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ITC HOTEL

RESPONSIBLE LUXURY



ITC ROYAL BENGAL

KOLKATA



ITC ROYAL BENGAL KOLKATA

Gaurav Soneja
Cluster General Manager,
ITC Hotels, Kolkata

Dear Guest,

Namaste!

It gives us great pleasure to welcome you to ITC Royal Bengal, Kolkata.

ITC Royal Bengal is an exquisite embodiment of heritage and style. It incorporates a fine blend of European and indigenous architecture with a contemporary comfortable design. With a luxury of space it is inspired by the finest buildings of this land and the hushed elegance of homes that have celebrated the finest nuances of culture, art, music and a zest for truly sublime experiences and pays tribute to the towering minds of Bengal who have encouraged and appreciated efflorescence of arts, science and the finest experiences that life can offer.

Rising majestically over the Kolkata Skyline, the hotel's landmark achievement as one of the World's largest Green hotel is an embodiment of ITC Hotels' credo of 'Responsible Luxury'. 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.

Along with award winning culinary portfolio at ITC Sonar, ITC Royal Bengal offers some of our finest signature brands. The Grand Market Pavilion – captures the thrill of discovery and serendipity all in one.; The Darjeeling Lounge – all day dining & a rich tea menu; Ottimo – Cucina Italiana, Royal Vega – Luxury Vegetarian Cuisine incorporating the 300 year old Sheherwali Cuisine of Bengal and The Brass Room. Rooted in the gravitas of the unique aromas and flavours of Southern Indian spices, Avartana exemplifies an exclusive blend of the traditional and contemporary. Gaze upon the twilight of Kolkata's skyline as you indulge in our after-hours revelry at Skypoint, the rooftop bar, offering an immersive experience through panoramic views delightful decor and fabulous beverage & gourmet offerings.

Whilst I am confident that during your stay you shall experience the warmth of the Indian hospitality, please do not hesitate to contact me at Extn 8001 for any kind of assistance from us to make your stay more comfortable.

Best regards,
Gaurav Soneja
Cluster General Manager,
ITC Hotels, Kolkata

ABOUT ITC ROYAL BENGAL

Located on the cusp of business district & the city, ITC Royal Bengal is an ode to the region's cultural heritage and lineage. It offers 456 rooms & suites including 82 serviced apartments, 7 dining destinations, 5,630 sq. meters of banqueting space & a luxury spa, Kaya Kalp-The Royal Spa.

This magnificent edifice towers over Kolkata's skyline and blends fine indigenous architecture with contemporary design. ITC Royal Bengal - envisioned and created with the luxury of space, the burnished gleam of décor inspired by the finest buildings of this land and the hushed elegance of homes that have celebrated the nuances of culture, art and music – A zest for truly sublime experiences.

With its passion for perfection and its pursuit of beauty and grace, ITC Royal Bengal represents the state of Bengal and the unique fervour of its citizens for celebrating and nurturing the finest across the myriad facets of life.

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.

THE TOWERS EXCLUSIVE (49 SQ. METERS)

Spacious rooms that offer refined luxury with a complement of warm and efficient services. The Towers Exclusive spell out the ultimate in hospitality, comfort and privacy for the discerning global business traveller.

ITC ONE (68 SQ. METERS)

Among the most premier of the hotels rooms, the ITC One wing spells the ultimate in luxury, comfort and space catering with impeccable finesse to those who want the best.

82 SERVICE APARTMENTS (93 SQ. METERS & 130 SQ. METERS)

Luxurious 1 & 2 bedroom apartments for unique cosmopolitan living in Kolkata with exceptional amenities & facilities.

LUXURY SUITES

An expression of an exquisite confluence of contemporary architecture and the distinct warmth of old world hospitality, the 14 suites offer pleasing contemporary décor and a bouquet of signature services to elevate your stay. Featuring finest Italian marble, timber floors, highly decorative high ceilings, state of the art gym, elegantly designed furniture.

The Presidential Suite is spread across an expanse of 310 sq. meters. Also, experience the power of space with 98 sq. meters of luxury at 12 distinctively appointed Luxury 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
- 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 private In room refreshment centre
- Tea/ coffee maker
- Feather 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 Upper Lobby and is open till midnight. It provides guests with a distraction-free work environment and access to business tolls 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

HOTEL SERVICES

RESTAURANTS & LOUNGES

Bringing alive the finest culinary experiences, ITC Royal Bengal presents 6 signature & award winning dining destinations that offer a repertoire of local, national and global cuisine

GRAND MARKET PAVILION

Inspired by the Hogg Market in Kolkata, this vibrant restaurant has six separate food theatres, serving three buffet meals.

Cuisine – Multi-cuisine

Timings – All Days | 7:00 hrs - 10:30 hrs, 13:00 hrs - 15:30 hrs and 19:00 hrs - 23:00 hrs

ROYAL VEGA

An exclusive luxury vegetarian restaurant that features a fine collection of signature vegetarian dishes from the erstwhile royal kitchens of India.

Cuisine – Signature Vegetarian

**Timings – Friday to Sunday | 12:30 hrs - 14:45 hrs
Monday to Sunday | 19:00 hrs - 23:30 hrs**

OTTIMO CUCINA ITALIANA

A traditional Italian kitchen has been recreated with an authentic array of antipasti, pizzas baked in a wood-fired oven, artisanal pastas and much more.

Cuisine – Italian

Timings – All Days | 12:30 hrs - 14:45 hrs and 19:00 hrs - 23:30 hrs

DARJEELING LOUNGE

This is a charming tea lounge, with artisanal teas obtained from single estates, brewed perfectly. Coffees and other beverages are on offer, with small eats.

Cuisine – Tea Lounge

Timings – All day dining

SKYPOINT – ROOFTOP BAR

Gaze down on Kolkata's skyline & watch the twilight fall, as you indulge in after hours revelry at this the elegant rooftop bar, offering an immersive experience through panoramic views, delightful décor & one of a kind beverage & gourmet offerings

Cuisine – Club Cuisine & Finger Food

Timings – All days | 16:00 hrs - Midnight

THE BRASS ROOM

This pulsating bar captures Kolkata's acclaimed passion for jazz, blues and rock & roll. The mixologist creates inventive cocktails alongside malts, spirits and more.

Cuisine – Tapas & Finger Food

Timings – All days | 18:00 hrs - Midnight

AVARTANA

Exemplifies an exclusive blend of traditional & progressive renditions of Southern Indian cuisine, which is rooted to the gravitas of the unique tastes, aromas & flavours of southern Indian spices.

Cuisine – Progressive South Indian

**Timings – Saturday to Sunday | 12:30 hrs - 14:30 hrs
Monday to Sunday | 19:00 hrs - 23:00 hrs**

RESTAURANTS & LOUNGES AT ITC SONAR

Enrich your culinary experience even further at the adjacent ITC Sonar.

PAN ASIAN

Savour the flavours of the Far East and South East Asia with master chefs cooking for you right at your table. Classic and innovative dishes, made with authentic ingredients and traditional cooking techniques.

DUM PUKHT

Reviving the artfulness of courtly manner, presentation and cookery from across the country, Dum Pukht brings you the grand cuisine of India in an ambience that is truly regal. Its surprising array of aromatic dishes slow cooked in sealed deghs with handpicked spices to impart a delicate, alchemical infusion of flavours and textures and its impeccable, indulgent service have won Dum Pukht high praise and numerous accolades.

HIGHLAND NECTAR

The Bar blends avant garde design with the woody appeal and accessories of the Scottish Highlands. Fit for a connoisseur, it sets the tone for a truly spirited experience, complemented by delectable finger food and music that evokes nostalgia.

EDEN PAVILION

ITC Sonar's elegant fine dining restaurant that offers a delectable spread of Indian and inventive international cuisine, the Eden Pavilion is the ideal place for an authentic taste of Kolkata

PESHAWRI

In an ambience reminiscent of the rustic charm of dining in the warmth of tents under a starry sky in the cold desert terrain of the North West Frontier, with its rough-hewn trestle tables and wooden stools, Peshawri brings you an award winning menu of delicacies cooked in the traditional clay tandoor. The menu offers a wide choice of kebabs, vegetarian dishes, Indian breads and the famous Dal Bukhara.

FABELLE

Fabelle, an 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. Discover the unique Fabelle experience at the luxury chocolate boutique.

BAY OF BENGAL

Elegant ambience of refinement, where one can sit back and reflect on the stunning stretches of water, while sipping on a leisurely cup of Darjeeling tea.

HOTEL SERVICES

The elegant & tastefully designed spaces with high decorative ceilings, crystal chandeliers and exclusive carpets, make ITC Royal Bengal a perfect venue for a dream wedding. The dedicated teams take care of every need and ensures a tailor-made celebration. Exquisite menus, dedicated bridal room attached to the ballroom, access to VIP lounges, exclusive entry & exit for guests, ample hassle-free parking space and much more, together offer an unforgettable experience.

DIRECTORY OF 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 the Responsible Luxury Ambassadors.

AMENITIES

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

ASSISTANT MANAGER

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

BAGGAGE HANDLING

Please contact Concierge for assistance.

BANKS

National and international banks are located in the area with access to International ATM machines. Please contact Concierge for further assistance.

BANQUET AND MEETING ROOMS

We have a range of banquet and meeting facilities throughout the hotel. For further information, please contact Concierge Services.

BICYCLES

Bicycles are available on hire at the hotel. Kindly contact our Lobby Manager to pre-book usage.

BUGGY SERVICE

Please contact our Concierge to take you to a particular area of the Hotel, or to organise a drive around the property or ferry you to ITC Sonar. Please allow up to 20 minutes for the buggy to reach you.

BUSINESS SERVICES

Business services are located at the Residence Lounge, at the Upper Lobby Level. The facility provides a full range of secretarial services and communication equipment including facsimile, personal computer station with printer, Internet access and teleconferencing.

CAR RENTAL

Please contact the Concierge for all car rental services.

CHECK-IN AND CHECKOUT

Check-in time is 15:00 pm and checkout time is 12:00 noon. Please contact our Duty Manager if you wish to extend your stay.

HOTEL SERVICES

CONCIERGE

For information and assistance regarding local attractions, customised tours and restaurants, please contact the Hotel Concierge.

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 the Responsible Luxury Ambassadors for further information.

DIFFERENTLY ABLED FACILITIES

Specially designed guestrooms can be provided for guests with certain disabilities. Wheelchairs are available on request. Please contact the Responsible Luxury Ambassadors 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 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.

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.

HOTEL SERVICES

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.

FITNESS STUDIO

Open daily, the Fitness Studio features the following:

1. 24-hour Gymnasium
2. Yoga Studio

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.

FOREIGN CURRENCY EXCHANGE

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

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, blankets, towels, bathroom amenities or for any further assistance, please contact our Operator.

CLUB ITC

Club ITC is a distinctive Loyalty Programme truly personifying fine living. Club ITC's privileges are manifold – from recognition led benefits to rewards and more. Members can earn Green Points for their stays at ITC Hotels, facilitating faster accumulation of Green Points and quicker tier upgrades. These points are redeemable for a host of rewards.

INTERNET FACILITY IN THE HOTEL

We are pleased to offer you enhanced and secure High-Speed Internet access in the hotel.

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 Internet related assistance or queries at any time in your stay, kindly call WelcomAssistance. We will be happy to assist you! Happy surfing!

IN ROOM REFRESHMENT

Within your room is a fully stocked in room refreshment consisting of soft drinks, juices, wines and beers. 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.

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.

LUGGAGE STORAGE

Luggage and oversized items may be stored at the Bell Desk. Mail Please contact the Business Centre should you require any courier or parcel services. Stamps are available at the Concierge services.

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.

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 6:00 am to 9:00 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 and bars at ITC Royal Bengal, 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.

TELEVISION

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

TRAVEL DESK

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

UMBRELLAS

Only two suites and ITC One rooms are equipped with an umbrella, which is placed in the wardrobe. Other rooms may avail the same on request.

VISITORS

As a security measure, visitors will be asked for valid ID proof at the gate before entering the premises of the hotel. If you are expecting visitors, please advise the Front Desk. Any visitor residing overnight must be registered with the hotel. Visitors after 12:00 midnight 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.

WEBSITE

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

WAKE-UP CALL

Please contact Operator by pressing '0' for wake-up or reminder calls and also, can set the same via the 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

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.

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

HOTEL SERVICES

SERVICE DIRECTORY



Voice Message	<p>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.</p> <p>If a message has been left for you while you were away, this one touch button helps you to retrieve the message.</p>	Speaker Phone	<p>location. The illuminated light above indicates activation.</p> <p>Press to use the microphone and speaker instead of handsets for conversation with the caller. The lamp illuminates on activation.</p>
Welcom Concierge	<p>One touch button to connect you to the concierge.</p>	Hold	<p>Press to place call on hold. The line which is on hold has an illuminated light against it.</p>
Laundry	<p>One touch button to connect you to the Laundry.</p>	Message Waiting Light	<p>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.</p>
Emergency	<p>One touch button to alert the Operator in case of Fire, or a Medical Emergency.</p>	Do Not disturb	<p>Lift handset and listen for the dial tone. Press the 'Do not Disturb' button and a voice prompt will give the instructions. Hang-up when the procedure is complete. To change or delete, dial the 'Do not Disturb' button and follow instruction.</p>
Travel Desk	<p>One touch button to arrange transportation facilities to any destination.</p>	Room to room dialling	<p>Dial the room number required. (This facility is disabled between 2200 hrs and 0700 hrs; Kindly contact the operator for assistance).</p>
Spa Concierge	<p>One touch button to Kaya Kalp - The Royal Spa to book appointments for desired therapies.</p>		
Speaker Volume	<p>To adjust the volume of your handsets.</p>		
Redial	<p>Redials the last number dialed on your telephone.</p>		
Mute	<p>Press to exclude party on telephone from conversation at your</p>		

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.

HOUSE RULES

DO NOT DISTURB

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

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

At ITC Royal Bengal, your safety and security are important to us. Please take a moment to familiarise yourself with essential 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 button with the Red Cross insignia on your telephone or 0 for the Operator.

FIRE

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

Automatic-sprinklers, smoke / heat detectors, manual pull boxes (break glass alarm), fire hydrants and portable fire extinguishers are installed throughout the building and are constantly upgraded.

Fire escape stairs, on each floor, ensure a safe exit from any part of the building. Smoke Compartmentation with 0200 hrs. Fire rated doors

ensure protection against spread of smoke / fire.

Fire escape stairs, on each floor, ensure a safe exit from any part of the building. Smoke Compartmentation with 0200 hrs. Fire rated doors ensure protection against spread of smoke / fire.

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:

SMOKE DETECTOR

it will alert you of the presence of smoke. These are fixed on the ceiling Just above the Luggage rack.

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 or round 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 dialling 6 respectively.
- Provide your name, room number and the exact location of fire.
- Break the glass of the nearest manual pill 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 air-conditioning.
- Keep your door closed and block the edges of the door with wet towels.
- Fill the bath tub with water.
- Wait for an announcement through the Public

Address System.

- Breathe through wet towels.
- Do not break the windows or try to jump out.
- Do not walk upright in smoky areas. Always lie low and crawl along the floor.
- Close the door, if any, between yourself and the smoke.

IN CASE OF EVACUATION

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

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

SAFETY & SECURITY

- 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

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:

SAFETY & SECURITY

- 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

WelcomAssistance will contact each guest and tick off all acknowledgments. WelcomAssistance 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 marshals: 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.

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 the room, behind door and the directional arrows. This will guide you towards the assembly area.

The control of the assembly area will be under the Front Office Manager for all guests. The hotel will depute staff to the assembly area to note down the particulars of everyone who has been evacuated.

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 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.

RESPONSIBILITY FOR AREAS OF EVACUATION

AREA	RESPONSIBILITY
Laundry/Housekeeping	Laundry in charge
Stores	Stores Supervisor
Health Club	Health Club In Charge
Business Services	Front Office Manager
Administrative Offices	UFC/Personnel
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 the floors.

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.

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.

CAUTION

As soon as the messages 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.