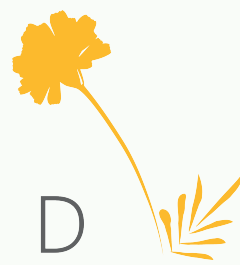


MARIGOLD ACTS

Assurance on Contactless, Touchless and Safety Standards.

M A R I G O L D





Dear Valued Guest,

I trust you and your family are safe and in good health.

The present global pandemic has made us all more aware of our health and safety, with particular focus on cleanliness and hygiene. It is most evident now that this pandemic could be overcome only through constant practice of strict personal and social hygiene standards.

At MARIGOLD Hotels, we have always kept cleanliness, hygiene and safety at the top of our concerns and now we are going a step beyond. We have initiated MARIGOLD ACTS, our Assurance on Contactless service, Touchless access and Safety. It is our commitment to superior services backed by a pragmatic approach to a safe and healthy environment without compromising on guest satisfaction.

MARIGOLD ACTS has been created in collaboration with disinfectant experts and as per protocol and guidance provided by the Govt of India. All our associates have been oriented to work seamlessly towards giving you a safe and hygienic stay.

Looking forward to welcoming you, and let you experience the same as ever MARIGOLD hospitality during the new normal.

With warm regards,

K. Mohan Krishna
President

Presenting **MARIGOLD ACTS**, the enhanced safety and hygiene standards, for the well being of our Guests and Employees.

Designed in consultation with medical professionals and disinfectant experts, the **Contactless, Touchless** and **Safety** protocol is practised in all our Hotels, covering all aspects of Hotel operations.



Contactless

Application of digital technology across processes and removing the need for personal contact to avail services.

.....



Touchless

Access to various facilities is provided with almost no physical touch, using automation and other emerging technology.

.....



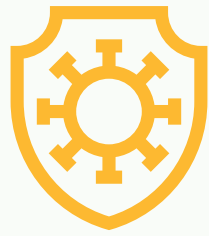
Safety

Control of recognised hazards using physical distancing as a fundamental structure, while ensuring frequent sanitisation of all areas.



MARIGOLD Hotels in association with Diversey integrates 96 years of vital experience in germs protection to form the backbone of MARIGOLD ACTS.

Diversey, Inc. is a manufacturer of world class cleaning and hygiene products for the hospitality, healthcare, retail and other service industries.



SAFEGUARDING THE WELLBEING OF THE GUESTS CONTINUES TO BE OF PARAMOUNT IMPORTANCE.

.....



Pre arrival online check-in to minimise contact time at front desk.

.....



Thermal screening and sanitisation of baggage at entrance.

.....

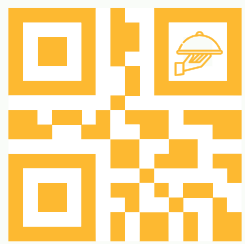


Highest standards of cleanliness and hygiene are implemented with the application of UV, Ozonisers and frequent sanitisation.



All associates would wear masks and other relevant PPE gear in their areas of work.

.....



QR-code enabled in-room service menu and service directory.

.....

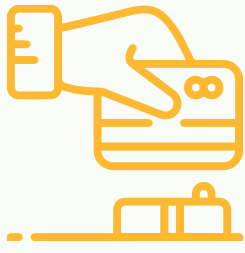


Sanitised cutlery, crockery and table layouts with digital ordering & e-payment solutions.

.....

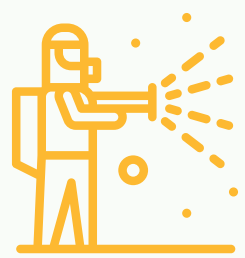


Guest issues will be resolved through phone or video calls.



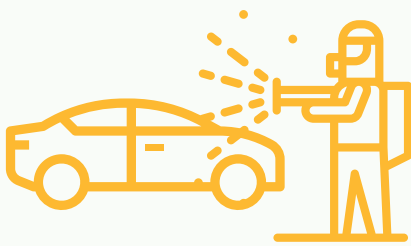
Contactless payment options at check-out.

.....



Use of ULV fogger for sanitising surfaces, walls and floor.

.....

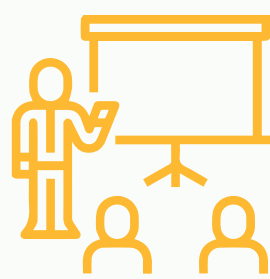


Complete sanitisation of cars before and after every use.

.....

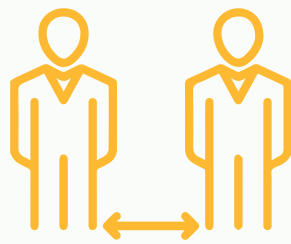


Implementation of thorough, frequent and systematic disinfection of physical touchpoints all across the properties.



Training and awareness regime for all employees.

.....



Physical distancing and restructured service delivery throughout the hotel.

M A R I G O L D



Superior services backed by a pragmatic approach to a safe and healthy environment without compromising on guest satisfaction.