowsill, pulls and handles



cleaning of electronics & any other appliances



Indoor trash bin



Cabinet pulls, knobs and drawer



Disinfect all cleaning supplies soaps and shampoos



Remote controls of AC & TV



Switches, fan pull chains and other frequently touched objects



Stair railing and outdoor porch railings



Kitchen sink, cabinets utensils and stove



#### What is the Proper Way to Sanitise?

Most of the corners and places in the hotels demand proper sanitization after which the contamination reduces, and those surfaces become reasonably safe. Sanitisers kill 99-9% off all known bacteria, viruses and fungi and thus are enough to combat the virus present there. Using sanitiser with at least 60% of alcohol in it, turns out to be effective against coronavirus. However, certain surfaces in the hotels are subjected to more contact, for which sanitisation is not enough and that is when disinfection is required.

#### **How is Disinfecting Done?**

Disinfection is a method where all pathogenic microorganisms are killed. In the current scenario, the best way is to replace all the cleaning products with WHO-approved and EPA approved disinfectant solutions which are safe to be used against coronavirus. The cleaner must know how long the product needs to sit on various surfaces to be effective by following the instructions on the label.

## Standard Guidelines For Serving Guests





Restrict the use of shared amenities like books etc.



Have maks readily available



Temperature checks to be conducted before check-in



Restrict the usage of Gym



Serve packaged food and beverages in the room to avoid contact



Encourage guests to be frequently wash hands

## Recommended Safety Measure For Service Providers (Vendors)





Usage of alcohol based hand sanitiser



Disposable hand gloves



Temperature check via gun thermometer



Usage of face masks



Protective eye wear



Mandatory Aarogya Setu App



## **Updated Booking Policies**

- Flexibility in cancellation and rescheduling of policies
- 24 Hour window to be provided between consecutive booking
- Restrictions on the number of guests to enable social distancing
- Dedicated self quarantine rooms



#### A Message From Team Red Velvet!

Most of the things that we have learned so far and have put forward to you, has come from our internal discussions and meetings. The things that we have compiled as a conclusion are a result of our decisions, combined with our guests' feedback and industry guidelines. We are obliged to our in-house as well as industry mates for coming together and working on new standards for hospitality industry's future. Moving ahead to combat the pandemic and have a healthy living ahead, we hope that The Red Shield Assurance proves to be helpful for all of us. With our joint efforts and enthusiasm to travel again, let's flourish again.









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