



ITC HOTEL  
RESPONSIBLE LUXURY



ITC NARMADA  
AHMEDABAD



# WELCOME

Dear Guest

Namaste!

It gives us great pleasure to welcome you to ITC Narmada, Ahmedabad.

In line with ITC Hotels' philosophy of re-establishing a connection with the land where you belong, ITC Narmada will create a brand folklore - where modern forms of patronage and artistic affiliation will spotlight the cultural panorama of Ahmedabad.

The hotel celebrates the finest nuances of culture, art, music and a zest for truly sublime experiences and pays acclamation to the State of Gujarat. Rising majestically the hotel redefines the skyline of Ahmedabad. Our endeavour is to bring to you the rich heritage of this region through our curated signature services that are designed to reflect the culture and essence of this destination.

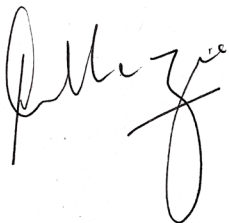
ITC Narmada brings to you some of our finest signature brands. The Adalaj Pavilion –Captures the thrill of discovery and serendipity all in one. The three meal buffet and à la carte restaurant brings you an array of Indian, local and international cuisines. The Royal Vega – an exclusive restaurant with an opulent décor that brings you a fine collection of vegetarian dishes based on the ancient Indian system of seasonal cooking. Peshawri - the robust, smoky flavours of the North-West frontier emanate from the clay tandoors and charcoal grills here, and eating with your fingers is encouraged. Yi Jing - inventive chefs at this restaurant present classic and contemporary interpretations of specialities from the diverse regions of China. Fabelle : The Chocolate Boutique – experience handcrafted chocolate creations. The master chocolatiers combine fine chocolate with exotic ingredients to create a symphony of exquisite tastes, textures and aromas.

The ITC promise of luxury hospitality comes with responsibility towards the environment and its resources, through its commitment to sustainability. ITC Narmada has been registered with USGBC for Leadership in Energy and Environmental Design (LEED) platinum certification. Right from developing the site to construction and operationalising, sustainability has been at the heart of design at ITC Narmada with enhanced focus on energy efficiency, water efficiency, sustainable site development, use of sustainable materials and indoor environment quality. A series of sustainability initiatives such as rainwater harvesting, recycling water, using construction materials with high recycling content and deploying energy efficient systems for air conditioning, refrigeration and water pumping among other key functions, have been actively taken up as a sustainable practice at ITC Narmada, while offering unmatched luxury hospitality to its patrons.

Whilst I am confident that during your stay you shall experience the warmth of the Indian hospitality, please do not hesitate to contact me or our Resident Manager, Himanshu Batra at +91 9663395400 for any kind of assistance that you may require to make your stay more comfortable.

We wish you a pleasant stay and thank you for endorsing Responsible Luxury.

Best Regards,



KEENAN MCKENZIE

GENERAL MANAGER  
ITC NARMADA – A LUXURY COLLECTION HOTEL

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The background of the entire page is a dark gray color with a repeating geometric pattern. The pattern consists of overlapping circles of varying sizes, creating a complex, tessellated design. The circles are arranged in a way that they fill the space, with some overlapping others to form smaller, more intricate shapes. The overall effect is a subtle, textured background.

# DESTINATION

# DESTINATION

## HOTEL & LOCALE

*“Aavo Padharo”, words of welcome is the language of Gujarat because it is here that these words ring truly and the guest is ‘God’ and the people of Gujarat are gregariously friendly, inviting and will entice you to come again and again.*

Ahmedabad, also known as Amdavad, and through its beautiful historic Indo-Saracenic architecture, is India’s first World Heritage City. It is known to be one of the most modern cities in India, yet steeped in history and culture. It was the abode of Mahatma Gandhi and the Dandi March (Salt March) began from here. It is also a home to some of the most unique marine species, a melting pot of a vast variety of culture, people, places and history due to eons of migratory influences. Along with all the migrations came in various ritual practices, cuisines, style of dresses, fairs and festivals, celebrations all of which were amalgamated and became a part of what this amazingly diverse city has to offer to you.

Today, Ahmedabad is a busy and flourishing city being the centre of cultural, political and economic life in Gujarat. Its many interesting sites include the Sabarmati Gandhi Ashram - whose aura still lingers here and one can travel back in time to get a sense of his ideology and remarkable life, Adalaj Stepwell - also known as “vav”, Sidi Sayed Mosque - the carved jaalis in the windows of the mosque are known worldwide and have become a symbol of the city of Ahmedabad, Calico Museum - is India’s premier textile museum and its collection of Indian textiles is considered by many to be the finest and most comprehensive in the world and Narendra Modi Stadium at Motera - can accommodate 132,000 spectators, being the largest stadium in the world.

If you want to enjoy the colourful side, then pay a visit during the major festivals of Ahmedabad: Utrayan and Navratri are two festivals that are celebrated with great zeal and gusto.

ITC Narmada endeavours to create a modern brand folklore - where modern forms of patronage & artistic affiliation will spotlight the cultural pan aroma of Ahmedabad in Gujarat. The façade elements are inspired by the classical Gujarat Toran (gateways) of the Sun temple at Modhera and the unique stepwells that were once integral to the region. It is a tribute to the life giving river and it’s land and from where the central atrium lobby and it’s majestic water wall is derived. The building façade also carries elements of the local craft including the traditional lattice work and an interpretation of the famous “Tree of Life” at the Sidi Sayyed in Ahmedabad. The super imposing Stepwells architecture to latticework & mirrors, silks, brocades, world famous cotton weaves and teakwood of Narmada’s basins will be the hallmark of ITC Narmada’s artistic elevation.

Ahmedabad at a Glance:

Area	:	505km <sup>2</sup>
Population	:	Approx. 8.25 million
Language	:	Gujarati, Hindi and English
Altitude	:	53 meters above sea level on the Banks of Sabarmati river
Climate	:	Hot, semi - arid climate
Warmest Month	:	March to June
Coldest Month	:	November to February
Rainy Season	:	Mid-June to Mid-September

# DESTINATION

## SIGHTS & ATTRACTIONS

### IN AHMEDABAD:

#### ADALAJ STEP WELL:

The flamboyant 15th-century stepwell, has lost only little of its grandeur over the last few centuries. Till date, the intricate carvings on the pillars that support the five storeys are mostly intact; the stepwell was built by Mahmud Begada in 1411, to commemorate Queen Rudabai, wife of Veersinh, the Vaghela chieftain. It served both a utilitarian and spiritual purpose for the people around. The step-well represents the Indo-Islamic fusion architecture that percolated through the many stepwells of the period. There are some fascinating features of the well that make this an important emblem of superior architecture. There is a belief that the small frieze of Navagraha (nine-planets) towards the edge of the well protects the monument from bad omens.

#### AKSHARDHAM TEMPLE:

'Akshardham' literally means the divine abode of God. Swaminarayan Akshardham at Gandhinagar is a mandir – a Hindu house of worship, a dwelling place for God, and a spiritual and cultural campus dedicated to devotion, education and unification. Timeless devotional messages and vibrant Hindu traditions are echoed in its art and architecture. Each element echoes with spirituality – the mandir, the exhibitions and even the gardens. It has over two hundred murtis (idols), representing spiritual stalwarts from over many millennia. The spiritual premise of Akshardham is that each soul is potentially divine. Whether we are serving the family, our neighbours, the country, or people all around the world, each act of kindness can help one move towards divinity.

#### CALICO MUSEUM OF TEXTILES:

The Calico Museum of Textiles was inspired by the pioneering art historian and philosopher Dr. Ananda Coomaraswamy. It was his suggestion to Gautam Sarabhai, chairman of the Calico Mills of Ahmedabad, that a textile museum and an institute be founded in the city, as it had been one of India's leading textile production and trade centers since the 15th century. In 1949, the textile museum was founded and was inaugurated by Jawaharlal Nehru, India's first prime minister. The galleries comprise collections of sacred bronzes from south India, Vaishnava picchavais, Jain art, Indian miniature paintings as well as other arts.

#### HERITAGE WALK:

On the ancient site of Ashaval and Karnavati, Ahmedabad was founded on 1411. The City of Ahmedabad has some of the finest India, Islamic monuments and exquisite Hindu and Jain temples. Its carved wooden houses are another unique architectural tradition. A special feature of Ahmedabad is the plan of the old city comprising numerous pols, self-contained neighbourhood's, sheltering large numbers of people. Some of these virtually small villages, traversed by narrow streets, usually terminating in square with community wells and chabutaras for feeding birds, gates, Cul-de-sacs and secret passages. To experience the glory of Ahmedabad, it is necessary to walk through an old quarter and truly observe the nature of its architecture, its art, religious places, culture and traditions.

With the purpose of unveiling the city to the tourists and the citizens themselves, Ahmedabad Municipal Corporation arranges this walk.

## DESTINATION

### SABARMATI GANDHI ASHRAM:

The original ashram was established in May 1915 at the Kocharab Bungalow of Jivanlal Desai, who was a barrister friend of Gandhi. It was given the name of Satyagraha Ashram. Mahatma Gandhi wanted to carry out activities like farming and animal husbandry and needed more space. On June 17th, 1917, the ashram was relocated to an area of thirty-six acres on the banks of the river Sabarmati. Inaugurated by his contemporary Jawaharlal Nehru, Mahatma Gandhi's erstwhile home has been converted to a simple but engaging museum. The Ashram, named after the eponym Sabarmati River is fragmented into two sections – where Gandhi actually lived, and the modern section conceived by architect Charles Correa. The ashram is ensconced in a peaceful aura, partially due to the reverence that visitors show and possibly due to a unique energy that the place actually has. This is the place where Gandhi started the Satyagraha Movement. You will find that the complex dotted with people meditating, walking in silence or transfixed to the gallery, which showcases Gandhi's many photographs and memorabilia. At this ashram, Gandhiji tried his hand at farming, learnt the art of spinning and weaving, and led the production of khadi.

### SABARMATI RIVER FRONT:

The Sabarmati River has been the lifeline of the city of Ahmedabad for centuries. A resurrection of the cityscape and the river Sabarmati in 2005 led to the making of the Sabarmati Riverfront, a 22km planned promenade has Boating stations and pop-up exhibition spaces are built along the river, but it is the fitness enthusiasts who do due justice to the path on daily walks and jogs. Eleven bridges built over the Sabarmati River connect the old and new parts of the city. Flower garden has been envisioned as a permanent flower garden spread in Approx 45000 Sqmt where more than 330 native and exotic flower species. Throughout the year, the garden serves as a city level unique park where visitors can enjoy beautiful flowers of both seasonal and non seasonal varieties. It strengthens the green space network on the western park of the city.

### SIDI SAIYYED MOSQUE:

The Sidi Saiyyed mosque built in 1573, is the last of the major mosques to be built in Ahmedabad under the Mughal rule. The carved jaalis in the windows of the western wall of the mosque are known worldwide and have become a symbol of the city of Ahmedabad. The carvings look like fine lace filigree work, but are hewn from solid stone. The craftsmanship of this mosque places it on a level nearly unequalled in the world.

### THOL BIRD SANCTUARY:

Thol Lake Sanctuary is made up of a reservoir that was created in 1912 as an irrigation tank when the Maharajas of Baroda (Gaekwads) ruled the region. One of the most popular birding hotspots of Gujarat, the wetland is an open water habitat surrounded by cropland, fallow land and scrubland, which helps other mammals to co-exist. Apart from 150 species of birds, one can also spot black bucks, jackals and blue bulls in the vicinity. In winter, thousands of flamingos cover the landscape in pink. Migratory birds like great white pelicans, mallards, geese, sarus cranes and many other waders make the sanctuary their home in the winters.



# DESTINATION

## AROUND AHMEDABAD:

### DASADA ALSO KNOWN AS LITTLE RANN OF KUTCH:

Being the world's only natural habitat for wild ass, however over 4000 km of sanctuary harbors a large variety of bird population. The Rann was a shallow part of the Gulf of Kutch earlier. It is formed through the process of siltation of marine estuary. During monsoon, the discharge of river and rain waters together with sea water blown up due to south west winds, the Rann becomes a vast shallow sheet of water which dries up by October to November. Especially when the terrain becomes a wetland, birds of many flocks fly down from faraway lands to breed and nest in the peculiar landscape.

*Distance from Hotel: 168 kms / 4 hrs*

### GIR NATIONAL PARK:

The Gir National Park and Wildlife Sanctuary are one of the most significant national parks in India that provides shelter to the Asiatic Lions. Apart from the lions, it also possesses innumerable species of various plants and animals. Due to the presence of favourable perennial rivers that flow through this place and several factors that contribute to its richness; this park has become one of the best places to visit in Gujarat.

*Distance from Hotel: 350 kms / 8 hrs*

### MODHERA SUN TEMPLE:

This magnificent temple was built by Bhimadeva I of the Solanki dynasty in the year 1026 on the banks of the river Pushpavati. The design of the temple is incredible. Located on the Tropic of Cancer at 23.5 degrees latitude, the Sun Temple gets lit-up by the first rays of the sun on the summer solstice every year. The temple is built on a lotus shaped structure and is adorned with carvings from epics like Mahabharata, Ramayana and Kamasutra. Suryakund is the Step Well next to the Sun Temple and has a 108 temples in it.

*Distance from Hotel: 98 kms / 2 hrs*

### PATAN PATOLA:

Patan, the former capital of Gujarat, is a place famous for Patola sarees, one of the finest hand-made textiles in the world. One can see this exquisite fabric being woven here. The Patan Patola is one of the finest hand-woven textiles produced the world over.

*Distance from Hotel: 128 kms / 3 hrs*

### RANI NI VAV:

Rani ni Vav was built during the rule of Chaulukya Dynasty in the 11th century. Silted over, it was rediscovered in 1940s and restored in 1980s by Archaeological Survey of India. It is considered as the finest and one of the largest example of stepwell architecture in Gujarat. The construction was done in the Maru – Gurjara architecture style, reflecting mastery of its complex technique and beauty of detailed proportions, this 7 storied Step Well is a world heritage site for its incredible engineering and craftsmanship. Located on the banks of the Saraswati River, it is designed as an inverted temple with the central theme around the 10 incarnations of Lord Vishnu, highlighting the reverence for water. With more than 500 sculptures from the Hindu pantheon of Gods, Rani ki Vav is arguably the most extravagant water storage system in the world.

*Distance from Hotel: 128 kms / 3 hrs*

## DESTINATION

### STATUE OF UNITY - SARDAR PATEL STATUE:

October 31st, 2018, marked the inauguration of the world's tallest statue – the Statue of Unity. It has been built as an ode to the Iron Man of India, Sardar Vallabhbhai Patel, the first home minister of independent India. The 182-metre (600 feet aprox.) colossal monument towers over River Narmada, a tribute to India 'from the people of Gujarat' to the leader who placed people's welfare first. It is built of about 5000 tonnes of iron that was collected from the equipment donated by the farmers. The Valley of Flowers (also known as Bharat Van), has been built along and is spread across 24 acres of land and is a haven for colorful flowering plants along the bank of river Narmada. The Valley of Flower began with 48,000 plants in 2016 and has now reached up to 22,00,000 plants. The spot resembles a rainbow of flowers setup on earth.

*Distance from Hotel: 205 kms / 4 hrs*

### LOCATION FROM PROMINENT LANDMARKS

International Airport	:	14 kms. 30 mins.	Car / Taxi
Domestic Airport	:	15 kms. 30 mins.	Car / Taxi
Railway Station	:	11 kms. 30 mins.	Car / Taxi
City Centre	:	04 kms. 11 mins.	Car / Taxi
Sabarmati River Front	:	06 kms. 18 mins.	Car / Taxi
Sabarmati Gandhi Ashram	:	09 kms. 19 mins.	Car / Taxi
IIM Ahmedabad	:	01 km. 05 mins.	Car / Taxi
CEPT Ahmedabad	:	03 kms. 10 mins.	Car / Taxi

# DESTINATION

## MUST VISIT FESTIVALS IN GUJARAT:

### INTERNATIONAL KITE FESTIVAL:

One of the biggest festivals in Gujarat, people plan for it, months in advance. Held on 14th January every year, this festival marks the end of winter and the beginning of summer when the sun is out and its time for harvest. Begun in 1989, Ahmedabad hosts the International Kite Festival at the Sabarmati River Front, as a part of official celebrations in the state. This festival attracts thousands, including master kite makers from Malaysia bringing in their Wau-Balang kites, Indonesians bringing the llayang-layanghave, sharing the sky with USA's giant banner kites, Chinese flying dragons, Japanese rokkaku fighting kites, Italian sculptural kites, and the state-of-the-art high-tech modern wonders. The sky full of box kites, high-speed sport kites -from windsocks and spin-socks to hand-painted inventive kites, they are mesmerising to watch for sure. Be ready for Kai Po Che!

### NAVRATRI:

Festivals in Gujarat are plenty; however, Gujarat is the only state that erupts into a nine-night dance festival, perhaps the longest in the world. Navratri, meaning 'nine nights', is one of the most popular and widely celebrated Hindu festivals in many parts of India. Celebrated across the country in September or October every year, this nine-day dance fest honours Goddess Shakti's triumph over evil after a battle of 9 days. They venerate an avatar of the Goddess each day before the dance begins whether it is Garba, Dandiya or a little of both. You will find locals in Gujarat getting ready for Navratri days in advance, whether it is clothes, or accessorizing the ensemble. Be ready to enjoy the festival to the fullest, try dancing, take part in competitions, browse the flea markets and exhibitions.

### RANN UTSAV:

Located in a salt marsh inside the Thar Desert that spreads over 7500 sq.km, the Rann Utsav is a must-visit. A plethora of varied hues, profusion of design, superfluity of culture, cornucopia of music and dance, all together in the arid lands of Kutch creates a mosaic of exquisiteness which reflects the identity and spirit of the region. Kutch, one of the most ecologically and ethnically diverse district of the state is a celebratory land of art, crafts, music, dance, people and nature. During the full moon night of the winters amid the awe-inspiring and contrasting landscape each year a three day festive extravaganza brimming with hospitality, vigor and traditional flavor of the area is hosted and known as the Kutch or Rannutsav. Semi parched Grasslands of the Banni hosts the most magnificent display of vernacular architecture as the exhibition platform for the varied range of arts and crafts of the region. While an array of folk music and dance performances organized in the shimmering moonlit landscape provides the most enchanting experience. The colorful fairs held near the beach or the banks of a lake swings one with the spirit of festivity, fervor and flamboyancy while the organized tour around Kutch is an ideal occasion to be part of the region and experience the zeal and uniqueness of the people through a celebration of life!

# DESTINATION

## GOLF COURSES FOR ACTIVITIES:

### GLADE ONE GOLD COURSE:

The Glade One championship golf course is a testament to the versatility of the world's leading golf course design firm Gary Player Design. Each of the 9 holes has been meticulously crafted giving them a unique character while striking a balance between aesthetics, strategy, playability and leisure.

### KENSVILLE GOLF & COUNTRY CLUB:

Situated in an idyllic location off Dev Dholera, roughly 40 kms from Ahmedabad, the 18 hole championship golf course at Kensville Golf & Country Club is co-designed by top Indian golfer Jeev Milkha Singh and Col. (retired) K.D. Bagga.

### KALHAAR BLUES & GREENS GOLF CLUB:

Designed by legendary golf icon Jack Nicklaus' company, Nicklaus Design, the 18-hole golfcourse is a feast for the eyes. Dotted with 14 lakes and white sand bunkers against the lush green, the area is a manmade delight.

### THE BELVEDRE GOLD & COUNTY CLUB:

With the promise of luxury, opulence and rejuvenation, Adani Realty has developed 9 Hole, par 36 golf course spread over 70 acres of landscaped greens and Golf Academy.

# DESTINATION

## SHOPS

### AHMEDABAD ONE MALL:

Ahmedabad One Mall is currently the leading attraction and one of the most adored places by the public of the city. The mall is a hub of food, shopping and entertainment with an extensive range of local and international brands outlets situated within the mall. Along with shopping, the entertainment section is the mall's Cinapolis Cinemas.

### LAW GARDEN:

Everyone heads to the Law Garden market in the garba season. This Ahmedabad market has the most colorful and latest costumes for all garba parties along with accessories and costume jewellery to go with these dresses. The stalls also sell great appliqué work and embroidered bedsheets and dresses. If you're interested in some street shopping in Ahmedabad, this is the place for you. Amdavadi's hold their food to be very dear while shopping, hence Law Garden is lined with stalls selling street food.

### MANEK CHOWK:

The Amdavadi's version of nightlife is packing in a heavy dose of sweets and fried savoury snacks, that too after dinner. Every day, stalls start propping up in the old city of Manek Chowk. The rite of passage to call yourself a foodie includes Bastiram's rabri kulfi with no artificial essence and Imtiaz Sheikh's bizarrely tasty chocolate and pineapple pizza. You'll have to part with less than Rs 200 to have a full stomach. Reserve some space for Kamlesh Patel's paan – a family recipe since 1967 has won him many regulars. The market is a vegetable hub in the morning, a bullion market at noon and a street food hotspot at night.

### RANI NO HAJIRO:

The area surrounding the complex of Rani no Hajiro, the popular tomb complex near Manek Chowk is a beautiful market, mostly flooded with women's clothing, jewellery and accessories. It is the perfect place to go if you are looking for traditional earrings and jewellery. You can shop for traditional Garba clothes from here, and be assured that they are the best in Ahmedabad. The lively open square showcases some really intricate jewellery, that you will not find anywhere in the city. A lot of colourful fabrics are available at budgeted prices. The best handloom fabrics like Ikat, Mashrush and Ajrakh can be found here.



**GUEST ROOMS  
& SUITES**

## GUEST ROOMS & SUITES

*The Hotel offers 291 guest rooms & suites ranging from 43 - 549 sq m, including, 139 Executive Club Rooms , 73 Towers, 51 ITC One Rooms, 22 Deluxe Suites , 4 Luxury Suites, 1 Sabarmati Presidential Suite and 1 Grand Narmada Presidential Suite. The guest rooms are tastefully appointed in elegant fabrics, gentle colour schemes and soft furnishings. Extra power outlets support both U.S. and European electrical and telephone equipment. Emphasis has been laid on service with sensitivity, efficiency and variety.*

*Alongside, the hotel across Executive Club, ITC One and Deluxe Suite categories have also identified rooms and Suite specially designed rooms to cater to the need of a single lady traveller.*

### EXECUTIVE CLUB ROOMS (43 SQ M)

The Executive Club is a concept designed with care to meet the needs of discerning business travellers on the move. It pioneers a tradition incorporate hospitality, setting a premium on discreet efficiency and business related services. The guest rooms are an elegant combination of luxurious accommodation and executive work space.

### TOWERS (43 SQ M)

Undeniably luxurious, with décor that celebrates the vibrant arts and crafts of Gujarat, these beautiful rooms are instantly appealing. Hand-picked amenities and a marvellous ambience are backed by efficient service.

### ITC ONE (49 SQ M)

Bringing alive the coveted quality of refined exclusivity, these spacious rooms exude finesse and grace. The air of understated luxury and exquisite amenities add to their distinctive charm.

### DELUXE SUITES (80 SQ M)

These extraordinary suites offer a large bedroom and a separate sitting room, done up in an imaginative colour palette. Unusual artefacts and bespoke amenities complete the memorable experience.

### LUXURY SUITES (122 SQ M)

Designed to be the perfect setting for the most discerning traveller, these elegant suites truly define magnificence. A beautiful bed room, separate living room and dining room have been created for space, elegance and subtle luxury.

### SABARMATI SUITE (194 SQ M)

The Sabarmati Presidential Suite is spacious and features handpicked objects d'art, modern décor, soothing warm hues and beautiful dark woods, complemented by luxurious amenities to ensure a world-class experience.

### GRAND NARMADA SUITE (549 SQ M)

Grand Presidential Suite frames a majestic view of the Ahmedabad skyline, bringing together an ethos of the Ahmedabad architecture combined with the tenets of regal aesthetics and contemporary elegance. The suite also showcases the finest handcrafted fabrics and recherché luxury artefacts.

# GUEST ROOMS & SUITES

## GUEST SERVICES AND FACILITIES

- Room escort at check-in
- Express check-in
- Foreign exchange
- Major credit cards accepted
- Valet parking
- 24-hour Concierge service
- 24-hour In Room Dining services
- 24-hour laundry and valet services
- Same day laundry and valet services
- Shoeshine service
- Travel desk
- In-house florist
- Smoking rooms
- Check in: 1500 hrs / Check out: 1200 hrs

## IN ROOM / SUITE AMENITIES

- Individually controlled air conditioning units
- Individual electronic in-room safe
- Fully stocked refreshment centre
- Tea/ coffee maker
- Newspaper
- Feather pillows and non-allergenic pillows
- Weighing scale and hair dryer
- Iron and ironing board in all rooms
- International direct dialing and voice mail
- LAN & Wi-Fi connectivity in the room
- Large work desk

## BUSINESS SERVICES

The Business services is located on the 12th Floor and is open till midnight. It provides guests with a distraction-free work environment and access to business tools and services.

- Desktop Computers
- Printers
- Internet access
- Photocopying facilities
- Facsimile transmission

## OTHER BUSINESS FACILITIES

- Conference calling
- Video conferencing
- Projection facilities
- High-speed wireless internet access





**RESTAURANTS  
& LOUNGES**

## RESTAURANTS & LOUNGES

*Bringing alive the finest culinary experiences, ITC Narmada presents 4 signature & award winning dining destinations that offer a repertoire of local, national and global cuisine.*

### ADALAJ PAVILION

Inspired by the Adalaj ni Vav - the world-renowned stepwell near Ahmedabad, this signature all-day-dining restaurant brings you regional delicacies, Indian favourites, and the cuisines of the world. The contemporary décor infused with an abundance of natural light provides a distinct setting for an immersive dining experience.

*Cuisine – Multi-cuisine*

*Timings – 3 Meal Buffet and round the clock a la carte restaurant*

### ROYAL VEGA

Royal Vega showcases the classical grandeur of the vegetarian repertoire of the sub-continent and beyond. Based on the concept of eating fresh, seasonal produce, in complete harmony with nature, the restaurant brings together a delightful offering of delectable vegetarian food from the magnificent royal kitchens of India

*Cuisine - Luxury Vegetarian cuisine of India*

*Timings - Dinner 19.00 hrs to 23.45 hrs (All Days)*

### PESHAWRI

Think of glowing coals in clay tandoors in the wide open spaces of the North-West Frontier. The tempting aroma of meats and vegetables cooked to perfection, with spices and herbs.

*Cuisine – North-West Frontier*

*Timings - Lunch 12.30 hrs to 14.45 hrs (All Days)*

*Dinner 19.00 hrs to 23.45 hrs (All Days)*

### YI JING

Inspired by the first emperor of China, Fu Xi's "Book of Changes", based on the central premise of Yi Jing (All Things Change) and using the concepts of simplicity, variability and persistency, our Master Chefs have drawn a menu from China's Sichuan, Hunan and Cantonese repertoire, and presents their distinctive culinary interpretations in both classical and contemporary forms.

*Cuisine – Sichuan and Hunan*

*Timings - Lunch 12.30 hrs to 14.45 hrs (On Friday – Saturday and Sunday)*

*Dinner 19.00 hrs to 23.45 hrs (All Days)*

### FABELLE - THE CHOCOLATE BOUTIQUE

Inspired by delicacies beyond ordinary, Fabelle chocolates are crafted with a pairing of single-origin Cacaos and exotic ingredients. This luxury chocolate boutique offers an immersive & participative experience.

*Timings: 11.00 hrs to 23.00 hrs*



**DIRECTORY  
OF SERVICES**

# DIRECTORY OF SERVICES

## GUEST SERVICES

### AIR CONDITIONING

Your room is equipped with its own temperature control panel. Simply insert the key card and the temperature will be set to 23°C. Once the key card is removed, the temperature is set to 24°C automatically.

### AIRPORT TRANSFER

Should you require transportation to the airport, please contact our Front Desk or WelcomConcierge and we will be happy to assist you.

### AMENITIES

Should you require additional shampoo, soap or other bathroom amenities, please contact Housekeeping.

### ASSISTANT MANAGER

Our Assistant Manager are on duty at all times and will be pleased to assist you with any query you may have.

### BABY AMENITIES

We offer baby diapers, bottle sterilisers, baby toiletries and other amenities for your infant. Please contact the Operator for further assistance.

### BAGGAGE HANDLING

Please contact Concierge for assistance.

### BANQUET AND MEETING ROOMS

We have a range of banquet and meeting facilities throughout the hotel. For further information, please contact Responsible Luxury Ambassadors.

### BUSINESS CENTRE

Located on the 12th Floor alongside the Resident's Lounge is the Business Centre. The Business Centre provides a full range of secretarial services and communication equipment including facsimile, personal computer station with printer, Internet access, teleconferencing and laptop computers that are available for hire.

# DIRECTORY OF SERVICES

## CAR RENTAL

Please contact our WelcomConcierge for all car rental services.

## CHECK-IN AND CHECKOUT

Check-in time is 3:00 pm and checkout time is 12:00 noon. Please contact our Duty Manager if you wish to extend your stay. Late checkout charges shall apply.

## CONCIERGE

For information and assistance regarding local attractions, customised tours and restaurants, please contact our WelcomConcierge.

## CONFERENCE CALLS

Conference calls can be made using the telephone in your room. Please contact the Operator for further assistance.

## CREDIT CARDS

The hotel is pleased to accept the following credit cards: Visa, Master Card and American Express.

## CUSTOM-ARRANGED TOURS

Domestic tour itineraries, with or without guides, can be customised to fit your interests. Please contact our WelcomConcierge to curate an experience for you.

## DIFFERENTLY ABLED FACILITIES

Specially designed guestrooms can be provided for guests with certain disabilities. Wheelchairs are available on request. Please contact our WelcomConcierge for information and assistance.

## DO NOT DISTURB

If you do not wish to be disturbed, please press the 'Do Not Disturb' switch located under the key card holder. If you do not wish to be disturbed by incoming telephone calls, please ask the Operator to block your telephone.

## DOCTOR

Doctor on call is subject to availability otherwise Hotel will provide urgent assistance in calling for an ambulance.

## DRY CLEANING, LAUNDRY AND PRESSING

This service is available seven days a week. For same-day service, please contact the Operator before 10:00 am and the items will be returned before 6:00 pm. Laundry bags and lists can be found in your closet.

## ELECTRICITY VOLTAGE

Our electricity supply is 220 volts. Housekeeping would be pleased to provide you with adaptors and transformers upon request.

# DIRECTORY OF SERVICES

## EMERGENCY

The Hotel Management, in close co-operation with the local municipal authorities, has taken, and is constantly taking, every precaution for your safety. All guestrooms and public areas have been equipped with the most modern and sophisticated fire detection equipment. In addition, all hotel staff have been trained in fire procedures. In case of an emergency, your co-operation is necessary to ensure both your safety and the safety of our other guests. Please familiarise yourself with the instructions on the inside of your guestroom door, where you will find the emergency exit routes indicated. Please confirm the location of at least two emergency exits. If you are aware of a fire, please dial the emergency number 6 and report it.

If there is a fire somewhere within the hotel, you will be alerted by the sound of the general alarm bell. Please follow the hotel announcements as well as the following instructions:

1. Keep calm. Panicking can be more dangerous than the emergency itself.
2. Proceed in an orderly manner. Should there be a power disruption, emergency lighting will remain lit.
3. When leaving your room, make sure that the door is closed and that all appliances have been switched off.
4. Please extinguish all cigarettes, cigars or pipes.
5. Do not return for personal possessions.
6. Remember to take your key card with you. Should you be surrounded with smoke, crawl to the nearest exit or back to your room.

## FACSIMILE SERVICES

In the event that you receive a written message, we will advise you by telephone and arrange delivery. Outgoing facsimiles can be submitted at the Business Services.

## FIRST AID

Trained personnel and basic first aid materials are available in the hotel. Please contact our Responsible Luxury Ambassadors for assistance.

## FITNESS CENTER

Stay on top of your fitness goals at our fitness centre, which features the latest equipment's & seasoned personal trainers. Our Fitness Centre is operational for 24 hours . However our Gym instructors will only be available between 6 am till 10 pm.

## FLOWERS

Our florist can create the perfect arrangement for any occasion. For further information, please contact our Responsible Luxury Ambassadors. Please provide us a 24 hour notice.

## FOREIGN CURRENCY EXCHANGE

All major international currencies can be exchanged at the Front Desk in the hotel's lobby.

# DIRECTORY OF SERVICES

## HAIR DRYER

For your convenience, a hair dryer is located in the drawer of your bathroom vanity counter.

## HOUSEKEEPING

Housekeeping is at your service 24-hours a day. If you require extra pillows, non-allergenic pillows, blankets, towels, bathroom amenities or for any further assistance, please contact our Operator.

## CLUB ITC

Reward yourself with Club ITC, one of India's most transparent, flexible and easy-to-use loyalty programme for over three decades. As a Club ITC member, gain access to a wide range of exclusive member benefits across 65+ hotels pan India with acknowledged award winning restaurants and rejuvenating wellness centers for memorable experiences and contactless redemption for hotel experiences like reward nights, spa, laundry, dining and more.

Awarded for the best redemption ability and best customer service at the prestigious Freddie's Awards 2020 and the Best Loyalty Programme at the 2019 Travel + Leisure Awards, members of Club ITC gain access to a wide range of benefits which accelerate as they move up tiers, including free stays, room upgrades, dining experiences, spa therapies and more. Please contact the Front Desk for more information.

## ITC HOTELS GUEST CONTACT CENTRE

### INTERNET AND WI-FI

Wireless connections are available in guestrooms. Cables and adaptors are available on request. For further information and assistance, please refer to the Internet Services section. Wi-Fi facility is provided to all guests upon check-in.

### IN-ROOM REFRESHMENT CENTRE

Within your room is a fully stocked refreshment centre consisting of sparkling water, soft drinks and juices. A selection of sweet and savoury snacks has also been provided. Any item you consume will be charged to your room account. Should you require any additional items, please contact Room Service.

### IN ROOM DINING

For your dining pleasure, 24-hour Room Service is available. Please refer to the in-room dining menu contained in this Service Directory.

# DIRECTORY OF SERVICES

## KAYA KALP - THE ROYAL SPA

Indulge in a rejuvenating wellness experience that will take your body and mind on a sensory journey into heaven of tranquillity. Journey through a majestic land of ancient customs and rituals – and recapture the spiritual and medical legacies of India.

Kaya Kalp spas are deeply rooted in traditional Indian wellness philosophies. Exotic beauty treatments and relaxing massages go into creating an experience that is meaningful to each person at a spiritual level. Kaya Kalp – The Royal Spa also offers western style therapies using luxurious products, and an array of hair and beauty services.

With its delightful aromas and relaxing surroundings, the spa's luxurious interiors will launch you on a sensory journey into a heaven of peace, tranquillity and indulgence.

*Timings: 0800 to 2200 hrs*

*Location: 14th Floor*

## KEY CARD

For security purposes, your room key card does not contain your room number. The room information is contained on the key jacket presented to you upon check-in.

## LOST AND FOUND

For enquiries regarding lost articles, please contact our WelcomAssistance by Dialling “6”, and they will direct your call to the concerned department.

## LUGGAGE STORAGE

Luggage and oversized items may be stored .at the Bell Desk during your stay. Storage facilities shall not be provided post checkout.

## MAIL

Please contact our WelcomConcierge should you require any courier or parcel services. Stamps are also available here.

## MESSAGE

In the event that you receive a written message we will advise you by telephone and arrange delivery. A light on your phone will illuminate when there is a voice message for you. Touch the mailbox key on your telephone to retrieve your voice mail messages.

## MEETING SERVICE AT AIRPORT

To arrange for you or your guests to be personally met upon arrival at the airport, please contact the Front Desk in advance. A transportation fee will be charged.



# DIRECTORY OF SERVICES

## NEWSPAPER

The daily newspaper will be delivered to your room in the morning on request. However, should you wish to read a particular newspaper or magazine, please scan the E- Magzter QR code and gain access to the magazines and newspapers of the world on the palm of your hand. Please contact the WelcomAssistance for any assistance, that you may require.

## OVERSEAS AND DOMESTIC CALLS

International direct dialling is available by pressing the International Call Access key or dialling 9 + 00 + country code + area code + number. If you require further assistance, please refer to the Telephone Guide or contact our Operator by dialling 0. Domestic direct dialling is also available by pressing 9 + 0 + area code + number.

## POOL

The hotel's outdoor swimming pool and children's pool is available for use from 7:00 am to 8:00 pm.

Bathrobes should be worn over the swimming attire when in the hotel's public area. It is the hotel's policy that children under the age of 12 must be accompanied by an adult.

## RESTAURANTS

For full details on the restaurants at ITC Narmada, please refer to the guide contained in this Service Directory.

## SAFETY DEPOSIT BOXES

Your guestroom is equipped with a personal safe. Please note that the hotel is not responsible for any loss or damage to valuables left in your room. As an alternative to your personal safe, safety deposit boxes are also available at the Front Desk.

## SALES, MARKETING, AND PUBLIC RELATIONS

Our Sales and Marketing team is pleased to assist you with any enquiry you may have regarding our hotel or any other ITC property. The Sales and Marketing office operates from 9:00 am to 6:00 pm, Monday through Saturday. For further information, please contact our Operator.

## SECURITY AND SAFETY

Hotel security officers are on duty 24-hours a day. Should you wish to contact Security, please call our Guest Services.

## SHOESHINE SERVICE

Complimentary shoeshine service is available. Please contact the Operator for collection.

## TEA AND COFFEE MAKING FACILITIES

For your convenience, every room is provided with complimentary tea and coffee maker. For replenishment, please contact our Operator.

# DIRECTORY OF SERVICES

## TELEVISION

Your room is equipped with a Smart TVs for your convenience. Please refer to the channel guide to view the selection of channels.

## TRAVEL DESK

Located at the lobby level, the Travel Desk operates 24-hours and caters to all your transportation, travel and ticketing requirements at a nominal fee.

## UMBRELLAS

Umbrellas are available on request. Please contact the telephone operator or Front Desk for any assistance required.

## VISITORS

As a security measure, visitors will be asked for valid ID proof at the gate before entering the premises of the resort. If you are expecting visitors, please advise the Front Desk. Any visitor residing overnight must be registered with the hotel. Visitors after 09:00 pm will not be permitted if not registered.

## VOICEMAIL

For your convenience, an electronic voicemail system, which acts as your own personal answering service enables you to receive messages. Please press the Message key on your phone.

## WAKE-UP CALL

Please contact Operator by pressing '0' for wake-up or reminder calls + one touch button.

## WEIGHING SCALE

We offer a digital baggage weighing scale. Please contact the Concierge for further assistance.

## WHEELCHAIRS FOR DIFFERENTLY ABLED

A wheelchair is available on request. Please contact the Bell Desk for assistance.



**TELEPHONE &  
TECHNOLOGY**

# TELEPHONE & TECHNOLOGY

## TELEPHONE INSTRUCTIONS

*The Telecommunication Guide introduces you to the Alcatel - Lucent Server, our state-of-the-art telecommunication package and its advanced integrated voice and data communication features. The system has been installed as a part of our constant commitment to enhance our business services and to make your stay even more comfortable and pleasant.*

The accompanying information has been compiled so that you have direct access to all the facilities and services that we offer. Should you require any assistance, please call Operator.

### DIALLING INSTRUCTIONS

Operator	0
Room to room	Dial room number to call (This facility is disabled between 2200 hrs-0700 hrs Kindly contact the Operator for assistance)
Local Calls	Dial 9 + Telephone Number
For example:	To call 2340 1032 Hyderabad Dial 9 2340 1032
Std Calls	Dial 9 + City Code + Telephone Number
For example:	To call 2340 1032 Hyderabad Dial 9 040 2340 1032
International Calls	Dial 9 + 00 + Country Code + City Code + Telephone Number
For example:	To call 316-4861 Manhattan, New York Dial 9 001 212 316-4861
At&T Calls	Dial 0 for Operator Assistance. (Rs. 150/- per call is levied as a service charge for all collect calls charged to a calling card / Rs. 7/- per 3 minutes through At&T)
ISD Calls	All ISD calls shall be charged at Rs. 140/- per minute.
Hotel Telephone Number	(91) 079 - 69664000
Hotel Fax Number	(91) 079 - 69664100
Hotel e-mail	conferences.itcnarmada@itshotels.in

#### Note:

The connection may take 30 seconds to 1 minute. Do not disconnect the line if the number does not ring immediately. Charges will be calculated from the time the call is answered and to the time the receiver is replaced. The cashier would be happy to give you the requisite call details.

# TELEPHONE & TECHNOLOGY

## DESCRIPTION OF ONE TOUCH BUTTONS ON YOUR TELEPHONE

Room Service	One touch button to avail 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 "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 to retrieve the message.
WelcomConcierge	One touch button to connect you to the concierge.
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.
Travel Desk	One touch button to arrange transportation facilities to any destination.
Spa Concierge	One touch button to Kaya Kalp - The Royal Spa to book appointments for desired therapies.
Speaker Volume	To adjust the volume of your handsets.
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 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.
Privacy	One touch button for Do Not Disturb.
Room to Room Dialing	Dialing Dial the room number required. (This facility is disabled between 2200 hrs and 0700 hrs Kindly contact the Operator for assistance)

# TELEPHONE & TECHNOLOGY

## COUNTRY CODE / CITY CODE / TIME DIFFERENCE

For your convenience, Country Code / City Code and time difference is given against each Country / City overleaf here.

### INTERNATIONAL CALLS

COUNTRY / CITY	COUNTRY CODE	CITY CODE	TIME IN HOURS (- & + INDICATE THE VARIANCE TO INDIAN TIME)
ALGERIA	213		- 4½
Algiers		2	
ARGENTINA	54		- 8½
Buenos Aires		1	
AUSTRALIA	61		+ 2½ to + 4½
Adelaide		8	
Brisbane		7	
Canberra		2	
Darwin		8	
Melbourne		3	
New Castle		2	
Perth		8	
Sydney		2	
Victoria		5	
AUSTRIA	43		- 4½
Linz		70	
Salzburg		662	
Vienna		1	
BAHRAIN	973		- 2½
Manama		(nac)	
BANGLADESH	880		+ ½
Dhaka		2	
BELGIUM		32	+ 4½
Brussels		2	

# TELEPHONE & TECHNOLOGY

COUNTRY / CITY	COUNTRY CODE	CITY CODE	TIME IN HOURS (- & + INDICATE THE VARIANCE TO INDIAN TIME)
BRAZIL	55		- 8½ to - 10½
Rio		21	
Santo Andre (Sau Paulo)		11	
BULGARIA	359		- 3½
Sofia		2	
CANADA	001		- 9½ to - 4½
Montreal		514	
Ottawa		613	
Quebec		418	
Toronto		416	
Vancouver		604	
CUBA	53		- 10½
Havana		7	
CYPRUS	357		- 3½
Nicosia		2	
CZECH REPUBLIC	420		- 4½
Prague		2	
DENMARK	45		- 4½
Copenhagen		(nac)	
EGYPT	20		- 3½
Aswan		97	
Cairo		2	
ETHIOPIA	251		- 2½
Addis Ababa		1	

# TELEPHONE & TECHNOLOGY

COUNTRY / CITY	COUNTRY CODE	CITY CODE	TIME IN HOURS (- & + INDICATE THE VARIANCE TO INDIAN TIME)
FINLAND	358		- 3½
Helsinki		9	
FRANCE	33		- 3½
Paris		1	
GERMANY	49		- 4½
Bonn		228	
Dusseldorf		211	
Frankfurt		69	
Hamburg		40	
Hannover		511	
Munich		89	
Berlin		30	
GREECE	30		- 3½
Athens		1	
HONG KONG	852		+ 2½
Hong Kong		5	
Kowloon		3	
HUNGARY	36		- 4½
Budapest		1	
ICELAND	354		- 6½
Reykjavik		1	
Indonesia	62		+ 2
Bandung		22	
Jakarta		21	
IRELAND	353		- 5½
Dublin		1	



# TELEPHONE & TECHNOLOGY

COUNTRY / CITY	COUNTRY CODE	CITY CODE	TIME IN HOURS (- & + INDICATE THE VARIANCE TO INDIAN TIME)
ITALY	39		- 4½
Milan		2	
Rome		6	
Venezia		2	
JAPAN	81		+ 4½
Hiroshima		82	
Kobe		78	
Osaka		6	
Tokyo		3	
Yokohama		45	
KENYA	254		- 2½
Nairobi		2	
KUWAIT	965		- 2½
LUXEMBOURG	352		- 4½
Luxembourg		(nac)	
MACAU	853		+ 2½
Macau		(nac)	
MALAYSIA	60		+ 2½
Kuala Lumpur		3	
Ipoh		5	
MEXICO	52		- 11½
Mexico City		5	
MOROCCO	212		- 5½
Rabat		7	

# TELEPHONE & TECHNOLOGY

COUNTRY / CITY	COUNTRY CODE	CITY CODE	TIME IN HOURS (- & + INDICATE THE VARIANCE TO INDIAN TIME)
NEPAL	977		+ ½
Kathmandu		1	
NETHERLANDS	31		- 4
Amsterdam		20	
Rotterdam		10	
NEW ZEALAND	64		+ 6½
Auckland		9	
Wellington		4	
NIGERIA	234		- 4½
Lagos		1	
NORWAY	47		- 4½
Oslo		2	
OMAN	968		- 1½
Muscat		(nac)	
PAKISTAN	92		- ½
Islamabad		51	
Karachi		21	
Lahore		42	
Rawalpindi		51	
PHILIPPINES	63		+ 2½
Manila		2	
POLAND	48		- 4½
Warsaw		22	
PORTUGAL	351		- 5½
Lisbon		1	

# TELEPHONE & TECHNOLOGY

COUNTRY / CITY	COUNTRY CODE	CITY CODE	TIME IN HOURS (- & + INDICATE THE VARIANCE TO INDIAN TIME)
QATAR	974		- 2½
Doha		(nac)	
ROMANIA	40		- 3½
Bucharest		1	
SAUDI ARABIA	966		- 2½
Damman		3	
Jeddah		2	
Makkah (Mecca)		2	
SAUDI ARABIA	966		- 2½
Medina (Al-balad)		4	
Riyadh		3	
SEYCHELLES	248		- 1½
Mauritius		(nac)	
SINGAPORE	65		+ 2½
Singapore		(nac)	
SLOVAKIA	421		- 4½
Bratislava		7	
SOUTH KOREA	82		+ 3½
Seoul		21-29	
SPAIN	34		- 5½
Madrid		1	
SRI LANKA	94		+ ½
Colombo		1	
Jaffna		21	
Kandy		8	
Trincomalee		26	

# TELEPHONE & TECHNOLOGY

COUNTRY / CITY	COUNTRY CODE	CITY CODE	TIME IN HOURS (- & + INDICATE THE VARIANCE TO INDIAN TIME)
SUDAN	249		- 3½
Khartoum		11	
SWEDEN	46		- 4½
Stockholm		8	
SWITZERLAND	41		- 3½
Bern		31	
Geneva		22	
Zurich		1	
SYRIA	963		- 3½
Damascus		11	
TAIWAN	886		+ 2½
Taipei		2	
THAILAND	66		+ 1½
Bangkok		2	
Pattaya		38	
TURKEY	90		- 3½
Istanbul Asia (Europe)		216	
Istanbul Avrupa (Asia)		212	
UGANDA	256		- 2½
Kampala		41	
UNITED ARAB EMIRATES	971		- 1½
Abu Dhabi		2	
Dubai		4	
Sharjah		6	

# TELEPHONE & TECHNOLOGY

COUNTRY / CITY	COUNTRY CODE	CITY CODE	TIME IN HOURS (- & + INDICATE THE VARIANCE TO INDIAN TIME)
UNITED KINGDOM	44		- 4½
Aberdeen		1224	
Birmingham		121	
Bradford		1274	
Bristol		1272	
Edinburgh		131	
Glasgow		141	
Leeds		1532	
Liverpool		151	
London		207 / 208	
Manchester		161	
Sheffield		114	
Yorkshire		1	
USA	1		- 9½ TO - 12½
Albany - New York		518	
Atlanta - Georgia		404/1770	
Atlantic City - New Jersey		609	
Boston - Massachusetts		617	
California City - California		760	
Chicago - Illinois		312	
Cincinnati - Ohio		513	
Colorado - Colorado		303	
Columbus - Ohio		614	
Dallas - Texas		214	
Denver - Colorado		303	
Detroit - Michigan		313/1248	
Honolulu - Hawaii		808	
Houston - Texas		713	
Indianapolis - Indiana		317	
Jackson - Mississippi		601	
Kansas City - Missouri		816	

# TELEPHONE & TECHNOLOGY

COUNTRY / CITY	COUNTRY CODE	CITY CODE	TIME IN HOURS (- & + INDICATE THE VARIANCE TO INDIAN TIME)
USA	1		- 9½ TO - 12½
Lansing - Michigan		517	
Las Vegas - Nevada		702	
Lincoln - Nebraska		308	
Los Angeles - California		213	
Miami - Florida		305	
Minneapolis - Minnesota		612	
New Orleans - Louisiana		504	
New York City - New York		212	
Brooklyn		718	
Bronx		718	
Manhattan		212	
Queens		718	
Oklahoma - Oklahoma		405	
Oregon City - Oregon		541	
Philadelphia - Pennsylvania		215	
Phoenix - Arizona		602	
Pittsburgh - Pennsylvania		412	
Portland - Oregon		503	
Sacramento - California		916	
Salt Lake City - Utah		801	
St. Louis - Missouri		314	
San Francisco - California		415	
Seattle - Washington		206	
Washington - Dist. of Colomb		202	
VATICAN CITY	39	6	
YUGOSLAVIA	381		
Belgrade		11	

# TELEPHONE & TECHNOLOGY

## DOMESTIC CALLS

CITY	CODE	CALL CHARGES IN MINUTES EXCLUSIVE OF TAXES (IN INR)
<b>ANDAMAN NICOBAR</b>		
Havelock	031928	70.00
Mayabander	031927	70.00
Neil	03192	70.00
<b>ANDHRA PRADESH</b>		
Alluru	08622	70.00
Kakinada	0884	70.00
Guntur	0863	70.00
Hyderabad	040	70.00
Vijayawada	0866	70.00
<b>ASSAM</b>		
Barpathar	03774	70.00
Dhulpur	03752	70.00
Kolabari	03715	70.00
Moti Nagar	03842	70.00
Tinsukia	0374	70.00
<b>BIHAR</b>		
Nawada	06324	70.00
Patna	0612	70.00
<b>GUJARAT</b>		
Ahmedabad	079	70.00
Baroda	0265	70.00
Bhuj	02832	70.00
Gandhinagar	02712	70.00
Hassanpur	02739	70.00
Pali	02766-76	70.00
<b>Goa</b>		
Nagoa	0834-783	70.00
Vasco	083451	70.00

# TELEPHONE & TECHNOLOGY

CITY	CODE	CALL CHARGES IN MINUTES EXCLUSIVE OF TAXES (IN INR)
<b>HIMACHAL PRADESH</b>		
Dharamshala	01892	70.00
Kullu	01902	70.00
Manali	01901	70.00
Simla	0177	70.00
Solan	01792	70.00
<b>HARYANA</b>		
Ambala	0171	70.00
Faridabad	01181	70.00
Narwana	01684	70.00
Rohtak	01262	70.00
<b>JAMMU &amp; KASHMIR</b>		
Jammu	0191	70.00
Katra	01991	70.00
Srinagar	0194	70.00
<b>KARNATAKA</b>		
Agadi	08301	70.00
Bengaluru	080	70.00
Mysore	0821	70.00
<b>KERALA</b>		
Alleppey	0477	70.00
Calicut (Kozikode)	0495	70.00
Cochin	0484	70.00
Ernakulam	0484	70.00
Trichur (Trissur)	0487	70.00
<b>MAHARASHTRA</b>		
Mumbai	022	70.00
Nagpur	0712	70.00



# TELEPHONE & TECHNOLOGY

CITY	CODE	CALL CHARGES IN MINUTES EXCLUSIVE OF TAXES (IN INR)
MADHYA PRADESH		
Bhopal	0755	70.00
Gwalior	0751	70.00
Indore	0731	70.00
Itarsi	07572	70.00
ORISSA		
Bhubaneswar	0674	70.00
Cuttack	0671	70.00
Puri	06752	70.00
PUNJAB		
Amritsar	0183	70.00
Jalandhar	0181	70.00
Ludhiana	0161	70.00
RAJASTHAN		
Udaipur	0294	70.00
Jaipur	0141	70.00
Jodhpur	0291	70.00
Jaisalmer	02992	70.00
Kota	0744	70.00
SIKKIM		
Gangtok	03592	70.00
Uttaray	03595	70.00
TAMIL NADU		
Chennai	044	70.00
Madurai	0452	70.00
Vellore	416	70.00

# TELEPHONE & TECHNOLOGY

CITY	CODE	CALL CHARGES IN MINUTES EXCLUSIVE OF TAXES (IN INR)
UTTAR PRADESH		
Agra	0562	70.00
Almora	05962	70.00
Bijnore	01342	70.00
Haridwar	01334	70.00
Lucknow	0522	70.00
Mathura	0565	70.00
WEST BENGAL		
Kolkata	033	70.00

# TELEPHONE & TECHNOLOGY

## DOMESTIC CALLS

### IMPORTANT CITY CODES

Subscriber Trunk Dialling (std) (Please press "9" and then dial the city code followed by the local number)

CITY	CODE	CALL CHARGES IN MINUTES EXCLUSIVE OF TAXES (IN INR)
A		
Abohar	01634	70.00
Adilabad	08732	70.00
Agra	0562	70.00
Ahmedabad	079	70.00
Ahmednagar	0241	70.00
Aizwal	03832	70.00
Ajmer	0145	70.00
Akola	0724	70.00
Aligarh	0571	70.00
Allahabad	0532	70.00
Alleppey	0477	70.00
Almora	05962	70.00
Alwar	0144	70.00
Alwaye	0484	70.00
Amaravathi	0721	70.00
Ambala	0171	70.00
Ambasamudram	04634	70.00
Ambur	04176	70.00
Amritsar	0183	70.00
Ananthapur	08554	70.00
Ankola	08388	70.00
Arakonam	04177	70.00
Arni	04173	70.00
Asansol	0341	70.00
Attibele	080 / 08116	70.00
Aurangabad	0240	70.00

# TELEPHONE & TECHNOLOGY

CITY	CODE	CALL CHARGES IN MINUTES EXCLUSIVE OF TAXES (IN INR)
<b>B</b>		
Bagalkota	08354	70.00
Bangerpet	08153	70.00
Baroda	0265	70.00
Belgaum	0831	70.00
Bellary	08392	70.00
Berthampur	06812	70.00
Bhadrachalam	08743	70.00
Bhadravathi	08182	70.00
Bharatpur	05644	70.00
Bhavanagar	0278	70.00
Bhopal	0755	70.00
Bhubaneswar	0674	70.00
Bidar	0674	70.00
Bijapur	08352	70.00
<b>C</b>		
Chennai	044	70.00
Calicut	0495	70.00
Cannanore	0497	70.00
Chalakudi	04882	70.00
Chandigarh	0172	70.00
Changanad	04882	70.00
Channapatna	08113	70.00
Chinoelpet	04144	70.00
Chitradurga	08194	70.00
Chittor	08572	70.00
Coimbatore	08254	70.00
Connor	04264	70.00
Cuddalore	04142	70.00
Cuttack	0671	70.00

# TELEPHONE & TECHNOLOGY

CITY	CODE	CALL CHARGES IN MINUTES EXCLUSIVE OF TAXES (IN INR)
<b>D</b>		
Darjeeling	0354	70.00
Davangere	08192	70.00
Dehradun	0135	70.00
Dhanbad / Jharia	0326	70.00
Dharmapuri	04342	70.00
Dharwa / Hubli	0836	70.00
Dibrugarh	0373	70.00
Durgapur	0343	70.00
<b>E</b>		
Ernakulam	0484	70.00
Erode	0424	70.00
<b>G</b>		
Gadag	08372	70.00
Gandhidham	02836	70.00
Gangtok	03592	70.00
Gandhinagar	02712	70.00
Gonikoppal	08273	70.00
Gouribidanur	08155	70.00
Gudur	08624	70.00
Gulbarga	08472	70.00
Guntakal	08552	70.00
Guntur	0863	70.00
Gwalior	0751	70.00
<b>H</b>		
Harihar	08197	70.00
Hassan	08172	70.00
Hebbagudi	0804	70.00
Hindupur	08556	70.00
Hissar	01662	70.00

# TELEPHONE & TECHNOLOGY

CITY	CODE	CALL CHARGES IN MINUTES EXCLUSIVE OF TAXES (IN INR)
<b>H</b>		
Hospet	08394	70.00
Hosur	04344	70.00
Hubli	0836	70.00
Hyderbad	040	70.00
<b>I</b>		
Itanagar	03781	70.00
Itarsi	07572	70.00
<b>J</b>		
Jabalpur	0761	70.00
Jaipur	0141	70.00
Jammu	0191	70.00
Jamnagar	0288	70.00
Jamshedpur	0657	70.00
Jodhpur	0291	70.00
Jallandar	0181	70.00
Junagadh	0285	70.00
<b>K</b>		
Kakinada	0884	70.00
Kalpakkam	04117	70.00
Kalyan	0251	70.00
Kanpur	0512	70.00
Kanyakumari	04653	70.00
Karaikal	04368	70.00
Karaikudi	04565	70.00
Karnal	0184	70.00
Karwar	08382	70.00
Kayankulam	0479	70.00
Kharagpur	03222	70.00
Kodaikanal	04542	70.00

# TELEPHONE & TECHNOLOGY

CITY	CODE	CALL CHARGES IN MINUTES EXCLUSIVE OF TAXES (IN INR)
K		
Kolar	08152	70.00
Kolhapur	0231	70.00
Kolkata (Calcutta)	033	70.00
Katagiri	04266	70.00
Kottarakara	04757	70.00
Kottayam	0481	70.00
Kovur	08622	70.00
Kumbakonam	0435	70.00
Kurnool	08518	70.00
Kuttalam	04377	70.00
L		
Lonavla	021147	70.00
Lucknow	0522	70.00
Ludhiana	0161	70.00
M		
Madurai	0452	70.00
Mahabalipuram	04114	70.00
Malda	03512	70.00
Mangalore	0824	70.00
Mercara	08272	70.00
Moradabad	0591	70.00
Mumbai (Bombay)	022	70.00
Mussourie	0135	70.00
Mysore	0821	70.00
N		
Nagapattinam	04365	70.00
Nagarcoil	04652	70.00
Nagpur	0712	70.00
Nainital	05942	70.00

# TELEPHONE & TECHNOLOGY

CITY	CODE	CALL CHARGES IN MINUTES EXCLUSIVE OF TAXES (IN INR)
<b>N</b>		
Narnjangud	08221	70.00
Nasik	0253	70.00
Nellore	0861	70.00
New Delhi	011	70.00
Neyyveli	04148	70.00
Nizambad	08462	70.00
<b>O</b>		
Ooty	0423	70.00
<b>P</b>		
Palani	04545	70.00
Palaghat	0491	70.00
Panjim	0832	70.00
Patancheru	08453	70.00
Pathankot	0186	70.00
Patiala	0175	70.00
Patna	0612	70.00
Phagwara	01824	70.00
Pollachi	04259	70.00
Pondicherry	0413	70.00
Pune	020	70.00
Puttur	08251	70.00
<b>Q</b>		
Quilon	0474	70.00
<b>R</b>		
Rae Baracilly	0535	70.00
Raichur	08532	70.00
Raipur	0771	70.00
Rajamundry	0883	70.00
Rajapalayam	04563	70.00



# TELEPHONE & TECHNOLOGY

CITY	CODE	CALL CHARGES IN MINUTES EXCLUSIVE OF TAXES (IN INR)
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## R

Rajkot	0281	70.00
Ramehwaram	04573	70.00
Ramnagar	05419	70.00
Ranchi	0651	70.00
Rannibennur	08373	70.00
Ranipet	04172	70.00
Rasipuram	04287	70.00
Rohtak	01262	70.00
Rourkela	0661	70.00

## S

Saharanpur	0132	70.00
Salem	0427	70.00
Samastipur	06274	70.00
Sangli	0233	70.00
Sattur	04562	70.00
Shahabad	08474	70.00
Shillong	0364	70.00
Shimoga	08182	70.00
Shoranur	0492	70.00
Silliguri	0353	70.00
Simla	0177	70.00
Sirsi	08384	70.00
Sivaskasi	04560	70.00
Srinagar	0194	70.00
Sultanpur	0536	70.00
Surat	0261	70.00

## T

Tanjore	04362	70.00
Tellicherry	0497	70.00
Tenkasi	04633	70.00

# TELEPHONE & TECHNOLOGY

CITY	CODE	CALL CHARGES IN MINUTES EXCLUSIVE OF TAXES (IN INR)
<b>T</b>		
Theni	04546	70.00
Thiruvannamalai	04175	70.00
Tiptur	08134	70.00
Tirupati	08574	70.00
Tirupur	0421	70.00
Tiruvalla	04736	70.00
Trichur	0487	70.00
Trichy	0431	70.00
Thiruvananthapuram	0471	70.00
Tumkur / Hirehalli	0816	70.00
Tuticorin	0461	70.00
<b>U</b>		
Udaipur	0294	70.00
Udhampur	01992	70.00
Udipi	08252	70.00
Ujjain	0734	70.00
Ulhasnagar	0251	70.00
Ullal	0824	70.00
<b>V</b>		
Vaniambadi	04174	70.00
Varanasi	0542	70.00
Vasco	08345	70.00
Vellore	0416	70.00
Vijayawada	0866	70.00
Virajpet	08274	70.00
Visakapatnam	0891	70.00

# TELEPHONE & TECHNOLOGY

CITY	CODE	CALL CHARGES IN MINUTES EXCLUSIVE OF TAXES (IN INR)
<hr/>		
W		
Wardha	07152	70.00
Warrangal	08712	70.00
<hr/>		
Y		
Yamunanagar	01732	70.00
Yeotmal	07232	70.00
<hr/>		
Z		
Zero	037892	70.00



**SAFETY &  
SECURITY**

# SAFETY & SECURITY

## SAFETY & SECURITY AWARENESS

*At ITC Narmada, your safety and security is of prime importance to us. Please take a moment to familiarise yourself with essential house rules and security information:*

### EMERGENCY

In case of an emergency, please press the 'Emergency' button or dial '6' 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 guests.

## EMERGENCIES

In the event of an emergency, please press the emergency button on your telephone or dial 3 for the Operator.

### FIRE

ITC Narmada is equipped with one of the best safety and fire protection systems in the world.

Automatic-sprinklers, smoke / heat detectors, call points fire hydrants and portable fire extinguishers are installed throughout the building and are constantly maintained.

Three fire escape stairs, on each floor, ensure a safe exit from any part of the building. ( Fire )  
Compartmentation with 0200 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, familiarize 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:

**SMOKE DETECTOR** – It will alert you of the presence of smoke. These are fixed on the ceiling just above the luggage rack and above your bed.

**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.

# SAFETY & SECURITY

MANUAL CALL POINT – This is a red square box fixed on the wall 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 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.

Please follow instructions from the hotel staff in case evacuation is required.

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 and follow the instructions.

Please do not try to collect your personal belongings. It may only delay safe evacuation.

\*If the room door is not locked, 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.

# SAFETY & SECURITY

## ROOM SAFETY

### HELP US TO PREVENT A FIRE

Extinguish your cigarette butts carefully. Always use ashtrays for disposing butts.

Extinguish a matchstick before disposing it off.

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 or use the in-room iPad..

Do not reveal the name of the hotel or your room number to strangers.

Panic is the most dangerous reaction.

# SAFETY & SECURITY

## 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 whole 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 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 the time / circumstances permit).

### INDICATION FOR EVACUATION

The indication for evacuation of the hotel will be on the following lines...

Announcement on p.a. system will be made to all guests.

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.

Telephone Operators will not leave their place of duty in order to assist you as much as possible.

Evacuation Organisation: The following personnel will constitute the evacuation control organisation.

Chief Evacuation Controller: Front Office Manager assisted by Executive Housekeeper.

Floor Marshalls: Staff of Bell Desk and Housekeeping would rush to 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.



# SAFETY & SECURITY

## 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.

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.

## 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 as 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.

# SAFETY & SECURITY

## RESPONSIBILITY FOR AREAS OF EVACUATION

### AREA RESPONSIBILITY

LAUNDRY / HOUSEKEEPING	Laundry In-Charge
STORES	Stores Supervisor
HEALTH CLUB	Health Club I/C
BUSINESS SERVICES	Front Office Manager
ADMINISTRATIVE OFFICES	Unit Financial Controller and Human Resource Manager
TRAINING CENTRE	Training Manager / Coordinator
MAIN KITCHEN	Chef In-Charge
AC PLANT / BOILER ROOM	Chief Engineer / Engg. Supervisor Engineering Control
ALL FLOORS	Executive Housekeeper Housekeeping staff who are deputed to floors

### CAUTION

As soon as the messages are heard or message received regarding evacuation, the relevant department 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, invalids and children.

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 first and then the floors down below.

# SAFETY & SECURITY

## HOUSE RULES

### TARIFF

Your room rate is on your Registration Card The tariff is for the room only and is exclusive of any government taxes which may be applicable from time to time.

### DEPARTURE SETTLEMENT OF BILLS

Bills must be settled on presentation Personal cheques are not accepted.

### 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.

### 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.

# SAFETY & SECURITY

## HOUSE RULES

### 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.

### DO NOT DISTURB

For the purpose of guest well-being, room upkeep and safety of all occupied room guests will be spoken to and connected on the subsequent day for room service. The guest rooms which are on privacy status for two consecutive shifts will be opened by the hotel management in presence of a security personnel.

### 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.