



# Our We Care Pledge

At The

**The Astor**  
K O L K A T A



## At the Astor, We Care!

### Our Pledge!!

- All our standards are in line with the guidelines issued by MoHFW, WHO, MHA, FSSAI, and ISHRAE.
- Non-invasive thermal temperature testing conducted for all our guests, employees and our support partners at the hotel entry.
- Guests and employees are requested to download Aarogya Setu application in their smartphones / electronic device.
- We are using Electrostatic and Avenger sprayers with MoHFW, MHA and FDA approved/directed disinfectant to sanitize and fumigate all our areas throughout the hotel. In addition, we also have ultraviolet light technology for sanitising devices shared by our associates.
- All employees will be wearing gloves and masks, greeting our guests with “Namaste”.
- All touchpoints along with guest facilities and our heart of the house areas in the hotel are frequently sanitised and disinfected with FDA approved chemicals.
- We will place Room Sanitised Card on the main door handle after our guests’ room has been hygienically cleaned, sanitised and inspected.
- No brochures/handouts/collateral to be given to guests as these are touchpoints. These will be sent via email or through WhatsApp.
- Sanitisation trays are kept at every access point, markings on the floor at reception to maintain social distancing.
- We will disinfect and clean guest luggage.
- We encourage a digital payment for all our guests to initiate Contact-less Payments.
- Digital Menus for all F&B outlets including In-room dining required to be scanned through the QR Code. Guests will view our F&B menu on their electronic device.
- All our cutleries, crockeries, and glasswares placed on the table are sanitised for use.
- We will keep alcoholic wipes which guest can use to clean their phone, credit/debit cards and wallets.

- We pledge to constantly train our employees on Food Safety, Hygiene and Sanitisation.
- In-room dining and services to guests will be provided keeping in mind all the hygiene protocol.
- All our linen and uniforms are treated using enhanced wash cycles using an anti-bacterial solution.
- We are following all guidelines from ISHRAE (Indian Society of Heating, Refrigerating & Air Conditioning Engineers) to operate our HVAC system.
- Decongestion of seating arrangements is done in all our public areas, Food and Beverage outlets and Banquets to maintain social distancing.
- Our check-in formalities will be completed online and touch less to reduce contact time at the front desk. A sanitised pen would be provided in case any paperwork formalities required to be completed. Guest's key card is sanitised through UV rays before handing over.
- Guests arriving from overseas or another city will be asked to share information about their travel and medical history.
- We discourage providing newspapers and magazines to guests, but e-papers will be provided.
- Each section of the buffet will have team members wearing masks and gloves available to serve our guests.
- Our employees are strictly told to maintain respiratory and hand hygiene etiquette at all times.
- Everyone at The Astor is a housekeeper 24hrs on all 7 days a week.
- 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.