

Eco Retreat ODISHA



GUEST SAFETY GUIDE



Dear Guest,

The past few months have been tough for all of us due to the pandemic outbreak. These uncertain times made it extremely difficult to think of travelling as safe. That is why we feel extremely honored to be having you as our guest, thank you for trusting us with your safety. And we promise, you won't regret it. Have a great stay!



SAFETY PROTOCOL IN PLACE

Eco Retreat management has left no stones unturned to ensure your safety. With the new cleaning and disinfection procedures in place, increased focus on communal spaces, availability of protective equipment and a team of trained professionals we've left no room for an error.

Take a look at this Guest Safety Guide which will give you detailed information about all the measures being taken in the premises pertaining to the safety against COVID-19.



* The images used are for visual representation only



CHECK-IN/CHECK-OUT PROCESS



The guests arriving at the Eco Retreat will be thermally scanned at the main entrance.



It is mandatory for each guest to have Arogya Setu App on their phones.



'Namaste' will be used to greet our guests instead of handshakes.



Social distancing will be strictly maintained at all times.



A contactless check-in/check-out process will be practiced.



All information provided to guests will be in digital form.



Contact free sanitizers are placed in the entire Eco Retreat



Immunity boosters will be served as a welcome drink at the Reception Lounge.



Digital payments are encouraged for any sort of transaction.



Safety Kit containing Mask & Sanitizer will be provided to all guests during the check-in process.



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Luggage Scanning And Disinfection



Guest Luggage will be sanitized by Staff while wearing PPE kit.



A separate area is allocated for Guest Luggage to maintain safety and sanitization of guest luggage.



Luggage will be taken off from buses/private cars by the designated team wearing PPE kits and will proceed with the luggage Disinfection process.



The luggage will be transferred to the respective rooms with all precautions.

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ROOM CLEANING & DISINFECTION PROCESS

Room cleaning will be done as per norms of Ministry of Health and Family Welfare Directorate General of Health Service, Government of India while wearing PPE Kit.



The dedicated sanitization staff uses WHO recommended chemicals to deep clean the room.



While disinfecting the rooms our sanitization staff keeps the used linen of each room in separate laundry baskets and then directly sends it to inhouse laundry where it is washed and disinfected.



All the common touch points such as door knobs, table surfaces, in-room telephones, switches, toilet seats, soap dispensers etc. are disinfected thoroughly with chemicals as approved by the WHO.



The rooms are not allotted to any other guest for the next 48 hours of check-out, this time is utilized to thoroughly and repetitively clean and disinfect the cottages.



The windows of these rooms are left open for few hours to enable the circulation of fresh air and to make it pleasant for the guests on their arrival.



All touch points in the room are sanitized when guests leave for sightseeing.

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SAFETY PROTOCOLS AT DINING HALL



Guidelines issued by Food Safety and Standards Authority of India (FSSAI) against COVID-19 are being strictly followed.



QR code will be issued to guests for the ordering of meals for a contactless food ordering experience.



The dining hall has been well equipped with contact free hand sanitizers across the arena.



The guests entering the dining hall will be thermally scanned at the entrance.



In-room dining options will be given to all guests if they choose to not dine in the dining hall.



Cutlery will be disinfected using plate warmer.



SAFETY PROTOCOLS AT DINING HALL



No self-service shall be allowed and all food and beverages will be served only on dining tables.



All the unused sugar/salt sachets shall be disposed-off and shall not be used again.



Guest health and safety is our highest priority, for which the guidelines and instructions issued by the Food and Environmental Hygiene Department are being strictly implemented.



The seating arrangement has been done keeping in mind the social distancing norms and a minimum gap of 6ft has been maintained between two tables.



Deep cleaning of the dining hall will be done after every meal.

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SAFETY MEASURES AT ECO RETREAT KITCHEN



Kitchen area, staff area, washing area for the kitchen undergo a sanitization process constantly as per the prescribed guidelines.



The vehicles used to procure the raw materials for cooking are disinfected and sanitized before and after a delivery.



The raw materials procured for cooking undergoes a thorough sanitization process as recommended by FSSAI before being used.



All the raw material and food items are disinfected thoroughly and kept in specially designed quarantine rooms for 72 hours before being used.



All the measures are taken to ensure that the social distancing is maintained.



Probiotic drinks are added to all meals to boost immunity.



All procurement of fruits and vegetables are done from approved shops only.



Food and beverage staff are always equipped with disposable gloves and masks at all times.



COMMON AREA SAFETY PROTOCOLS



Weekly service of Air Condition Ducts across the property is done.



Common touch points such as furniture, door knobs, washrooms are being frequently disinfected,



The Reception Lounge is being sanitized every hour with required chemicals.



Reception Area, Dining Hall and Multipurpose Hall have been equipped with proper ventilation for fresh air circulation.



Separate entry and exit points for the guests have been allocated to maintain the efficiency of the protocols.

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OUTDOOR TOUR PROTOCOL



The buses/cars used for sightseeing once vacated by guests will then be sanitized immediately, the same will be marked by a sticker indicating that the vehicle has been sanitized by the designated team.



All the buses/cars will be sanitized every time before the journey starts.



Disposable seat covers and head rests will be used.



Buses will not be utilized to their 100% seating capacity. More buses will be allotted to maintain social distance.



Drivers, Cleaners, Tour Coordinators will be thermally screened at every trip.



Equipment of mask and gloves will be mandated for them at all times.



A sufficient number of Masks and Gloves will be kept in each bus.



OUTDOOR TOUR PROTOCOL



All the bus drivers and conductors have to undergo a regular health check-up every 15 days.



All our drivers have to wear face mask, hand gloves, protective shoes while on duty.



All guests are supposed to go through the sanitization process each time they return to tent-city from an outing.



All common touch points like door handles, door knobs and aisle will be sanitized continuously.



A/C ducts will be cleaned on a weekly basis.



No guest vehicle movement inside the tent city will be allowed.



Refreshments served to guests will be served in sanitized trays and cutlery and serving staff will be equipped with masks and hand gloves at all times.



GAMING AND AMENITIES SAFETY PROTOCOLS



All touchpoints such as rackets, balls, shuttlecocks or any such gaming equipment will be sanitized and cleansed as per MOHFW guidelines before and after every time it's used.



Gym/club-house will be sanitized at regular intervals



Social distancing is to be maintained between guests at all times.



STAFF HEALTH PROTOCOL



All staff will undergo medical check-ups every 15days.



No personal guests will be permitted at staff accommodations.



All staff on duty will be mandated to wear safety mask and gloves at all times.



Personal grooming will be strictly observed.



MEDICAL FACILITY AT ECO RETREAT



Information on COVID-19 will be made available for all guests at the medical facility.



Doctor on call will be available in case of emergency.



A set of rooms have been dedicated specially for isolation purpose incase if emergency arises and a doctor needs to be called.



SAFETY MEASURES AT THE IN-HOUSE LAUNDRY



All laundry machines will be disinfected at regular intervals.



All laundry staff will be mandated to wear safety gloves and masks at all times.



More number of washers, dryers and pressing machines are installed in order to make washing of staff uniforms more frequent than before.



SAFETY MEASURES FOLLOWED BY THE SECURITY TEAM



The security team will be wearing gloves and masks at all times.



The security team will be thermally screened every day and medically checked every 15 days.



SAFETY MEASURES TO BE FOLLOWED BY THE GUESTS



The guest is expected to keep the safety kit with them at all times.



The guests are strictly supposed to follow social distancing.



The guest should always have their masks on.



The guest must regularly wash or sanitize their hands



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