



---

The health and safety of our guests and employees continues to be our top priority as we respond to the evolving COVID-19 pandemic. We have taken diligent health and safety measures in all areas of our Resort.

### ■ Generic Procedures

To ensure all standards and protocol adhered to, we have a dedicated Health and Hygiene specialis team.

All the guests have to give a self-declaration stating that they are asymptomatic.

Single point entry and exit for Team Members and Guests with thermal scanning, hand wash facility and sanitizer.

Our cars are disinfected after each use, as is luggage before entering the hotel.

### ■ Team Member Precautions

All our employees are fully vaccinated.

Employees are monitored and tested when on property or if returning from being off property.

Temperature check for employees will take place daily at the entrance.

All our staff are in a safe bio bubble at the resort

### ■ Reception Precautions

On arrival the guests will be screened for temperature at the entrance.

Contactless check-in, check-out and payments carried out whenever possible.

To avoid contact, online check-in formalities are initiated where we would be collecting all necessary documents and ID cards by email before your arrival.

An exclusive welcome kit packet with a pre-sanitized room key & pen will be provided.

### ■ Housekeeping and Laundry Precautions

Cleaning of rooms as per the guidelines of World Health Organization and Ministry of Tourism.

All public area points of contact and public bathrooms are cleaned disinfected periodically.

An exclusive fully sanitized kits will be pre-placed in each guest rooms which will have an extra set of

bath towels, Gowns, Beach/Pool towels, Bed linens, sanitizer, face mask, gloves, Thermos flask and Reusable Glass Water Bottles. Further supplies if required will be provided on request.

Cloth bins are provided in rooms to put the used linen which will be disinfected and cleared out.

The Health and Hygiene specialist will monitor the cleaning process.

Laundry, linen and swimming pool towels are washed at high temperature.

## ■ Restaurant Precautions

Restaurant seating have been arranged to ensure safe distances.

At the buffet, It is compulsory to use face masks and food will be served at the buffet by a dedicated service team.

All table mats, cutleries, crockeries and glass wares are sanitized with IFB washing detergent and steamed after each use.

Awareness signs are placed in the restaurant.

## ■ Swimming Pool and Beach Precautions

Regular sanitization of the swimming pool area will be done periodically.

As space of at least 2 meters is arranged between each chaise lounge for ensuring the safety.

The guests should bring their own beach/pool towels as provided in their room kit.

## ■ Consultation Room

Thermal screening will be done during the first consultation.

The doctors and would be using masks during the consultation time. Hand sanitizers available in each consultation rooms.

To maintain proper social distancing at the Ayurveda reception lobby, Routine consultation time will be informed one day ahead.

## ■ Treatment Room

All treatment rooms will be cleaned thoroughly after every treatment slot.

Hand sanitizer will be available in all treatment rooms.

Face related massages are avoided initially for the first 3 days considering the Covid safety

Therapists will wear mask and apron during treatment

In order to avoid/ reduce cross contacts, the same therapists will be assigned for the entire treatment course.

All treatment rooms to be routinely fumigated with-Aparajitha Dhoopa choornam, a highly recommended anti-microbial Ayurveda formulation which is clinically proven to be effective against common pathogenic bacteria and viruses.

If any symptoms like sore throat, fever or any infections are noticed, the treatment will be cancelled and we will provide them with an appropriate care in isolation. If special care is required, they will be referred to a higher center.

All clothes used during treatment will be disinfected after each use.

## ■ Yoga and Yoga Hall

Hand sanitization before entering and while leaving the yoga halls mandatory.

Guests should bring their own towel from their room -kits. The yoga mats will be thoroughly sanitized before and after each sessions.

A distance of 2 meters are maintained between each individual during the session.

Cleaning of the yoga hall floor with disinfectants before and after each yoga session.

The guest should strictly avoid yoga practice in case of any illness especially fever and respiratory symptoms like cough, cold and sore throat.



Our discerning guests can be assured of our strict compliance with the National Accreditation Board for Hospitals & Healthcare Providers (NABH)- the leading standards organisation for sanitation, hygiene, safety and infection control practices.

Kindly keep your healthy distance from guests and employees while staying at the Resort.

Be well and stay safe. Consult our Manager on Duty for further assistance.

Thank you for your understanding and co-operation.

Sincerely,

The Nattika Beach and Rockholm Team.

