

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

Room accommodation allows for no more than two adults.

Masks and disposable gloves are being worn by all team members at all times and changed frequently.

Maximum capacity is restricted at 50% for every public places to ensure social distancing.

Correctly formulated Touch free hand sanitizers are placed in all public spaces and entrances of the Resort.

Specific rooms are assigned to quarantine any suspected cases and illness.

All supplies and materials are sanitised before being admitted into the hotel premises.

Quality of protection tools and sterilization products are provided through companies approved by the Ministry of Health.

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

All the patients & visitors to the institution have to give a self-declaration stating that as per their knowledge, they were not in contact with COVID patients for last 14 days.

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

■ Reception Precautions

Our cars are disinfected with SAC S-125 (Virucidal, Fungicidal, Bactericidal) after each use, as is luggage before entering the hotel.

On arrival the guests will be screened for temperature at the entrance and if it is above the limit, they will be shifted to the specified isolation room or referred to the government health authority for further care.

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.

A guest check-in self-declaration form is in place which covers Covid 19 symptoms additionally stating that as per their knowledge, they were not in contact with COVID patients for last 14 days.

An exclusive welcome kit packet with a pre-sanitized room key & pen will be provided on arrival for a contactless registration process.

Glove and mask will be used by the front office personal and Housekeeping team, who perform the check-in process.

■ Employee Precautions

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.

Medical awareness and safety procedures are provided to all employees.

■ Housekeeping and Laundry Precautions

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

All public area points of contact and public bathrooms are cleaned and sterilized continuously using SAC S-125 & sodium hypochlorite according to area.

The rooms are disinfected with electrostatic sprayers after guests check out.

Safety with exclusivity or Usage per guest policy - 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 only after check out.

Bed linen will not be changed on daily basis, and will rely on request only basis.

The Health and Hygiene specialist will monitor the cleaning process.

Laundry, linen and swimming pool towels are washed at high temperature and the laundry is completely sanitized daily.

Safe disposal of waste in coordination with Ministries of Health, Housing and Environment.

■ Restaurant Precautions:

Restaurant and seating in the lobby and beach lounge have been reconfigured to ensure safe distances are maintained between guests.

At the buffet only 3 guests will be allowed at a time. It is compulsory to use face mask at the buffet counter.

Food will be served at the buffet by a dedicated serving team. No-self-service allowed.

A space of at least 1.5 meters between each table. Only two guests per table will be allowed.

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

Use & Throw paper tissues instead of cloth napkins will be provided.

Awareness signs are placed in the restaurant.

■ Swimming Pool and Beach Precautions:

Regular sanitization of the swimming pool with maximum chlorine (5mg/litre) and bromine (10mg/ litre) levels.

Sanitization of the beach and pool areas, surfaces, tables and chairs after each use and after the closing.

A space of at least two meters between each chaise lounge.

Beach and pool towels are placed in guest rooms.

The guests should bring their own beach/pool towels as provided in their room kit. No towels will issued at the pool or beach.

■ Consultation Room

Thermal screening will be done during the first consultation.

The doctors and guests should use masks compulsorily 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.

Sanitizing of medical equipment with microshield sanitiser after each consultation.

■ Treatment Room

All treatment rooms will be cleaned thoroughly after every treatment slot. A gap of 30 minutes between 2 treatment slots will be maintained in order to ensure the cleaning and sanitization of treatment room.

Hand sanitizer will be available in all treatment rooms.

Pre-treatment body shower is compulsory, it can be done either in guest or treatment room.

Therapists will wear mask and apron during treatment. Guest should also wear a mask during treatment.

In order to avoid/ reduce cross contacts, the same therapists will be assigned for the entire treatment course. The guests will also be allotted the same treatment room for therapy during the full course of their stay.

Face massages will be avoided.

All treatment rooms to be routinely fumigated with - Aparajitha Dhoopachooram, 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 the higher centres for essential care.

All clothes used during treatment will be put into a chlorine solution within the treatment area itself before being taken to laundry.

■ Yoga and Yoga Hall

Hand sanitization before entering and while leaving the yoga hall is mandatory.

The number of guests attending each session shall be reduced to maximum 15 members per session.

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

Demarcation of areas in the yoga hall to keep social distancing. The sanitized mats will be pre-placed within its allotted spaces before each sessions. A distance of 2 metres 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.



QUALITY COUNCIL OF INDIA



A GOVERNMENT OF KERALA INITIATIVE