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ITC HOTEL
RESPONSIBLE LUXURY



ITC KOHENUR
HYDERABAD



Shaariq Akhtar

General Manager - ITC Kohenur
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Dear Guest,

Namaste!

We take great pleasure in welcoming you to ITC Kohenur - A Luxury Collection Hotel.

These are unprecedented times and as always, our greatest priority is your safety and well-being. With this in mind, we have crafted a new initiative called We Assure. This programme ensures that our hotels have hospital-level hygiene and safety standards which further enhance the existing cleaning protocols across ITC Hotels, allowing you to enjoy your visit, reduce your concerns regarding hygiene and safety, without any compromise on the established quality of service experiences and standards.

The programme is also designed to address the well-being and safety of all ITC Hotel associates. They have all been specially trained in their personal, social and workplace conduct and the precautions they must take. In addition, each of them is undergoing a hygiene certification programme.

We are working closely with medical professionals and international disinfection experts like the National Accreditation Board for Hospitals and Healthcare Providers and with DNV GL Business Assurance, one of the world's leading certification bodies, which will help ITC Hotels achieve higher levels of maturity around all facets of operations. And we are bringing thought leadership in the programme by partnering with the ITC brand Savlon, a trusted name in germ protection.

We at ITC Kohenur are keen to create "Rare & Priceless experiences" which will leave with you lasting impressions and cherished memories.

Should you wish to reach out to me personally please do so at the contact details given below or dial "WelcomAssistance".

We thank you for endorsing "Responsible Luxury"

Responsibly yours,
Shaariq Akhtar



Enduring Value

Plot no.5, Survey No.83/1, Hyderabad Knowledge City, Madhapur, Hyderabad 500081 India tel +91 40 6766 0101 fax +91 40 6766 0202
Registered Office : ITC Limited, Virginia House, 37 J.L. Nehru Road, Kolkata 700 071, India

ITC Grand Goa Resort & SPA – a Luxury Collection hotel is independently owned and operated by ITC Limited and operated under license from Marriott International, Inc. or one of its affiliates



ABOUT ITC KOHENUR



Located in the heart of Hyderabad's new business district (HITEC City) & overlooking the picturesque Durgam Lake, ITC Kohenur is an ode to those rare and priceless experiences and creations we proudly call our own. It's a celebration of tradition and a triumph of culture. The hotel takes inspiration from the famed jewel & offers amongst the finest accommodation and dining experiences.

ACCOMMODATION

ITC Kohenur offers a wide selection of luxuriously appointed premium accommodation that is amongst the largest in the city. With 60% of the rooms with a balcony that overlooks the lake, experience the calm and serenity amidst the hustle and bustle of the city. This landmark hotel presents 274 luxury rooms including 9 uniquely designed suites & 27 service residences in a set of categories, allowing you to choose the

accommodation that best suits your needs, when you are in Hyderabad.

EXECUTIVE CLUB

The Executive Club is a concept designed with care to meet the needs of the global business traveler. It pioneers a tradition in corporate hospitality, setting a premium on discreet efficiency and business related services.

EVA

EVA rooms have been conceptualized keeping in mind, the travel patterns and preferences of the Single Lady. Only Lady Butlers and associates are permitted to serve. Right from, security installations and features, to the 'Knock - Knock' services, room amenities and magazines; our Lady guests are pampered and cared for, at all times. These rooms are ideal for the Single Lady Traveller.

THE TOWERS

Experience the luxury of privacy & the privilege of personal space at The Towers where service is what you want it to be. Everything is personalized to celebrate the individual in 'You'. Offering services that are tailored to satisfy every need of the discerning guests setting benchmarks in World Class Hospitality.

WELLNESS ROOMS

A smart convergence of ergonomic efficiency and a healthy lifestyle, our Wellness Rooms, are designed to provide the guest with a wholesome experience of smart living, nutritious cuisine and comforting luxury. Indulging in the services and products of the room, you will benefit the individual physically and mentally.

ITC ONE

An oasis of indulgence, the spacious ITC One rooms are facilitated by a range of state-of-the-art amenities accompanied by warm and efficient services reinforcing the "Power of Space". Amongst the many other services including 'Express' check in and check out, ITC One has floor butler service for every need of the discerning guests showcasing perfect synergy of grand living, contemporary workplaces and impeccable services.

DURRUSHEVAR SUITE

An epitome of resilience and forte, Durrushevar is widely celebrated as Ottoman empire's gem. Inspired from her, this suite highlights her aura and innate charm through intricate craft personalized for our guests.

NILOUFER SUITE

The Ottoman Empire's Niloufer was a force to reckon with. Her innate beauty and strength serves as an inspiration in this suite featuring handcrafted constituents and chef-crafted amenities alongside other luxury suites.

NAYANIKA SUITE

An ode to one of the earliest women in history gaining power and reign, Nayanika suite offers the most exquisite experience enriched with vibrancy of the state and its colours that reflect the prowess the princess wore.

DARIA-I-NOOR SUITE

Designed for the lavish and suitable accommodation of 'Heads of State', dignitaries and luminaries from all spheres of industry, the Presidential Suite comes with a set of particular privileges befitting to the stature of its guests.

KOH-I-NOOR SUITE

Synonymous with opulence, luxury, comfort and style, the Grand Presidential Suite is designed to play host to the extended entourage of luminaires with ease.

SERVICE APARTMENTS

These classic apartments furnished to perfection with all necessary provisions, right from microwave ovens, fully-equipped refrigerators, store-tops, large luggage storage spaces, provisions of crockery and cutlery. They are designed to make a guest feel at home, away from home, in the most elegant and simplistic luxury.



DINING

From refined and local pleasures of royal Indian traditions, to the delectable flavours from the West and the Far East, all paired with an extensive collection of the finest beverages, the gourmet offerings at ITC Kohenur promise an inspiring culinary experience, matched by warm, personalized and efficient service.

GOLCONDA PAVILION

"The Golconda Pavilion is bathed in sunshine that gives a glow to the ochre coloured Gold Canyon marble creating a warm and inviting ambience for our guests. A prominent feature are the "BIDRI COLUMNS" that are inspired by the ancient craft that is practiced in the city to this day. The restaurant overlooks the lush pool side gardens and alfresco seating that is popular with diners who enjoy the salubrious climate of the city. This cheerful 24-hour multi cuisine restaurant offers "Caringly Selected Mindfully Prepared" local, regional Indian and inventive international cuisine in an energetic and affable ambience. Key experiences include Cuisine Theatres and Café Dining during theatre recesses."

OTTIMO

Ottimo is reminiscent of an Italian casa that revolves around the kitchen and the wood fire oven as its hearth. The elegant yet "rustico" tones of copper, terracotta brick and red travertino marble elicit conviviality and kindred spirits. Alfresco seating offers a more intimate dining experience. The culinary offering is unmatched and is a balance of traditional and inventive Italian cuisine. The abstract design of the "Tavolodel Vino" is as appearing as the wine selection on offer.

YI JING

"YI JING" derives its name from the ancient text of the same name, which translates to "Classic of Changes". This is reflected in the unique décor of the restaurant, which, while modern in its style, carries traditional Chinese colours BLACK (Signifying Heaven) and RED (For Good Fortune). The restaurant is dominated by giant trusses clad in character-filled, gnarled reclaimed wood that harken to the ships of the golden age of the maritime explorers of the Ming dynasty. The cuisine represents a 'sonnet' of tastes and textures that provide an exquisite contemporary culinary interpretation of Chinese Culture.

DUM PUKHT BEGUM'S

Hyderabad - The "Jewel of the Deccan" is home to rich history which comes alive at the Dum Pukht Begum's that captures the regal ambience of the homes of Hyderabadi nobility of yester years. The hand-painted Gold leaf murals, dramatic ceilings, rich interiors come together to re-create the magic of the era. The confluence of Persian influence and the cuisine of Marathwada, Karnataka and Odhisagave birth to the best of Nizami cuisine. Our Chefs have complimented this by reviving dishes from the royal kitchens of Awadh, In the true tradition of Dumpukht- "Dum" which means to 'breathe in' and 'Pukht' to 'cook'.

PEACOCK BAR

The Peacock Bar is so named because the Kohenur diamond once adorned the famed 'Peacock Throne' of the Mughal dynasty. In addition to a modern rendition of the throne, the bar features a bold representation of the peacock in all its glory, done in fine 'Tikiri' work, across its ceiling. The alfresco seating and a 'Cigar Diwan' that overlooks Durgam Cherevu (Durgam Lake),

adds to the allure of the space. It boasts of a fine collection of international spirits.

SKY POINT

Perched on the top floor, this fun-filled bar that comes alive with the beat of music, flamboyant mixology and an energy-filled bustle; is the city's watering hole. A highly Instagram-able, bright orange classic Fiat 500 mounted on the ceiling is the bar's cute and quirky signature. The indoor/outdoor spaces offer spectacular views of the Durgam Cherevu (Durgam lake) and night light. Revelling in the light breeze that wafts across from the lake adds to the magic, while choosing from the finest selection of premium beverages.

FABELLE

Luxury chocolate boutique, a one of its kind of experience of hand-crafted chocolate creations that activates your senses like never before. Exotic cocoas, unique ingredients and the extraordinary craftsmanship of the Fabelle master chocolatiers, go into creating a symphony of exquisite taste, texture and aromas in a theatrical portrayal.

BANQUET SPACES

Conferences and Banquets take on the ultimate shades of Luxury at ITC Kohenur. The hotel offers an incredible range of Banquet halls and Meeting rooms to choose from (including the largest pillar-less hall and largest banqueting space in the city), each with their own distinct features.

THE DECCAN STATE ROOM

The ideal venue for corporate meetings and exclusive social events, ITC Kohenur offers a range of banquet halls and meeting rooms to choose from; among which, is the largest pillar-less hall

in the city and a 24-seater board room with state-of-the-art facilities, each with their own distinct features. The vast repertoire of cuisines available at the ITC Kohenur, offers myriad opportunity to create bespoke experiences.

DRESDEN GREEN

Name derived from the rare 'Dresden' diamond with stories of origin from the Golconda Mines. This banquet space of 3300 sq. ft., is ideal for an exclusive meeting or conference with the option of dividable meeting spaces, designed according to the requirement of the corporates.

HITECH BOARD ROOM

Located on the 2nd floor of the Banquets section, The Boardroom is ideal for the purposes of Video Conferencing, Presentations and Core Company discussions, this lavish 25 seater large space of 1470 sq. ft. is Tech Savvy and well-furnished. These facilities are designed keeping in mind the requirements of a business traveller.

GOLCONDA GREENS

The Golconda Greens are a refreshing banquet space for weddings, evening cocktails, receptions and casual business rendez-vous. Spanning across 15000 sq. ft., this expansive lawn can accommodate 500 people. Take a leisurely walk down the greens and feel rejuvenated in the cool breeze and spectacular view of the Durgam Cherevu.

BUSINESS CENTRE

Nature of Usage: Lamination, photocopying, Fax, Prints, Scans etc. facilities available. INTERNET facility is ONLY available for the RESIDENT guests. Our Business center is operational 24/7 and



ABOUT ITC KOHENUR _____

enables guests to make use of the provisions without any inconvenience.

PEARL DECK

An exclusive outdoor venue for themed events, corporate functions, celebrations and parties. Overlooking the cityscape of theHITEC city, this banquet space spans across 3300 sq. ft.





HOTEL SERVICES



ADAPTER

For your convenience, the switchboard on smart desk has an international socket to suit both American and European electrical socket standards. In case you need a separate external adapter plug, Welcom-Assistance will be pleased to assist.

AIR CONDITIONING

Apart from the thermostat, the iPad in your room enables you to control the temperature in the room for your personal comfort.

AIRLINES

Our Travel Services counter named International travel House is located at the lobby and our team there will be pleased to assist you in airline ticketing, amendments, reservations, ticket reconfirmations, airport transfers and also local transportation.

AMENITIES-ON-CALL

Our team would be pleased to provide a range of amenities such as toothbrush and toothpaste, shaving cream, comb, hot water bottle, hair oil, tweezers, nail cutter, nail polish remover, etc. If there is anything else you require, do let us know and we will endeavor to obtain it. Please call Welcome Assistance for placing a request

BANQUETS / PARTIES / MEETINGS

Spanning 1500 sq. Ft. At the back of ITC Kohenuur, the Golconda Greens offers the perfect mix of serenity and magnificence and can hold upto 500 guests. The open lawns serve as a prime locale for exclusive social events.

The 8114 sq. Ft. Deccan State Ballroom perfectly delineates the brilliance and luster to its ode begun the largest pillar-less hall in the city. It can host upto

850 guests in theatre style seating. The numerous side panels on either side of the banquet hall can hold upto 1300 kg of weight each thus providing huge scope of bespoke experiences for decor and theme. The Deccan State Ballroom is the ideal venue for corporate meetings and exclusive social events.

Dresden Green and Pearl Deck, both spanning 3300 sq. Ft. Each provides the perfect venue for events like a corporate meetings to evening lunches.

BEAUTY PARLOUR / BARBER SHOP

Please refer to Ladies / Men's Salon DI Wills Section in this directory.

BOARDROOM WITH IMMERSIVE TELE ALL - PRESENCE

In addition to four meeting rooms, the hotel has a stage-of-the-art boardroom, which incorporates High Definition-Immersive Tele All Presence Technology. The 24-seater boardroom offers myriad ambience for ITC Kohenuur's prime and elite guests. Located in Level 2 of Banquet Building, it is the perfect fit for corporate meetings. The business Octane-Tele All Presence also creates location liberation so people can have more engaging conversations in new ways that defy the boundaries of distance, cost and time, and significant business disruptions, such as pandemics, or acts of nature. The wide band audio teleconference system with power amplifier experience enables people to connect and speed up their decision making, thereby increasing their productivity to benefit their companies.

Bandwidths ranging from 8mbps to 32mbps are available to suit your requirement. The boardrooms are also fitted with touch control panels, remote

less single button touch presentation show and switch system, twin telepresence view system, automatic start and shut down control system, high clarity sound systems, star phone dialer and professional 42" LCD monitor. Our Banquets Sales Executives can be reached through Welcome Assistance (Dial 6), to assist you with applicable tariffs and boardroom reservations.

BUSINESS CENTRE

Our Business Centre, located at the lobby level is open round the clock and has a wide range of services and equipment for your business related needs.

BREAKFAST

One can enjoy an extensive luxury breakfast between 0630-1030 HRS, at our 24-hour fine dining multicuisine 3-meal restaurant, the Golconda Pavilion, which showcases a delectable all day dining menu. Our lavish menu includes fruit, cereals, eggs and breakfast meats. Vegetarian specials and Indian breakfast specialties, freshly baked breads and breakfast rolls served with preserves complete the meal. A wide choice of juice, coffee and other hot beverages to suit every palate is also available through Room Service. For ordering breakfast in your room, please refer to our In-room Dining Menu, available with this directory.

BUTLER SERVICE

SUITES AND ITC ONE

Personal Butlers for the premium suites and floor butlers for the ITC One rooms, are at your services for the entire duration of your stay. These young ladies and gentlemen are at your service to make your stay as comfortable and stress free as possible. Please call upon your butler for the

HOTEL SERVICES

following services and any other assistance that you may require.

Breakfast Services, Emergencies, Lost Item, Room Services, Car Rental, Meeting Room Arrangement, Wake Up Calls, Unpacking and Packing, Electrical Connection Assistance, Housekeeping, Medical Assistance, Shoeshine, Laundry and Valet, Ice Services, Business Centre and Internet Connectivity.

CALL / MESSAGE FORWARDING

If you are leaving your room and expect an important call or message, please inform Welcome Assistance about the place where you can be contacted, so that your call or message can be forwarded to you at that location.

CAR RENTALS

For Chauffeur driven cars, please contact the Welcome Concierge desk located at the main Lobby Level.

CASHIER

The Cashier may be contacted through Welcome Assistance, and will be glad to offer you with assistance with foreign exchange encashment, your room account information and bill settlement. Guests can approach the Front Desk Counters at the Lobby Levels for across-the-counter assistance. Bills may be settled by cash, VISA, American Express, Diners Club and Master Card.

CHECK IN

The standard Check in time is 1500 Hrs. However, you can definitely get in touch with our Guest Contact Centre or Front Desk, should you need an adjustment for the same. We shall certainly try to accommodate the same. A 'Check-in' requested earlier than 1000 Hrs will be charged.

CHECK OUT

While the Hotel's Check Out time is 1200 Hrs, we do appreciate that at times this may not be very convenient. Should you require a late check out, please contact our Guest Service Coordinators in the lobby, who will make every effort to accommodate your request, subject to availability. Late Check out charges will apply for requests beyond 1500Hrs.

CHEQUES

We regret our inability to accept Personal Cheques for settlement of any hotel charges.

CONCIERGE

Our Welcome Concierge pride themselves on their ability to assist you in information and specialized services. Some of their services are listed below:

- Airline Information
- City Maps
- Consulates & High Commissions
- Baggage Services
- Car Rental
- Doctor on Call
- Message
- Recreational Activities
- Restaurant Reservation
- Room Reservations
- Florists
- Limousine Services
- Jogging Routes
- Mail / Courier
- Shopping
- Sightseeing
- Theatre Tickets
- Wheel Chair

CONVENTIONS AND EVENTS

The 8114 sq. ft. Deccan State Ballroom perfectly delineates the brilliance and lustre to its ode being the largest pillar-less hall in the city. It can host upto 850 guests in theatre style seating. The Deccan State Ballroom is the ideal venue for corporate meetings and exclusive social events. Please refer to 'Boardrooms' and 'Banquets' section for further information.

COURIER SERVICE

Our Welcome Concierge team at the main lobby level would be happy to arrange courier service for your letters and parcels. However, while every care is taken to ensure the security of material sent through this service, we do not take responsibility for damage or loss of materials / packets / parcels in transit.

CHOCOLATE BOUTIQUE

Fabelle, an exquisite chocolate boutique shall tantalize your taste buds with a theatrical portrayal of delectable selection of 'Box Chocolates', 'Chef's Creations' and 'Chocolate Beverages'.

CURRENCY EXCHANGE

Guests residing in the hotel can exchange foreign currency at the Front Desk counter in the main Lobby. Foreign currency is exchanged for resident guests only.

DO NOT DISTURB

Your privacy is of utmost importance to us. If you do not wish to be disturbed by incoming calls, please press the 'Do Not Disturb' icon on your telephone to place the telephone instrument in your room on a 'Do Not Disturb' setting. To disengage the 'Do Not Disturb' setting, press the same button

once again. The DND / Privacy switch in the room foyer, will also disable the doorbell. We request you to ensure that the DND / Privacy switch is released / switched off before you leave your room. Our Welcome Assistance will be happy to screen or not to connect calls as you wish. Please advise them accordingly.

For the purpose of guest wellbeing, room upkeep and safety, all occupied guestrooms are serviced at least once during the day. The guest rooms which are on a Privacy status for two consecutive shifts will be opened by the Hotel Management and will be freshened / serviced in the presence of the security personnel.

In case you do not wish to have your room serviced in your absence, then may we request you to inform the Lobby Manager about this requirement and also indicate the time when the room should be serviced.

DOCTOR

A doctor is available on call throughout the day. Please contact Welcome Assistance, should you need any medical attention. In case of serious illness or a medical emergency, please press 'Emergency Button' on your telephone for immediate help.

DRINKING WATER

While the hotel tap water is specially treated and tested as potable, six 500ml bottles of Sunya Aqua water are replenished and placed on your beside table and in the in room refreshment cabinet with our compliments.

DOORMAN

The doorman will assist in calling your car or to deliver a message to your chauffeur.

ELECTRICITY

Our electric supply is set between 220V and 230V. The shaver socket in the bathroom has an option of 230V and 110V as well. A specialized plug will be required to use any appliance in the shaver socket.

EMERGENCY EXITS

In case of an emergency, please touch the 'Emergency' icon on your telephone instrument or leave the receiver off the hook. Each wing on the guest floor has a sign-posted emergency exit, fitted with 2-hour fire rated doors.

To reach the assembly area please follow the fire exit plan, which is displayed in room, behind the door and the directional arrows. This will guide you towards the assembly area.

ERRANDS

For assistance in running any errand, please contact your Butler or the Welcome Concierge.

EXTRA BED AND CRIBS

Should you require an extra bed or crib to be placed in your room, please call Welcome Assistance. Requests placed in advance would be appreciated.

FACSIMILE

The hotel facsimile number for any incoming transmissions is 040 66660202. To send any faxes, please contact the Business Centre for assistance.

IN ROOM REFRESHMENT

The in room refreshment is stocked with beverages and snacks. Consumption on actual will be charged to your bill. Replenishments will be made on a daily basis.

IRON AND IRON BOARD

Both, a light steam iron and a stand up board are placed in the walk-in wardrobe in your room.

LAUNDRY LAVENDARIA SERVICES

Dry cleaning, laundry and pressing services are available round-the-clock.

- Kindly use separate bags for laundry, dry cleaning and pressing along with the Lavandria Menu duly filled out.
- Kindly check all pockets for valuables.
- Kindly do not place your laundry outside your room.
- Place the laundry in the 'Valet Cupboard' which can be accessed by the Valet Service Request button. The Valet shall have it collected from the outside.

TERMS OF SERVICE

- Overnight Laundry Service is available 7 days a week, where in garments collected before 21:00 hrs. will be returned after 08:00 hrs. the next morning.
- Regular Service: The Garments will be returned after 6 hours of collection.
- 'I want It Now'. This service ensures delivery within 4 hours at an additional charge of 50% round-the-clock.

Pressing: Items given for pressing will be returned within 1 hour. All garments returned on hangers shall be placed in the wardrobe. Charges will be posted to your room folio.

In case of any undeclared defects, such as damage or discoloration, the Laundry will process the garment only after further instructions from the guest. Unless an itemized laundry, dry cleaning or pressing list is sent with the laundry, the hotel count will be considered as correct.

LOST AND FOUND

For any enquiry on lost items, please contact WelcomAssistance.

LOBBY MANAGER

Our Lobby Manager is available 24 hours a day. Please do not hesitate to contact him or her should you require any information or assistance.

LADIES / MEN'S SALON

'Salon Di Wills', our well-equipped and professionally staffed salon, has exclusive sections for ladies and gentlemen, providing efficient and personalized services. Special attention is given to hairstyling, hair care, facials, manicures and pedicures.

TIMINGS: 1100 HRS to 2000 HRS

MEDICAL ASSISTANCE

The hotel is not authorized to keep and disburse medicines. However, if you need any medical assistance, a doctor is available on call 24 hours a day. Please call WelcomAssistance for any kind of assistance you may require.

SMOKING FLOOR

We offer exclusive floors of guest rooms set aside for smokers. Should you prefer a smoking room, please contact our WelcomConcierge Desk in the lobby.

PRIVE LOUNGE

Prive is an exclusive lounge facility of ITC Hotels for select invitees and guests residing at the ITC One and Suites, of high repute. It can be used for corporate meetings, cocktail dinners and business networking. Offering city and lake view and located on the 20th Floor and can host upto 99 guests for bespoke experiences.

UPPER CRUST LOUNGE

The Upper Crust Lounge located on the lobby level is accessible to guests residing at Towers, ITC One and Suites. The lounge offers 1100-2300 HRS with beverages. Cocktails are served from 18:00 hrs. to 20:00 hrs.

PETS

We regret our inability to allow pets inside the hotel. However, we would be pleased to offer information on alternative arrangements. Please contact the WelcomConcierge.

PHOTOGRAPHER

Please contact the WelcomConcierge for assistance in arranging a photographer. However, we would appreciate it if the request is placed in advance.

ROOM RESERVATIONS

Please allow us to assist you in making reservations for your return trip to ITC Kohenur, Hyderabad

For reservations at any other of our ITC Hotels properties, kindly refer to the section on ITC Hotels, further ahead in this directory or visit our website www.itchotels.com.

RESTAURANTS

Three Signature Dining Destinations, Two Bars, One All Day Dining and a luxury chocolate boutique, offer you a taste of India and the world. Please refer to the "About ITC Kohenur" section of this directory or call the WelcomConcierge for further information and facilitation in making table reservations.

SAFE DEPOSIT CONTAINER

Your room is equipped with a safety container for the safety of your valuables. We suggest that you deposit your valuables in the safety container. We regret that we cannot assume responsibility for the reported loss of valuables from your room and in any other area of the hotel.

SECURITY

Hotel security is provided 24 hours a day. Our security officers are on duty round the clock. Please do not hesitate to call WelcomAssistance, should you notice anything amiss. Please refer to the Safety and Security section of this directory for further information.

SEWING AND MENDING

Please contact WelcomAssistance for any minor repairs and sewing services that you may require.

STAMPS

Please contact the WelcomConcierge should you require postage stamps.

SWIMMING POOL

Our swimming pool is located at the lobby level overlooks the "Durugum Cheruvu". There is a baby pool beside the main pool. It is equipped with a shower, changing rooms, sit-out area and a service bar.

TIMINGS: 07:00 AM - 08:00 PM.

TAXIS

We recommend that you use our fleet of hotel cars through our travel services desk "International Travel House – SAFE CARS", however, should you require a meter cab, our WelcomConcierge will be pleased to assist you.

TELECOMMUNICATIONS

Please contact our Welcom Assistance to assist you.

Please refer to the Safety and Security section of this directory for further information.

TICKETING

Our Travel Desk-International Travel House, located at the Lobby Level, is open round-the-clock to assist you in making travel reservations, amendments and ticket confirmation.

TOURS

Our WelcomConcierge Desk, located at the Lobby Level, would be pleased to assist you with relevant information and can also facilitate bookings.

TRANSLATORS

Translators are available on request at a prior notice of 24 hours. Our team at the Business Centre will be pleased to make relevant arrangements should you require this service.

TRAVEL SERVICES DESK

Our Travel Services Desk named International Travel House, is located at Lobby Level, and is open 24 hours a day. We provide a variety of chauffeur driven cars to meet your every need. We would be pleased to help you through our Concierge with booking, amendment and reconfirmation of travel tickets, car rentals and other travel related services.

TREATMENTS

Our trained associates at Kaya Kalp - The Spa, provides a range of treatments and Ayurvedic therapies. Kindly contact the Kaya Kalp Reception for an appointment and for further information.

WELCOMASSISTANCE

Please call WelcomAssistance for any information or help that you may require. They will do everything in their capacity to make your visit comfortable.

VALET PARKING

Self-parking is encouraged for maintaining contact light service.

WAKE UP CALL SERVICE

Our WelcomAssistance will be happy to give you a wakeup call at any hour of the day or night. You may also program your, telephone for an automatic wake up call. Please refer to the Telecommunication section of this directory for further details.

WEBSITE

Please visit the wonderful world of ITC Hotels at www.itchotels.com



TELECOMMUNICATION



Please call WelcomAssistance or Front Desk for any information or help that you may require. They will do everything in their capacity to make your visit comfortable.

IN ROOM INTERNET FACILITY

To access Internet, please ensure that the Wi-Fi is turned on in your device and you connect to the Hotel's Wi-Fi network (SSID) - "ITC Hotels". The Hotel's login page will be automatically presented to you. If the login page does not appear for any reason, then open your web browser and type in "itcwifilogin.com" for the presentation of the page. The Internet login and authentication process will now commence.

Your device will be authenticated only once during the stay on login. You are requested to enter your 'Room Number', your 'First / Last Name' and then

click on the "Login" button. Please read and agree to the terms & conditions of Internet use in the hotel.

For additional security, you will be prompted to create your own 'Password' (minimum six alphabets or numbers) as per your convenience and click on the "Continue" button. Remember to use the same password to connect any additional devices in your stay.

The Internet charges and speed depends on your entitlement. Accordingly, you may be asked to opt for automatic or manual renewal of your Internet access after every 24 hours from the time of first login till the end of your stay.

For any Internet related assistance or queries at any time in your stay, kindly call WelcomAssistance.

DESCRIPTION OF ONE TOUCH BUTTONS ON YOUR TELEPHONE

- Butler Service/ Room Service: One touch button to avail of Room Service facility.
- Wake-up Call: You can schedule a wake-up call for yourself simply by pressing auto wake-up. The Voice Prompt will guide you through the rest of the procedure. This facility is also available through the Operator "0".
- WelcomAssistance: One touch button for any kind of assistance required.
- Voice Message: If a message has been left for you while you were away, this one touch button helps you retrieve the message.
- Conference Calls: You can establish a two party conference call either between an external caller and yourself or between yourself and another guest in the hotel. The conference call feature is available on price request through the operator.
- Concierge: One touch button to connect you to the concierge.
- Housekeeping: One touch button connects you to Housekeeping.
- Bell Desk: One touch button to connect you to the Bell Desk.
- Laundry: One touch button to connect you to Laundry.
- Emergency: One touch button to alert the operator in case of Fire, or a Medical Emergency
- Speaker Volume: To adjust the volume of your handset.
- Redial: Redials the last number dialed on your telephone.
- Mute: Press to exclude party on telephone from conversation at your location. The illuminated light above indicates activation.
- Speaker Phone: Press to use the microphone and speaker instead of handset for conversation with the caller. The lamp illuminates on activation.
- Hold: Press to place call on hold. The line which is on hold has an illuminated light against it
- Message Waiting Light: If a message has been left for you while you were away, you will be alerted by the red message waiting light being activated on your telephone. Press the message button to retrieve your messages.
- Line 1: This line is for the first call.
- Line 2: In case you have another call while you are talking on line 1, you can keep the first call on hold by pressing the hold button and take the second call by pressing the Line 2 button. Line 2 can also be used for modem connection.
- Do Not Disturb: Lift handset and listen for the dial tone. Press the 'Do not Disturb' button and a voice prompt will give the instructions. Hang up when the procedure is complete. To change or delete, dial the 'Do not Disturb' button an follow instruction.
- Room to Room Dialing: Dial the room number required. (This facility is disabled between 2200 hrs and 0700 hrs. Kindly contact the Operator for assistance)

HOUSE RULES



DEPARTURE

Check-out time is 12 noon. Please inform the Lobby Manager if you wish to retain your room beyond this time. Late check out charges will apply.

LUGGAGE STORAGE

Luggage and storage facility is not provided by the hotel.

GUESTS' BELONGINGS

For the convenience of guests, a safe deposit box has been provided in every guest room. Guests are particularly requested to keep their valuables locked and secured in the safety container at all times. Guests are also requested to lock the door securely from within whilst retiring for the night. The door should also be secured by turning the safety bolt knob counter clockwise and by securing the safety latch/ chain provided for this

purpose, on the inside of the door. The Company will not in any way whatsoever be responsible for the loss of resident's goods or any other property not entrusted to the Management, or for damage including theft or pilferage.

HAZARDOUS GOODS

Storing of cinema films, raw or exposed, or any other articles of a combustible or hazardous nature in residential rooms or store rooms is strictly prohibited.

DAMAGE TO PROPERTY

Guests will be held responsible for any loss or damage to hotel property caused by them, their friends or by any person for whom they are responsible.

MANAGEMENT'S RIGHT

The Management reserves for itself the absolute right of admission to any person into the hotel premises and to request any guest to vacate his or her room at any moment without prior notice, and without assigning any reason whatsoever, and the guest shall be bound to vacate when requested to do so. In case of default, the Management will be entitled to remove the luggage and belongings of the visitor from the room occupied by the guest and lock the room.

RELATION BETWEEN COMPANY AND VISITORS

Nothing herein above shall constitute or be deemed to constitute any tenancy, sub-tenancy or any right of tenancy or interest in the hotel premises or any part of portion thereof in favour of any guest or resident or visitor and the Company shall always be deemed to be in full and absolute possession and control of the hotel premises.

DO NOT DISTURB ROOM

For the purpose of guest well-being, room upkeep and safety, all occupied guest rooms are serviced at least once during the day. The guest rooms which are on a privacy status for two consecutive shifts will be opened by the hotel management and will be freshened/serviced in the presence of a security personnel. In case the room is not required to be serviced in the guest's absence, guests are requested to inform the Duty Manager about this requirement and also indicate the time when the room should be serviced.

NO VISITOR POLICY

For the interest and safety of all hotel guests, visitors are not permitted in the guest rooms post 9 pm.

GOVERNMENT RULES AND REGULATIONS

Guests are requested to observe the Government Rules and Regulation in force from time to time with respect to registration, alcoholic drinks, firearms, etc.

AMENDMENT OF RULES

The Management reserves the right to add, to alter or amend any of the above terms, conditions and rules.



SAFETY & SECURITY



EMERGENCY

In case of an emergency, please press the Emergency button or dial '3' on your telephone.

SECURITY

To ensure a safe and secure environment for you, we have put certain stringent security measures in place which may involve personal and baggage checks. Your cooperation is greatly appreciated. Our endeavour is to make this process as minimally intrusive as possible with least amount of inconvenience to our esteemed guest.

SAFETY

FIRE SAFETY

ITC Kohenuur, Hyderabad is equipped with one of the best safety and fire protection systems in the world. Automatic-sprinklers, smoke / heat detectors,

manual call points, fire hydrants and portable fire are constantly upgraded. Fire escape stairs, on each floor, ensure a safe exit from any part of the building. Smoke Compartmentation with 01:30 hrs. fire rated doors ensure protection against spread of smoke / fire. However, we are aware that even with the best of systems installed a fire can still breakout. our staff is professionally trained to fight any break out of fire. Your safety can be greatly enhanced if you carefully follow the instructions given in the following pages of this directory.

When you check into Your Room, Familiarise Yourself with:

The Emergency Exit routes.

The Exit Route Plan is fixed on to the back of your room's main door. The location of the fire-fighting

equipment installed nearest to your room. The automatic smoke detection system is installed in your room. These are detailed as under:

- A. **SMOKE DETECTOR** – It will alert you of the presence of smoke. These are fixed on the ceiling just above the luggage rack.
- B. **HOOTER** – This is an alarm device, which immediately raises an intermittent Pulsating alarm, the moment the smoke detector detects the presence of smoke in your room.
- C. **MANUAL CALL POINT** – This is a red square or round box fixed on the walls of corridors, lift lobbies and other public spaces. If you happen to locate smoke or a fire then you should break the glass to raise an alarm.

PLEASE DO NOT PRESS THE BUTTON.

IF YOU DISCOVER SMOKE OR FIRE

Please remain calm. Do not shout "FIRE", IMMEDIATELY inform the Telephone Operator or the Engineering Control Room about the Fire, by dialing '3' or '6' respectively. Provide your name, room number and the exact location of fire. Break the glass of the nearest manual call point in case of fire. Use the nearest fire extinguisher or the fire hose reel and try to extinguish the fire if possible. Do not endanger yourself. If required evacuate the building. Please follow instructions of Hotel Staff. Stay calm, don't hurry, be relaxed, and think positive.

IF YOU ARE TRAPPED IN SMOKE OR FIRE

SWITCH OFF the air conditioning. Keep your door closed and block the edges of the door with wet towels. Fill the bath tub with water. Wait for an announcement through the Public Address System. Breathe through wet towels. Do not break the windows or try to jump out. Do not walk upright in smoky areas. Always lie low and crawl along the

floor. Close the door, if any, between yourself and the smoke.

IN CASE OF EVACUATION

An evacuation call will be given by the management through the Public Address System. Listen carefully to the transmitted message. Stay Calm. Follow the instructions immediately. Please do not try to collect your personal belongings. It may only delay safe evacuation. If the door is not hot, then open the door to leave the room. Take your Room Key Card and close the door behind you. Try to use the nearest fire escape to evacuate.

DO NOT USE THE ELEVATORS.

WHILE IN YOUR ROOM

HELP US TO PREVENT A FIRE

Extinguish your cigarette butts carefully. Always use ashtrays for disposing butts. Extinguish a matchstick before disposing of it. Switch off electrical appliances when not in use. Inform our staff immediately about any defective appliances in your room.

SECURITY

The Hotel has vigilant, mobile security staff on duty round the clock. Do not hesitate to inform the Lobby Manager / Reception if you notice anything amiss. Safeguard your Room Key Card so as to avoid any unnecessary inconvenience. In case your Room Key Card is lost or stolen, please inform the Front Desk immediately. Ensure your Room door is locked before retiring or leaving it. Always deposit your Room Key Card with the Front Office Desk when checking out. Do not leave your luggage unattended while checking out. Never admit any repairmen or persons with unsolicited deliveries into your room without checking with the Management.

SAFE DEPOSIT BOXES

A safe is available in your room for your valuables.

SPECIAL INSTRUCTIONS

- Do not smoke in bed.
- Do not use any heating appliances in your room.
- Do not overload electrical circuits.
- When in your room, keep your door double locked at all times.
- Secure the safety chain and the night-latch.
- Use the peephole to identify all callers before opening the door.
- Use the mini-safe boxes in the room for valuables and money.
- Do not reveal the name of the hotel or your room number to strangers.
- Panic is the most dangerous reaction.

EVACUATION PLANNING

INTRODUCTION

In spite of strict preventive and protective measures, circumstances such as serious fire, bomb threat, terrorist attack, natural calamity, etc. may still arise where evacuation of a part or the entire Hotel premises becomes inevitable. It is therefore vital that a feasible evacuation plan is formulated for your Hotel. The aim of these instructions is to acquaint you with the actions to be implemented when evacuation is ordered.

DECIDING AUTHORITY

The ultimate authority to order the evacuation of the Hotel will be the on duty Incident Controller, present in the Hotel at the time of crisis. He/ she will be guided in his/ her decision by the Unit General Manager. (In case the time/circumstances permit.)

INDICATION FOR EVACUATION

The indication for evacuation of the Hotel will be on the following lines

- A. Sirens will be sounded.
- B. Announcement on P.A. system will be made to all guests.
- C. Telephonic / verbal messages will be passed to all In-House guests.
- D. Telephone Operations - Telephone Operators will contact each guest and tick off all acknowledgments. Telephone Operators will not leave their place of duty (in order to be available to assist you as much as possible).

EVACUATION ORGANISATION

The following personnel will constitute the evacuation control organisation.

- A. Chief Evacuation Controller: Front Office Manager assisted by Executive Housekeeper.
- B. Floor Marshalls: Staff of Bell Desk and Housekeeping would rush to the floor allocated to them to direct and help in safe evacuation.

Note: As a general rule, Management Staff will not leave the hotel premises till all the guests have been safely evacuated.

ASSEMBLY AREAS

To ensure smooth evacuation and also to confirm that all the guests have been safely evacuated, it is necessary that specific areas are earmarked for you to gather together and verify your particulars. For this purpose, the following assembly areas has been earmarked by the hotel. For this purpose, the following assembly areas has been earmarked by the hotel.

To reach the assembly area please follow the fire exit plan, which is displayed in room, behind door and the directional arrows. This will guide you towards the assembly area

The control of the Assembly Areas will be under the Front Office Manager for all guests.

The Chief Evacuation Controller will nominate two housemen to check every Room / Restaurant / Shop, etc. to ensure that none of the guests are left behind.

GENERAL INSTRUCTIONS

The Front Office Manager will be responsible for the correct accounting of all the guests. If anyone is found missing, it will be notified to the Incident Controller or the Fire Brigade officer who will quickly arrange the rescue of the missing people. The Chief Engineer will ensure that all lifts are grounded and all gas lines and unwanted power lines are switched off. Lifts will not be used for evacuation at any cost. Security Personnel will ensure that both the car parks are empty of cars. All the vehicles will be removed as soon as the siren is heard or indications for the same are given. This will ensure the protection of your cars/ property. This will be done in conjunction with the local Police who will also help in providing maximum assistance to the fire staff and guests.

ALL CLEAR

This will be decided by the officer who ordered the evacuation after consulting the Incident Controller and Chief Engineer. The information will be passed verbally or by announcement. No guests will be allowed to enter the Hotel for any purpose unless clear instructions to the effect have been issued by the Evacuation Controller.

RESPONSIBILITY FOR AREAS OF EVACUATION

AREA	RESPONSIBILITY
LAUNDRY/ HOUSEKEEPING:	Laundry in Charge
STORES:	Stores Supervisor
HEALTH CLUB:	Health Club I / C
BUSINESS CENTRE:	Front Office Manager
ADMINISTRATIVE OFFICES:	UFC / Human Resource TIVE Manager
TRAINING CENTRE:	Training Coordinator
MAIN KITCHEN:	Chef in Charge
AC PLANT:	Chief Engineer
BOILER ROOM:	Engg. Supervisor/Engg. Control
ALL FLOORS:	Executive Housekeeper Housekeeping Staff who are deputed to floors

CAUTION

As soon as the sirens are heard or message received regarding evacuation, the relevant departments responsible for evacuation will swing into action and evacuate guests / personnel in two lines along the staircases. There must be no pushing, stampede, shouting or blocking of entrances or exits. Special care will be given to the aged and invalids. The Floor Marshalls will report the completion of evacuation of guests from the floors after checking toilets, to the Evacuation Controller. They will be the last to leave the floor. It is most essential for you to understand that in case of fire, the floor above will be evacuated before the lower floors.