



The Astor
KOLKATA

**Conference
and
Wedding
We Care Pledge**



At The Astor, We care!

Keeping in mind the present circumstances; we have refreshed our Service Standards in readiness to ensure the highest levels of our guest's safety. All our standards are in line with the guidelines issued by the Ministry of Health & Family Welfare (MoHFW), the World Health Organization (WHO), the Food Safety Standards Authority of India (FSSAI), ISHRAE (Indian Society of Heating, Refrigerating & Air Conditioning Engineers) and from Ministry of Home Affairs (MHA). **The purpose of this document is to provide our guests and associates with an overview of the changes that we have initiated at our Conference and Wedding venues at The Astor Kolkata.** As the current situation is dynamic in nature, our efforts will continue to evolve by updating further guidelines and implementing best practices as we move on. We look forward to all your support. We have a 'Crisis Management' documented plan in place and methodology of reporting any issues that arise in our hotel. A detailed guideline on our safety measures is available at our Website.

The implementation and effectiveness of these measures undertaken will be evaluated frequently to verify compliance, identify and correct the gaps, and adapt the plan to practical experience. Our Safety task force involving members of each relevant department will support the implementation of the action plan.

Safety Measures at our Wedding and Conference Venues

- Our entire Banquet setup will have chairs and tables ergonomically placed, for maintaining the social distancing norms. The setup will include 1.5 meters distance between tables and number of guests seated on each table. For theatre style setup, same norms will be followed.
- Our associates will serve the buffet at our banquets. We will completely discourage our guests to touch the ladles while helping themselves with the offering. Each section of the buffet will have team members wearing masks and gloves to serve the guests. Buffet counters will be placed according to the social distancing norms as per the MHA Guidelines.
- Any collateral or articles such as parcel, courier and gifts/vendor supplies/audio visuals etc, received at the front office or security desk will be taken to the banquet after it is disinfected and sanitized.
- Our pens and writing pads in the banquet will be for single use.
- Our audio visual/sound systems will be wiped with Infektocide BR502 after each use.
- Our banquet sofas and chairs will be disinfected with Avenger Spraying machine, using Infektocide BR502 solution after the guest vacates the hall.
- Our entire banquet hall will be fully sanitised with our fogging machine using Infektocide BR502 after every event.
- We will restrict the number of covers for all social gatherings and corporate events as per the MHA guidelines.
- We will advise the guests to keep the decorations minimal to maintain health and hygiene practices.
- We will provide pre-packed individual bottle waters for our guests.
- We will place hand sanitisers at convenient locations for guest use.

- Our banquet restrooms will be frequently disinfected and sanitised.
- Our operational equipment used by guests and associates will be hygienically washed/damp dusted/disinfected and sanitised before every use.
- During bar services, the counters will be placed following proper distancing norms. We will encourage guests to restrict gathering in front of the bar and maintain social distancing while they pick up their drinks.
- During snacks service, we will encourage guests to pick snacks maintaining social distancing norms.
- Individually wrapped candies during the conferences will be discouraged.
- Tea-time cookies will be served only by our associates.
- During tea breaks, we will encourage guests to maintain social distancing as per the guidelines.
- All beverage containers at the bar counter will be fully sanitised before it is opened.
- We will treat our banquet linens with enhanced wash cycles using anti-bacterial solutions in our laundry.
- Non-invasive thermal temperature testing will be conducted for all our guests, employees, and our support partners at the Hotel Entry. Guests and employees will be advised to download Aarogya Setu application in their smartphones/electronic device.
- All employees will be wearing gloves and masks, and will be greeting our guests with a “Namaste”.
- All touch points along with guest facilities and our heart of the house areas in the hotel will be frequently sanitised and disinfected with FDA approved chemicals.
- No brochures/hand-outs/collaterals will be given to guests as these are touch points. We will be sending these via email or through WhatsApp.
- Sanitisation trays will be kept at every access point. There will be markings on the floor at the reception to maintain social distancing.
- We will disinfect and clean guest luggage.
- We will encourage a digital payment for all our guests to initiate Contact-less Payments.
- All our cutleries, crockeries, and glass wares placed on the table/buffet will be sanitised for your use.
- We pledge to constantly train our employees on Food Safety, Hygiene and Sanitisation.
- All our linens and uniforms will be treated using enhanced wash cycles and an anti-bacterial solution.
- We will be following all guidelines from ISHRAE (Indian Society of Heating, Refrigerating & Air Conditioning Engineers) to operate our HVAC system
- Decongestion of seating arrangements will be done in all our public areas and banquets to maintain social distancing.
- Our employees will be strictly told to maintain respiratory and hand hygiene etiquettes at all time.
- Banquet floors will be mopped and disinfected after every function.
- Everyone at The Astor will be a house keeper 24 hours 7 days a week.