



ITC HOTEL
RESPONSIBLE LUXURY



ITC MAURYA
NEW DELHI



SERVICE DIRECTORY

Hotel Information

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Dear Guest,

Welcome to New Delhi and to the ITC Maurya!

India's political business and cultural hub, New Delhi is one of the world's most historical capitals, encapsulating old world charm effortlessly with the New. The city provides the perfect introduction to the cultural wealth and dynamism of India.

Situated in the heart of Delhi's exclusive Diplomatic district, ITC Maurya is a tribute to the great Mauryan Dynasty (circa 323 to 185 BC) which gave Indian history the Golden Age of art and architecture. Acknowledged as the preferred Residence of World Leaders and Global Icons for over 40 years, it epitomizes the luxury hotel experience. ITC Maurya is recognized for its luxurious rooms and suites, signature cuisines, impeccable banqueting services and leisure facilities.

One of Delhi's most popular dining destinations, the hotel houses the internationally acclaimed Bukhara for Indian North-West frontier cuisine, which has been consistently voted amongst the Top 50 Restaurant in the World and the Top 20 in Asia, and the Dum Pukht for royal Awadhi cuisine, recognized as one of the World's Best Classic Restaurants by Conde Nast Traveler Gold Standard. For international Cuisine, the perfect choices are the rooftop restaurants with alfresco seating and the charming Ottimo at West View for European grilled cuisine. For the finest selection of spirits, we offer you the Golf Bar and IRA-The Waterside Bar. Other facilities for our Guests includes the swimming pool, the fitness Centre, the Kaya Kalp Spa and Beauty Salon.

We are also delighted to inform you that ITC Maurya is a Green Hotel endorsing Responsible Luxury. It is certified as the world's first largest LEED EB* Platinum Rated Hotel by the US Green Building Council.

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 WeAssure. 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.

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 thank you for choosing to stay with us during your visit to New Delhi. We shall remain available at 'WelcomAssistance' at Extension 6, for any assistance that you may require. We wish you a pleasant stay and thank you for endorsing Responsible Luxury

Yours Sincerely,

Amaan Kidwai



ABOUT ITC MAURYA

Located in the heart of Delhi's Diplomatic Enclave, ITC Maurya recalls the Golden Age of the Mauryan Dynasty. The architecture of the hotel rises up in steps in the style of a Buddhist stupa and its central lobby recreates the paneled dome of a Buddhist hall of worship within which nestles a splendid mural depicting the diversity of India. The mood continues with the offer of an "East meets West" style in which global travelers are met with both warmth and efficiency, in a hotel which is also the preferred destination of visiting heads of state. ITC Maurya is now part of the world renowned Luxury Collection and offers its guests a fine environment for conducting business, complete with state-of-the-art facilities for meetings, fitness, relaxation and shopping. The hotel has four exceptional dining destinations, complemented by a fine bar in the traditional ambience of an English Country Club and pub.

Transportation Located in the heart of the Diplomatic Enclave, this landmark hotel is 15 minutes from the Delhi Golf Club, 10 minutes from the major embassies and consulates, a 20 minutes' drive to the main business and shopping district of Connaught Place, a 30 minutes' drive from Gurgaon on the expressway and a 30 minutes' drive to the new Terminal 3 for international and domestic flights. The old Terminal 1D is a 25 minutes' drive, with a few domestic airlines still operating from



here. For the convenience of our guests, the concierge will be delighted to arrange for a Hotel Limousine. The 437-room ITC Maurya at New Delhi is not only amongst the leading business hotels in the country, but is in a class by itself. Complete with the “ITC One”, “Luxury Rooms”, “Tower Rooms” & “Suites”, the hotel has also played host to a galaxy of world dignitaries, including Donal J Trump, Vladimir Putin, Barrack Obama, Bill Clinton, Bill Gates, and George Bush.

- Executive Club- 134
- Executive Club Exclusive- 111
- Executive Dynasty- 13
- Towers- 68
- ITC One- 85
- Deluxe Suite- 9
- Towers Suite - 8
- Luxury Suite- 5
- Presidential Suite- 3
- Grand Presidential Suite- 1

ROOMS CATEGORY

EXECUTIVE CLUB

Designed with care, the Executive Club satisfies the needs of the discerning business traveller who is always on the move.

Size: 26 m²

Location: Main Block

Bed Type: Queen

Room Occupancy: Up to 2 Adults

EXECUTIVE CLUB EXCLUSIVE

A hotel within a hotel, these rooms with dark wood panelling are the ultimate in hospitality, privacy and comfort.

Size: 30 m²

Location: The Executive Club Exclusive Block



Bed Type: King
Room Occupancy: Upto 2 Adults

THE TOWERS

‘A hotel within a hotel’, the Towers are carefully designed to deliver the ultimate to the global business traveller.

Size: 40 m²
Location: The Towers Block
Bed Type: King/Twin
Room Occupancy: Upto 2 Adults

ITC ONE

Offering an exclusive access, the ITC One rooms are among the best to display rich amenities paired with serene city views.

Size: 53 m²
Location: Main Block
Bed Type: King
Room Occupancy: Upto 2 Adults

DELUXE SUITES

Our Deluxe Suites offer you a world of comfort, elegance, hospitality and a taste of luxury.

Size: 45-59 m²
Location: 14th, 15th and 16th Floor Main block
Bed Type: King
Room Occupancy: Upto 2 Adults

LUXURY SUITES

Spacious and splendid, the luxury suites offer a world of regal luxury coupled with world class hospitality.



Size: 84-118 m²

Location: Main Block

Bed Type: King

Room Occupancy: Upto 2 Adults

PRESIDENTIAL SUITES

Inspired by the architects of the Mauryan Empire, the exquisite interiors of the Presidential Suites recreate an ambience of regal luxury for all our distinguished guests.

Size: 195 m²

Location: Main Block

Bed Type: King

Room Occupancy: Upto 2 Adults

CHANAKYA - THE GRAND PRESIDENTIAL SUITE

Synonymous with opulence, luxury, comfort and style, the grand presidential suite is designed to play host to the extended entourage of luminaries with ease

Size: 480 m²

Location: Main Block

Bed Type: King

Room Occupancy: Upto 2 Adults



IN ROOM / SUITE AMENITIES

- Individually controlled air conditioning units
- Individual electronic in-room safe
- Smart TV
- In room refreshment on request
- In room tea and coffee maker
- Feather pillows and non-allergenic pillows
- Essenza Di Wills/Dermafique bath amenities in all rooms
- Towel bath robes and slippers
- Weighing scale and hairdryer
- Iron and ironing board in all rooms
- Dual line phones with data port
- International direct dialling and voice mail messaging
- Wireless (Wi-Fi) Internet access
- LAN connectivity
- Large work desk

BUSINESS SERVICES

The Business Centre is located in the Towers Lounge, and is open 24 hours a day. It provides guests with a distraction-free work environment and access to business tools and services. Computers, printers, Internet access, photocopying facilities, facsimile transmission as well as secretarial services.

Other business services - Conference calling, Video conferencing, LCD Projector, High Speed wireless Internet access.

Spouse programmes The hotel offers many activities to interest the spouses of our resident guests, including tours of the city, suggestions for shopping and cultural events.



FOOD & BEVERAGE

Appealing to international travellers and residents of the city alike, the dining options at ITC Maurya are exceptional and known for their innovative menus and delicious interpretations of cuisine from around the world, alongside traditional Indian favourites and seasonal choices. Authenticity is a prime feature as every cuisine is created by our indigenous chefs using fresh traditional ingredients.

Over the years, ITC Hotels has earned a reputation for excellence in its culinary endeavours by stressing the spotlight on the best of Indian and international culinary traditions, distinguishable by their authentic flavours and quality ingredients. ITC Maurya, particularly, has consistently proven to be the most popular dining destination in New Delhi. From the robust flavours of India's North West Frontier and the refined pleasures of royal Indian traditions, to the delectable flavours from the West and the South, all paired with an extensive collection of the finest beverages the restaurants at ITC Maurya promise an inspiring culinary experience unmatched by any other hotel in New Delhi.

A significant feature on the itineraries of gourmets across the world, ITC Maurya's restaurants promise a unique experience of authentic Indian and international cuisine. One of Delhi's most popular dining destination, the hotel houses the internationally acclaimed Bukhara for North- West frontier cuisine, which has been consistently voted amongst the "Top 50 Restaurants in the World" and the 'Top 20 in Asia', Dum Pukht was also voted for royal Awadhi cuisine, recognized as one of the "World's Best Classic Restaurants" by Conde Nast Traveller Gold Standard.

IN ROOM DINING

In Room dining at ITC Maurya is a fine dining experience within the comfort and convenience of your guest room or suite. Choose from an extensive menu – day or night – ideal for time zone hopping travellers, impromptu meetings or for quiet private dining. Please refer to the In Room dining menu which forms a part of this directory.



ICONIC RESTAURANT AT ITC MAURYA

BUKHARA

A key feature on the itinerary of practically every visitor to the Capital, Bukhara recreates the charm of the traditional clay oven or tandoor with its delicious menu of succulent tandoor-cooked kebabs, vegetables and breads. Once a rustic cuisine, it was enjoyed in the harsh rugged terrain of the North West Frontier, bringing comfort and succour to diners, with its warm, robust flavours. Today, Bukhara has perfected the art of this cuisine, evident in its star dishes such as the Sikandri Raan, the iconic Dal Bukhara and the various platters that offer a sampling of the menu's best features.

A beacon of culinary excellence across the globe and the undisputed pride of India, Bukhara has won innumerable accolades over the years, making it a globally recognized Indian restaurant and the preferred dining destination of gourmets, presidents and heads of state for over 40 years.

Cuisine – North West Frontier

Operational Hour- Lunch- 12:30 pm- 2:45 pm

Dinner- 7:00 pm- 11:45 pm

DUM PUKHT

This iconic, award winning restaurant beckons you to partake in a royal experience as it recreates the 200-year-old culinary legacy from the kitchens of the majestic Nawabs. Dum Pukht, a process of slow-cooking in a sealed 'handi', allows the ingredients to mature in their own juices to bring out the intense flavours, aromas and leisurely luxury of the food, imbuing it with richness that distinguishes the cuisine.

Reviving the artfulness of courtly manner and presentation from across the country, Dum Pukht brings you the grand cuisine of India in a setting that truly befits its regal origins. The exquisite décor infused with deep sapphire blues and silver, reminisces a bygone era and evokes a sense of the old-world charm.



Cuisine – Awadhi

Operational Hour- Lunch- 12:30 pm- 2:45 pm
Dinner- 7:00 pm- 11:45 pm

OTTIMO AT WEST VIEW

Ottimo at West View, our rooftop restaurant with a breathtaking view of Delhi's green belt, offers irresistible contemporary western cuisine. An extravagant choice of grilled meats, fresh garden produce and breads straight from the oven.

Ottimo at West View brings you a careful selection of the most exquisite flavours from the Western world with traditional recipes from remote France chateaux, grill houses on the East and West coasts of America, rosy kitchens of English manors, leisurely Mediterranean villas and bustling German marketplaces, West View covers a wonderful plethora of a variety of fine cuisines.

Cuisine – Italian / Western

Operational Hours- Mon to Sun- 7:00 pm- 11:45 pm &
Sun- 1:00 pm- 5:00 pm

THE PAVILION

Overlooking the open air swimming pool at The Pavilion- ITC Maurya's 24-hour restaurant, offers a fine spread of Indian and inventive global cuisines.

The restaurant offers the perfect option for round the clock dining with its spacious and affable ambience, elegant interiors, extensive beverage library and the warm attentiveness of its service associates.

Cuisine – A'la Carte and Buffet here

Operational Hours- Round the clock



GOLF BAR

A cosy English Country Club styled bar drenched with the spirit of golfing legends, the Golf Bar houses the finest selection of wines, whiskies, other spirits and premium brands of cigars from across the world.

With leather couches, casual seating and a warm ambience that encourages camaraderie and relaxation, the bar offers the perfect venue for a laidback tête-à-tête or to unwind in the company of good friends.

Operational Hours- 11:00 am- 12:30 am

Cuisine- Finger Food

NUTMEG @ SAMAYA

Enjoy your conversations in the tranquil setting of Samaya as you sip on a cup of our specialty tea or coffee with delectable bites.

A boutique Gourmet Shop, Nutmeg brings you the finest selection of freshly baked sweet & savory delights under one roof.

Allure your senses with delicious pastries, cakes, the finest macarons and home baked breads, to name a few. You can also carry home a range of specially designed hampers, a box of hand-crafted chocolates, artisanal cheese, exotic oils, preserves, et all.

Signature Creations - Walnut & Dark Chocolate Brownies, Red Velvet Pastry, Black Forest Cake

Operational Hours- 10:00 am- 7:00 pm



FABELLE CHOCOLATE BOUTIQUE

Fabelle, a one of its kind luxury experience of handcrafted chocolate creations that activates your senses like never before. Exotic cocoas, unique ingredients and the extraordinary craftsmanship of Fabelle master chocolatiers go into creating a symphony of exquisite tastes, textures and aromas.

Operational Hours- 11:00 am- 11:00 pm



EVENT VENUES:

MEETINGS & WEDDINGS

Number of Meeting Rooms: 5

Number of Banquet Venues: 5

A plush, splendid hall that can seat up to 500 people, state-of-the-art conferencing options and an outdoor garden venue ideal for exclusive receptions are just some of the banqueting and business events that can be planned in New Delhi in the dignified ambience of a 5-star luxury hotel at ITC Maurya. Being the preferred destination of some of the most powerful people in the world on their visits to New Delhi, it is but natural that ITC Maurya has the most well equipped facilities in the city for all your entertainment and business needs.

With a reputation built on excellence, ITC Maurya offers a wealth of experience in setting up meetings and events for both local and international executives coupled with a dedicated team of professionals who work with the guests at every step of the way with valuable hightech facilities and state-of-the-art amenities along with air-conditioned facilities and high speed Wi-Fi that is available throughout the Hotel- ITC Maurya makes sure that the purpose of every business traveller is met with utmost care.

Allow ITC Maurya to play host to organize a wedding that you have dreamt of!

With its large beautifully landscaped gardens the Hotel offers a serene and elegant ambience for all manner of occasions- from a large-packed wedding to an equally elegant outdoor reception, you can plan out any wedding function with ease at our spacious gardens with a team of highly knowledgeable members and concierge members who are more than happy to help you sort out any issue.



KAMAL MAHAL (PART 1 – 4)

Kamal Mahal has a prefunction area of 174.81 m² and a total area of 631 m². A magnificent hall with tastefully done interiors, Kamal Mahal is famous for catering to state banquets for world leaders, corporate gala dinners, exclusive private luncheons, wedding celebrations, conferences, symposiums and much more. Located at the Lobby level, comprising one large hall which can be divided into three different spaces with sound proof separators, Kamal Mahal is equipped with facilities like Wi-Fi/ high speed broadband internet, extensive audio-visual support and offsite catering services and of course the undivided attention and assistance of our associates from the moment you decide to make your bookings, until your event has been wrapped up, satisfactorily. The magical mood lights, the crystal glassware, signature dishes and personalised service make for an unforgettably luxurious experience that is sure to make a lasting impression on your guests.

SAKYA

Sakya offers versatile options for conferences, meetings, banqueting, gala social events and pre & post wedding events, receptions and more. Modern and elegant with beautiful wall etchings, this is the perfect venue for intimate gatherings.

225.03 m² including two pre-function areas, the hall can accommodate 75-85 guests at a time. Sakya can be divided into 3 smaller halls to meet special requirements with pre-function areas attached to all. The smaller rooms can be used as VIP areas, break-out meeting rooms or for staging and display spaces.

CHAITYA

A new, modern and elegant venue with beautiful walls, Chaitya is perfect for intimate gatherings of up to 60 guests and for small meetings, press



conferences and socials. Chaitya & Sakya may be used together for gala receptions and also as break out meeting rooms for larger conferences being held at Kamal Mahal.

BOARDROOMS

Our advanced business boardrooms are equipped with state-of-the-art conferencing and audio-visual facilities, and wireless high speed internet access.

NANDIYA GARDENS

A verdant, beautifully landscaped garden that overlooks the richly forested Delhi-ridge, Nandiya Gardens offers a serene and elegant ambience for all manner of occasions. Its most dramatic decoration – an eleven-foot bronze caste figure of Ashoka, enigmatically and sensitively portrayed at the moment of his spiritual transformation” from a victorious king to a thoughtful Buddhist by artist Meera Mukherjee – Nandiya Garden captures the tranquillity of a peaceful retreat. It offers 5-star luxury banqueting facilities with a choice of gourmet dining options and the unobtrusive attentiveness of our service associates – Nandiya Gardens are the perfect venue for weddings, celebrations, parties and banquets and luxury events of all kinds.

RESPONSIBLE WEDDINGS

The key to being able to fully enjoy your wedding day is to plan it well in advance. Unfold your wedding into the realms of sheer brilliance and visual delights leaving an impression on the memories of your guests with ITC Hotels’ state-of-the-art facilities coupled with exemplary services and modern amenities. Committed to creating new benchmarks in Responsible Hoteliering, ITC Hotels have today established the world’s first and largest green hotel chain, re-engineering every sinew of its signature properties to deliver a unique value proposition to its discerning guests- A philosophy of sustainable hospitality that integrates the highest level of international green best practices with contemporary design



to deliver unmatched guests experiences. The term “Responsible” is indeed the soul of ITC Hotels, where tireless efforts ensure a positive environmental footprint, and will continue to do so through constant innovation and hardworking performances. Luxury events held at ITC Hotels’ are not just about a lavish 5-star ambience or about offering the city’s finest services and facilities – it is about delivering all of this with responsibility, so that when you hold your celebrations you become part of an effort that actively works at reducing our collective carbon footprint. When you choose ITC Hotels as your venue to host your events, you become part of a greener world, without compromising the grandeur, warmth and luxuriousness of your hospitality to your guests. ITC Hotels bears an unmistakable aura of culture and a deep-rooted sense of pride in executing every event with impeccable flawlessness. Redefining luxury weddings, we at ITC vow to ensure that whatever the occasion be, our guests stay devoid of any stress - enjoying, relaxing, honouring, relishing and living up every moment of their stay!

CONFERENCE CONCIERGE

Our dedicated team of conference and banqueting specialists can arrange for music, entertainment, latest audio visual equipment’s and provide professional assistance to complement any part of your conference, function or event.

SHOPPING

The ITC Maurya has the following shopping options for our guests to browse at leisure and shop in a relaxed international ambience. The stores are located at the Lobby Level.

HAZORILAL:

Hazoorilal as jewellers has cherished the importance of heritage, style, innovation and was founded by Late Shri Hazoorilal Narang in the year of India’s independence.



With an eye for detail and understanding a woman's desire for seeking a design that has international sensibility, Hazoorilal has established a strong stamp of recognition, quality and credible reputation. Hazoorilal's patrons also narrate the tales of aristocracy with prestigious clientele that include The Royal Families of Abu Dhabi and Saudi Arabia. The company is now spear headed by Sandeep Narang Chief Designer and Managing Director.

INDIA ARTISAN GALLERY:

Exclusive Cashmere, Crafts, Carpets and Gems

CIGAR REPUBLIC:

ITC opened its doors to their very own premium cigar retail store called Cigar republic, selling one of the finest cigar brand 'Armenteros'. Armenteros cigars have been developed to suit the discerning taste of the Indian cigar connoisseur. Sourced from the Dominican Republic, the largest producer of hand rolled cigars in the world. The cigars are manufactured at La Aurora, which is one of the oldest cigar companies in the world.

SLEEP BOUTIQUE:

Presenting an exclusive array of sleep merchandise, extensively researched and made of superior quality to give you the luxury of blissful sleep.

Boutique Timings : Open 10:00 am - 11:00 pm, Tuesday - Sunday

Location : Lobby Level

HOTEL SERVICES

Located in the heart of Delhi's Diplomatic Enclave, ITC Maurya recalls the Golden Age of the Mauryan Dynasty. The architecture of the hotel rises up in steps in the style of a Buddhist stupa and its central lobby



recreates the panelled dome of a Buddhist hall of worship within which nestles a splendid mural depicting the diversity of India. The mood continues with the offer of an “East meets West” style in which global travellers are met with both warmth and efficiency, in a hotel which is also the preferred destination of visiting heads of state.

ITC Maurya is now part of the world renowned Luxury Collection and offers its guests a fine environment for conducting business, complete with state-of-the-art facilities for meetings, fitness, relaxation and shopping. The hotel has five exceptional dining destinations, complemented by a fine bar in the traditional ambience of an English country club and pub.

AN ALPHABETICAL GUIDE TO THE FACILITIES IN YOUR HOTEL

We hope you will enjoy your stay with us. The following guide is intended to familiarise you with all the services we offer. Please call us if there is anything else we may do to assist you while you are at the ITC Maurya.

AIR CONDITIONING

The digital thermostat in your room enables you to control the temperature in your room for your personal comfort.

AIRLINES

For any assistance please contact WelcomAssistance, our Front desk or Hotel Concierge.

The Indira Gandhi International Airport is located in Palam, Delhi. The airport is the busiest airport in India and has 3 terminals.

A few low cost airlines operate out of Terminals 1 & 2. Terminal 3 has been operational since July 2010 and operates both Domestic and International flights. The common terminal building has both has separate sections for Domestic and international flights.

Distance from the hotel:



- Terminal 1: 7.2 kms (15 mins)
- Terminal 2: 12.6 kms (25 mins)
- Terminal 3: 11.7 kms (20 mins)

We recommend that you consider a margin of another 15 minutes during peak hours of traffic. Please contact our concierge desk for any further assistance.

For any assistance please contact WelcomeAssistance, our Front desk or Hotel Concierge

AMENITIES ON CALL

Our Housekeeping Department would be pleased to provide a range of amenities such as toothbrush and toothpaste, shaving kit, comb, hot water bag, hair oil, nail cutter, nail polish remover, etc. If there is anything else you require, do let us know and we will endeavour to obtain it.

BANQUETS / PARTIES / MEETINGS

Please refer to “Conventions and Events” in this directory.

BEAUTY PARLOUR / BARBER SHOP

Please refer to “Ladies’ / Gentlemen Salon” in this directory.

BOARD ROOMS

Our advanced business boardrooms are equipped with state-of-the-art conferencing and audio-visual facilities, and wireless high speed internet access. our Banquets Sales Executives are available at extension 5158 / 5157 / 5159 to assist you with applicable tariffs and also boardroom reservations.



BREAKFAST

TOUCH 5123

An extensive luxury breakfast is available at “The Pavilion”, our 24-hour restaurant, from 6:30 am to 10:30 am. Our lavish spread includes fruit, cereals, eggs and breakfast meats. Vegetarian specials and Indian breakfast specialties, freshly baked breads and breakfast rolls, choice of juice, coffee and other hot beverages to suit every palate. For ordering breakfast in your room, please refer to our In Room Dining Menu, available with this directory.

BUSINESS CENTRE

TOUCH 5045

The Business Centre is located in the Towers Lounge. It is open round the clock and has a wide range of services and equipment for your convenience.

BUTLER SERVICE ITC ONE

For guests staying at the premium ITC one and Towers, professional floor butlers are at your service for the entire duration of your stay. These young men will do everything they can to make your stay as comfortable and stress free as possible. Please call upon your butler for the following services and any other assistance which you may require.

- Breakfast Service
- Emergencies
- Lost Items
- Room Service
- Car Rental
- Meeting Room Arrangement
- Wake Up Calls



- Unpacking And Packing
- Tickets
- Electrical Connection Assistance
- Housekeeping
- Medical Assistance
- Shoeshine
- Laundry And Valet
- Ice Service
- Business Centre
- Internet Connectivity

CALL / MESSAGE FORWARDING

If you are leaving your room and expect an important call or message, please inform “WelcomAssistance” 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 WelcomConcierge desk located at the Main Lobby Level.

The Cashier can be contacted through WelcomAssistance and offers assistance with foreign exchange encashment, your room account information and bill settlement. Guests in residence may approach the Front Desk Counters at Lobby Levels of the Main Block or Towers Block for across the counter assistance. Bills may be settled by cash, Travellers cheques or by Visa, American Express, Diners Club and MasterCard.

Please note: We prefer that you settle your bills using non-contact digital modes of payment such as online payment link or UPI. Do contact the Cashier for the same.



CHECK-IN/CHECK OUT

Check-in/Check-out time: 3:00 pm/12:00 pm

Whilst the Hotel's check out time is 12:00 pm, 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 3:00 pm.

CHEQUES

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

CONCIERGE

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

- Airline Information
- City maps
- Baggage Services
- Car rental
- Doctor on Call
- Florists
- Limousine Services
- Jogging routes
- Mail / Courier
- Messages
- Recreational activities
- Restaurant reservations
- Room reservations
- Shopping
- Sightseeing



- Theatre Tickets
- Wheelchair

CONVENTIONS AND EVENTS

Our facilities provide just the right ambience for your conference and meeting requirements, addressing a variety of needs including international conventions, private dining needs and theme parties. our Convention and Events Team will be pleased to assist you.

CONFERENCE FACILITIES

We have a number of meeting rooms, each equipped with various professional equipment and conference aids to accommodate anywhere between 8 to 400 persons.

COURIER SERVICE

Our Business Centre 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.

CURRENCY

The cashier located at the Main Lobby will assist you with foreign exchange encashment. Foreign Currency is exchanged for resident guests only.

DO NOT DISTURB

“The guest rooms which are on a privacy for two consecutive shifts will be opened by the hotel management and checked in the presence of a security personnel. We may also service your room from a hygiene or room upkeep point of view should it be required.”

For the purpose of guest wellbeing, room upkeep and safety, all occupied guest rooms are serviced at least once during the day.



In case you do not wish to have your room serviced in your absence, then may we request you to inform the duty 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 WelcomAssistance, should you need any medical attention. In case of serious illness or a medical emergency, please press the button on your telephone for immediate help.

DRINKING WATER

We provide 'ŚūnyAqua' bottles in our rooms and during events

DOORMAN

The doorman will assist in calling your car or to convey a message to your chauffeur. valet parking for your vehicle is also available.

ELECTRICITY

Our electric supply is set at 220 v at 50 Hz. The shaver socket in the bathroom has an option of 110 v as well. A specialised plug will be required to use any appliance in the shaver socket.

EMERGENCY

In case of an emergency, please touch the emergency icon on your telephone instrument or leave the receiver off the hook.

Emergency exits:

Each wing on the guest floor has a sign posted Emergency Exit, fitted with 2-hour fire rated doors. Please study the emergency exit plan affixed behind every room door and familiarise yourself with the exit nearest



to your room. In the eventuality of evacuation due to an emergency, hotel staff will be available to escort guests to safe assembly areas.

ERRANDS

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

EXTRA BEDS AND CRIBS

The hotel does not place extra beds in Executive Club and Executive Club Exclusive room categories due to constraints of space. For other room categories may we request you to call WelcomAssistance, should you require an extra bed or crib. Requests placed in advance would be appreciated.

FACSIMILE

The hotel facsimile number for any incoming transmissions is 91-11-2611 3333. To send any faxes, please contact the Business Centre for assistance.

FLORIST

For fresh flowers and special arrangements please contact our Concierge Desk. Requests for floral arrangements are accepted only between 09:00 am to 5:00 pm.

FITNESS CENTRE

The Fitness Centre is operational 24 hours. Guests are also advised that the gymnasium instructor is available from 6:00 am to 10:00 pm. It is clearly advised that the guest is using the facility at his / her own risk.

HEALTH CLUB

Please refer to “Wellness Centre” in this directory.



HOUSEKEEPING

The Housekeeping Department is at hand to service your room, provide you with additional amenities and toiletries you may have forgotten to carry, and to handle requirements like lost and found inquiries, electrical and plumbing complaints and any other maintenance related issues in your room. The following items are available with Housekeeping:

- Air Freshener
- Mattress Toppers
- Duvet
- Feminine Hygiene Products
- Hot Water Bag
- Iron and Ironing Board
- Pillows (Please refer to the Pillow menu in your room)
- Rollaway Bed
- Sewing Kit
- Shoeshine
- Toiletries

INTERNET ACCESS

The Broadband Internet service is available on LAN point or on Wireless mode. Wireless Internet is available in your room and in specific areas of the hotel. You can connect your Laptop/ Computer to the network connectivity type available in the hotel. A data cable for Internet connectivity has also been provided in our guest rooms. An Internet Help desk is available in the Hotel. You may seek their assistance by calling WelcomAssistance. For more details, please refer to the In Room Internet Facility in the Telecommunication Section in this directory

IN ROOM DINING - MAIN BLOCK

Touch 5#

IN ROOM DINING - ITC ONE TOUCH 5321

Pets not allowed.



In Room dining is available round-the clock, and you may select from the “Fine Dining section” or “our Express Service” offerings. Should you have a specific request for items not featured on the menu, our Chef will be delighted to make every effort to accommodate your request.

MEDICAL ASSISTANCE

The Hotel is not authorised 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.

NON-SMOKING FLOOR

We offer exclusive floors of guest rooms set aside for non-smokers. Should you prefer a non-smoking room, please contact our Concierge Desk in the Lobby!

PETS

Pets not allowed.

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 WelcomConcierge for assistance in arranging a photographer. However, we would appreciate your placing the request in advance.



ROOM RESERVATIONS

Please allow us to assist you in making reservations for your return trip to ITC Maurya, New Delhi. Please contact room reservations for assistance. For reservations at any other ITC Hotels destination, kindly refer to the section on “ITC Hotels”, further ahead in this directory.

RESTAURANTS

Iconic restaurants, each with its own style and distinct cuisine, offer you a taste of India and the world. Please refer to the Hotel Services section of this directory or call Concierge for further information and facilitation in making table reservations.

SAFE DEPOSIT CONTAINER

5013

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 & MENDING

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



SHOPPING

A range of high quality goods are available at our shopping arcade.

STAMPS

TOUCH 5013

Please contact the Bell Desk should you require postage stamps.

SPA

Please refer to “Kaya Kalp — The Spa” section in this directory.

SWIMMING POOL

Our swimming pool is open from 07:00 am to 8:00 pm in winters and 06:00 am to 9:00 pm in summers.

TAXIS

Touch 5013 We recommend that you use our fleet of hotel cars through our Travel Services Desk, however, should you require a metered yellow taxi, our Concierge will be pleased to assist you.

TICKETING

Touch 5047 our Travel Services office, located at the Lobby Level, is open round-the clock to assist you for airline reservations, amendments and ticket confirmation.

TIPPING

We do not levy any service charge. However, tipping is an accepted norm for appreciation of services. We would request you to tip only in Indian Currency.



TOURS

Touch 5013 our WelcomConcierge Desk located at the Lobby Level, would be pleased to assist you with relevant information and can also facilitate with bookings. Our Travel Partner, International Travel House also offers a daily tour to Agra, the city of the Taj Mahal. The tour is available every day except Friday, when the Taj Mahal is closed to visitors.

TRANSLATORS

Touch 5045 Translators are available on request at prior notice. Our Business Centre will be pleased to make relevant arrangements should you require this service.

TRAVEL HOUSE

Touch 5013 our Travel Services office is located at the Lobby Level, and is open 24 hours a day. They provide a variety of Chauffeur driven cars to meet your every need. They would be pleased to help you with booking, amendment and reconfirmation of airline tickets, car rentals and other travel related services.

TREATMENTS

Touch 5211 our trained staff at Kaya Kalp the Spa, provide a range of treatments and ayurvedic therapies. Kindly contact the Kaya Kalp Manager Team for an appointment and for further information.

VALET PARKING

Our doorman would be glad to arrange valet parking for your vehicle.



WAKE UP CALL SERVICE

Our Telephone operator would be happy to give you a wakeup call at any hour of the day or night. You may also programme your telephone for an automatic wake up call. Please refer to the Telecommunication Section of this directory for further details.

WATER

The water from the tap is purified and safe to use. Drinking bottled water in 500 ml and 1000 ml bottle size is replenished daily by Housekeeping on a daily basis (ŚūnyaAqua).

WEBSITE

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

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.

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 rest of the procedure. This facility is also available through the operator "6". 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 to connect you to the Housekeeping.



Bell desk - One touch button to connect you to the Bell Desk.

Laundry - One touch button to connect you to the 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 handsets

Redial - Redials the last number dialled 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 handsets 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.

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. Hangup when the procedure is complete. To change or delete, dial the 'Do not Disturb' button and follow instruction.



Room to room dialling - Dial the room number required. (This facility is disabled between 2200 hrs and 0700 hrs; Kindly contact the operator for assistance).

DIALING PATTERN

Local Landline Calls:	9 + Local Land Line Number (eg: 9 + 2611xxxx)
STD Land Line Number:	9 + STD Code + Land Line Number (eg: 9 + 080+ 2228xxxx)
Mobile Calls for All India:	9 + 0 + 10-digit mobile number (eg: 9 + 0 + 9810xxxxxx)
ISD Calls :	9 + 00 + Country Code + City Code + Number (eg: 9 + 00 + Country Code + City Code + 202xxxxxxx)

TELEPHONE CALL CHARGES

Description	Duration	Tariff(INR)
Call Charges (Local/Std/Mobile/Landline)	Per 3 Minute	INR 7+18% Tax
ISD Call Charges	Per 1 Minute	INR 210+18% Tax
AT&T Call Charges	Per Call	INR 154+18% Tax



BUSINESS CENTRE TARIFF

Secretarial Service		
Typing	per page	INR 200
PHOTOCOPYING		
Black & White	per page	INR 15
Colour	per page	INR 150
FACSIMILE		
International	per page	INR 250
Domestic	per page	INR 150
Local	per page	INR 50
PRINTOUT		
Black & White	per page	INR 50
Colour	per page	INR 150
Photocopying		
SCANNING		
	per page	INR 100
BINDING		
Spiral Binding	per binding	INR 100
LAMINATION		
A4 Size	per sheet	INR 100
A3 Size	per sheet	INR 200
COURIER SERVICE		
BROWSING (BUSINESS CENTRE)		
In House Guest	Complimentary	For 30mins
Additional Hour		INR 250

GST 18% Extra



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 previous 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, any right or interest in the hotel premises or any part or 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.

NO VISITOR POLICY

In the interest and safety for hotel guests, visitors are not permitted in the guest rooms post 9:00 pm.

GOVERNMENT RULES AND REGULATIONS

Guests are requested to observe Government rules and regulations in force from time to time in respect of 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 the least amount of inconvenience to our esteemed guest.

FIRE SAFETY

ITC Maurya, New Delhi 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 1.5 Hours rated fire 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 in the passage area and above the bed.

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 color 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 push in and pull down the glass of Manual Call Point to raise an alarm.

IF YOU DISCOVER SMOKE OR FIRE

Please remain calm. Immediately inform the Telephone operator or the Engineering Control Room about the Fire by dialling '3' or '6' respectively. Provide your name, room number and the exact location of fire. Break the glass of the nearest manual call box 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 AIRCONDITIONING.

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. 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 BOX

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 box 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

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 of 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. However, he will be guided in his decision by the Incident Controller in consultation with the General Manager (in case 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 the in house guests.



TELEPHONE OPERATIONS

Telephone operators will contact each guest and tick off all acknowledgments. In order to assist you as much as possible, Telephone operators will not leave their place of duty.

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 the 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.

1. Main Porch Valet Parking- For guests staying in ECE block
2. Nandiya Garden- For Guests staying in Central Block (EC, Luxury Suites, ITC One, Presidential Suites)
3. Near SBI ATM- For Guests staying in Towers block

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.

EVACUATION ROUTES

Please refer to the evacuation plan fitted on the back side of the main door to understand the evacuation route from your room.



RESPONSIBILITY FOR AREAS OF EVACUATION

Area responsibility

Laundry in charge

Stores/ Stores Supervisor

Health Club in charge

Business Centre / Front office Manager

Administrative Offices / UFC / Personnel

Training Coordinator

Main Kitchen / Chef In Charge

AC Plant / Chief Engineer/ 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.