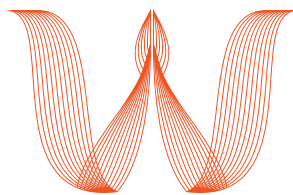


SERVICE DIRECTORY

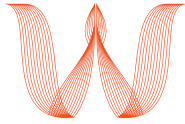
Hotel Information | Hotel Services |
Telecommunication | House Rules |
Safety & Security |



WELCOMHOTEL

BY ITC HOTELS

KATRA



WELCOMHOTEL

BY ITC HOTELS

KATRA

Sanjay Wadhwa

General Manager

Mobile: +91 9596176333

Email: gm.whkatra@itchotels.in

Dear Guest,

Namaste!

I take great pleasure in welcoming you to Welcomhotel By ITC Hotels, Katra.

A small town in the scenic union territory of Jammu and Kashmir, Katra is nestled among the lush foothills of Trikuta Parvat. Known for its thriving tourism industry, it serves as the base camp for pilgrims visiting Mata Vaishno Devi and also as an ideal spot for white-water rafting and trekking. Conveniently located just 3.2 kilometers away from Ban Ganga – the starting point of the Mata Vaishno Devi pilgrimage – Welcomhotel By ITC Hotels, Katra is in the embrace of nature. The property perfectly balances modern minimalism and classic elegance, celebrating vibrant works of art across the estate. Along with well-appointed rooms - most which face the majestic mountains - rejuvenating spa therapies, a yoga room, versatile banqueting facilities and acknowledged food and beverage outlets that celebrate culinary legacy are for you to explore, all with the promise of our signature warm hospitality.

These are unprecedented times and as always, our greatest priority is your safety and well-being. With this in mind, we have crafted a new initiative called WeAssure. This award-winning programme ensures our hotels have hospital-level hygiene and safety standards, which further enhance the existing cleaning protocols across Welcomhotels, allowing you to enjoy your visit, reduce your concerns, without any compromise on the established quality of service experiences and standards. The programme is also designed to address the well-being and safety of all Welcomhotel associates who have been specially trained in their personal, social and workplace conduct and the precautions they must take.

Our team can be contacted for any assistance through WelcomAssistance at Extension '6.' Should you require any personal assistance, it would be my pleasure to be at your service.

While I am confident you will experience unparalleled hospitality throughout your stay, do not hesitate to reach out to me at my extension number 255 for anything else we can do to make the stay more comfortable.

Wishing you a fulfilling journey in Katra!

Yours sincerely,

Sanjay Wadhwa

General Manager

ABOUT WELCOMHOTEL KATRA

Located only 3.2 kilometers from the starting point of the Mata Vaishno Devi pilgrimage, Welcomhotel Katra offers panoramic views of the Trikuta hills. With an endeavor to deliver above and beyond the expectations of its esteemed guests, the hotel offers 83 spacious rooms – most which are mountain-facing – and top-of-the-line business, conference and meeting facilities for up to 300 guests tailored to the requirement of the modern-day, discerning traveler. The hotel also features an array of exquisite restaurants serving the finest Indian and global cuisines, a rejuvenating spa, rooftop swimming pool and more.

Not far from the Ban Ganga river and other attractions in the city including the “Bazaar” (market) for buying souvenirs and dry fruits, the hotel looks forward to offering curated experiences and serving as the perfect abode for enriching your spiritual journey with deeper meaning at every step.

For the convenience of our guests, the concierge will be delighted to arrange a memorable trip to the holy shrine of Mata Vaishno Devi.

TRANSPORTATION

From	Distance From The Hotel	Time
Katra Railway Station	1.9 Kms	5 Mins
Jammu Airport	48.4 Kms	1 Hr 40 Mins
Jammu Railway Station	46.5 Kms	1 Hr 30 Mins
Ban Ganga	3.2 Kms	20 Mins
Vaishno Devi Mandir (Depends on walking speed)	14.2 Kms	4 Hrs
Bhairo Baba Temple (Depends on walking speed)	19.0 Kms	4 Hrs 45 Mins
Jajhar Kotli	15.0 Kms	25 Mins
Raghunath Temple	60 Kms	1 Hr 30 Mins
Ranbireshwar Temple	41.8 Kms	57 Mins
Shivkhori	76.4 Kms	2 Hrs 15 Mins
Patnitop	86.3 Kms	2 Hrs 30 Mins
Sanasar	104.0 Kms	3 Hrs 10 Mins

ACCOMMODATION DETAILS

The hotel has 83 well-appointed rooms, including 35 deluxe rooms, 28 superior rooms, 14 club rooms and 6 suites. These spacious rooms and suites range from 300 sq. ft. to 580 sq. ft.

SUITE ROOMS

Two bay rooms with a separate bedroom and a living area feature a variety of amenities for a luxurious experience. These rooms offer a mesmerizing view of the Trikuta hills. Embellished with elegant décor, delicate upholstery, tasteful furniture, plush interiors, large windows and a touch of contemporary designs, the suite epitomizes the perfect balance between style and comfort. From round-the-clock attention to the facilitation of stepped up-security, these suites offer a distinct experience for its distinguished guests with Wi-Fi, in-room breakfast, fruit platter on arrival, Welcome Drink and Welcomcookies on arrival, an in-room tea-coffee maker, electronic safe and flat screen TV. Room size : 580 sq. ft.

CLUB ROOMS

Most of our club rooms are corner rooms offering a panoramic view of the city of Katra. These spacious rooms are well-equipped with modern facilities and amenities to provide discerning travelers an unparalleled experience. Situated on 1st to 4th floor, these rooms have been designed to inspire, rejuvenate and offer the luxury of space. A tea and coffee maker, 43 inches flat screen TV, electronic safe, complimentary Wi-Fi, complimentary buffet breakfast at WelcomCafe, access to the swimming pool and fitness center, Welcome Drink and Welcomcookies on arrival, cut fruit platter on request and more are available. Room size : 330 sq. ft.

SUPERIOR ROOMS

Situated on the 1st to 5th floor, these cozy rooms offer a mesmerizing view of the hills and have been designed to inspire, rejuvenate and offer the luxury of space to guests. Equipped with a vast array of services and facilities to enhance each guest's stay, a tea and coffee maker, 43 inches flat screen television, electronic safe, complimentary Wi-Fi, complimentary buffet breakfast at WelcomCafe,

access to the swimming pool and fitness center, Welcome Drink and Welcomcookies on arrival, fruit platter on arrival and more are available. Room size : 300 sq. ft.

DELUXE ROOMS

Located on the 1st to 5th floor, these city-facing plush rooms are infused with facilities modern-day discerning travelers will enjoy, including a tea and coffee maker, 43 inches flat screen television, electronic safe, complimentary Wi-Fi, complimentary buffet breakfast at WelcomCafe, access to the swimming pool, Welcome Drink and Welcomcookies on arrival, fruit platter on arrival and more. Room size : 300 sq. ft.

ALL ACCOMMODATIONS OFFER

- Iron / Iron Board
- Smart TV
- In-Room Electronic Safe
- Tea / Coffee Maker
- Wireless Internet Access

In addition to the above-mentioned facilities, the hotel also has a doctor on call, laundry, extra bed, 24-hour in-room dining, concierge services, including airport / railway station transfers and ticket bookings available on a chargeable basis.

GOURMET DESTINATIONS

- True to ITC Hotels' enduring commitment to bring you the best of Indian hospitality, Welcomhotel By ITC Hotels, Katra brings you delightful local delicacies and an extensive a la carte menu of gourmet dishes that let you discover exotic dishes in a contemporary ambience.
- The hotel also features large indoor and outdoor banqueting spaces with state-of-the-art facilities, catering to both corporate and social functions.
- WelcomCafe – Designed in the vermilion shades of the sanctity of nature, Welcomcafe offers a delightful all-day fine dining experience drawing from a variety of delectable cuisines. An open facade draws from tasteful art to recreate the blissful ambience of a temple. Don't forget to try our WelcomSthalika, a thali that features a scrumptious spread of local flavors created with the finest ingredients and generation-old recipes.

Restaurant Timings: 0700 hrs to 2330 hrs

- Dough & Co – Relish the freshest baked delicacies created by top chefs who strive to bring you the decadent best of sweet and savory treats at our in-house bakery.

Restaurant Timings: 1100hrs to 2000 hrs

HOTEL SERVICES

GUEST SERVICES AND FACILITIES

- Wi-Fi enabled
- Wellness Center and Spa
- 24-hours money-changing facility
- Doctor on call
- Travel Desk
- State-of-the-art security equipment

K BY KAYA KALP SPA

Enjoy a rejuvenating session at our signature spa, K by Kaya Kalp. Experience a wide range of therapies, including indulgent massages, beauty treatments and more. The Spa is open from 0800 hrs to 2000 hrs. Please call WelcomAssistance to make a reservation.

INTERNET FACILITY IN THE HOTEL

We are pleased to offer you enhanced and secure High-Speed Internet access in the hotel. To access the Internet, please ensure the Wi-Fi is turned on in your device and you connect to the Hotel's Wi-Fi network (SSID) - "Welcomhotel." 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 "welcomhotelwifilogin.in" 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 and conditions of Internet use in the hotel. For additional security, you will be prompted to create your own 'Password' (minimum six alphabets or numbers) as per your convenience and click on the "Continue" button. Remember to use the same password to connect any additional devices in your stay. The Internet charges and speed depends on your entitlement. Accordingly, you may be asked to opt for automatic or manual renewal of your Internet access after every 24 hours from the time of first login till the end of your stay. For any Internet related assistance or queries at any time in your stay, kindly call WelcomAssistance. We will be happy to assist you. Happy surfing!

LAUNDRY

The Hotel offers laundry and ironing services, seven days a week. The tariff list is placed in the wardrobe in your room.

Normal Services

Laundry services are available round-the-clock. All garments collected before 1100 hrs are delivered on the same day by 1800 hrs. Items collected after 1100 hrs will be delivered the next day before 1000 hrs.

Ironing services are available within one hour of collection.

Express Service "I need it now" is provided within four hours, with an additional charge of 100% of the tariff rate, round-the-clock.

Laundry and ironing lists are kept in the rooms and contain details of the charges applicable for all services provided.

HOUSEKEEPING

The Housekeeping department will assist you with additional amenities and toiletries you may have forgotten to carry. They handle requirements like lost and found inquiries and maintenance-related issues in your room.

The following items are available with the housekeeping team:

- Adaptors
- Mending / Sewing Kit
- Air Freshener
- Bed Boards
- Duvet
- Feminine Hygiene Products
- First Aid Supplies
- Toiletries
- Hot Water Bottle
- Shoe Shine

FIRST AID SERVICES

First Aid Services are available round-the clock. Please contact WelcomAssistance or Concierge Services.

TELECOMMUNICATION

TELECOMMUNICATION GUIDE

This Telecommunication Guide introduces you to our state-of-the-art telecommunication facility and its advanced integrated voice and data communication features. This system has been installed as a part of our commitment to upgrade and enhance our business services, and to make your stay more comfortable and pleasant. Complete features and functioning of the system have been described in the following pages. Should you require any further assistance, kindly contact WelcomAssistance by pressing WelcomAssistance button on your room telephone.

WELCOMASSISTANCE

Our Hotel offers you a centralized guest request center - WelcomAssistance. The WelcomAssistance team is at your service, round-the-clock and will assist you in the following:

- City Information
- Currency Exchange
- Electrical Assistance
- Emergency Errands
- Medical Assistance
- Shoe shine
- Bell Desk
- Lost & Found
- Security Assistance
- Wake-Up Services
- Water

CONCIERGE / TRAVEL DESK

Connect to the Concierge / Travel Desk for any travel related requirements.

IN-ROOM DINING

One-touch button to avail Room Service facility.

DO NOT DISTURB

One-touch privacy button.

CONTROL FUNCTIONS

International Direct Dialing (Idd).

To make any international call, please call at WelcomAssistance.

Local Calls

To call a number within the city and surrounding areas, press "9" and wait for the dial tone, then press the external telephone number you wish to reach.

Room-to-Room

All you need to do is dial "1," followed by the room number required or please contact WelcomAssistance at extension "6."

STD Calls

For STD (Subscriber Trunk Dialing) calls, press "9" and wait for the dial tone, then press the desired city code, followed by the telephone number.

Wake-Up Call

You can schedule a wakeup call through WelcomAssistance at extension "6."

Laundry

One-touch button to connect to the laundry and related facilities.

WelcomAssistance

One-touch button for any kind of assistance required.

HOUSE RULES

The following are the terms and conditions of the agreement under which rooms are permitted to be used by guests:

TARIFF

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

SETTLEMENT OF BILLS

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

CHECK-IN & CHECK-OUT

The Hotel's check-in time is 1500 hrs. Please inform the Lobby Manager if you wish to check in earlier than the mentioned time. Early check-in charges will apply.

The check-out time is 1200 hrs. Please inform the Lobby Manager if you wish to retain your room beyond this time. Late check-out charges will apply.

FRONT DESK

The Front Desk is located in the Lobby, and will provide information about your current folio balance, besides providing currency exchange services and any other information and assistance.

COMPANY'S LIEN ON GUESTS' LUGGAGE AND BELONGINGS

In the case of default of payment of dues by a guest, the Management shall be entitled to a lien on the luggage and belongings, and to detain the same. The Management will also have the authority to sell or auction such property at any time after the day of departure without reference to the party, and appropriate the net sale proceeds towards the amount due from the guest.

DEPARTURE

Kindly inform the Lobby Manager if you wish to retain your room beyond 1200 hrs on the day of your departure. Charges will be applicable as levied.

GUEST BELONGINGS

A safe deposit box has been kept in all the rooms to ensure the safety of your valuables. Guests are

requested to lock the door of their room when going out and use the night latch before retiring for the night. The Hotel will not, in any way whatsoever, be responsible for the loss of guests' belongings or any other property that has not been entrusted to the Management, or for damages thereof, whether due to neglect of Hotel employees or agents or any other cause whatsoever including theft or pilferage.

HAZARDOUS GOODS

Storing of any articles of a combustible or hazardous nature in 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 RIGHTS

The Management reserves for itself the absolute right of admission to any person into the Hotel premises and to request the person to vacate his or her room at any moment without previous notice and without assigning any reason whatsoever. 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 the belongings of the guest from the room occupied by the guest, and lock the room. The Hotel Management expects responsible behaviour from guests of the Hotel and discourages any act, which might be unbecoming or may be looked at as nuisance by the Hotel Management in the interest of the fellow guests of the Hotel. While we identify some of the areas with our experience, which we choose to share with you, we trust the discretion of our guest to decide on the others.

- Pets are not allowed.
- Arms and ammunitions are not allowed inside the Hotel premises.
- Cycle rickshaws, auto rickshaws and motorcycles are not allowed on the Hotel premises.
- We respect your privacy and discourage filming inside the Hotel.
- Smoking is prohibited except in area specially indicated. A guest would be charged for smoking in a non-smoking room.
- The Spa facility is provided for use by resident guests.

RELATIONS BETWEEN HOTEL AND GUEST

Nothing herein above shall constitute or be deemed to constitute any tenancy, sub-tenancy or 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 Hotel shall always be deemed to be in full and absolute possession and control of the Hotel premises.

GOVERNMENT RULES AND REGULATIONS

Guests are requested to observe the Government rules and regulations as applicable from time to time in respect of registration, alcoholic drinks, firearms, drugs, etc.

AMENDMENT OF RULES

The Management reserves the right to add, to alter or amend any of the above terms, conditions and rules. Please reach out to us and we shall be glad to assist you. Thank you for choosing to stay with us. We wish you a pleasant stay and a wonderful experience.

VISITORS

For security reasons, unregistered guests are not allowed to stay in guest rooms from 2200 hrs till 0700 hrs. Post 2200 hrs, guests / visitors may be entertained in public areas like lobby, restaurant, etc.

HOUSE RULES FOR COVID-19

As we open our doors for a luxurious experience, we have created some guidelines to practice safety against COVID-19. While we welcome you to our hotel, we also strive to offer our best hospitality with safety measures which we would request you to adopt, taking your well-being and health as our utmost priority. The disease can be spread from person to person and hence we would request you to note the following:

- A detailed travel itinerary will be required at the time of check in as per the government regulations.
- We will be sanitizing baggage at the entrance and carrying out temperature checks for everyone.
- We would extend our courtesy to offer luggage assistance, while ensuring social distancing norms.
- For contactless payments, we will share a CC Avenue link on you registered email id and phone number.
- As per government regulations, visitors will not be allowed in the room.

- We request you to wear a mask at all times and use sanitizer frequently.
- Although elevator buttons are disinfected regularly, we still request you to use paper napkins for pressing the buttons.
- Our Food & Beverage team will offer “Grab and Go” breakfast as takeaway.
- We offer our “Knock & Drop” menu; our servers will practice social distancing while delivering your orders.
- Outside food is strictly not permissible.
- There will be no refreshments placed in the room. We request you to dial number “6” for any housekeeping requirements.
- We request you to refrain from purchasing goods and services from outside as our staff would be restricted from accommodating such requests.

In case of any query, we request you to contact our Duty manager at “+91 8899008172.” We wish you a pleasant and a luxurious stay at our hotel for your upcoming visit to Katra.

SAFETY & SECURITY

At Welcomhotel By ITC Hotels, Katra, your security is of prime importance to us. The hotel is equipped with high-quality security systems to ensure guests and their belongings are secure at all times.

The following measures are followed at the Hotel:

- Checking of vehicles at the entrance.
- Surveillance cameras in Public Areas.
- The Hotel has a vigilant and mobile security staff on duty 24-hours of the day.
- Do not hesitate to inform WelcomAssistance, if you notice something amiss.

ROOM KEY

Safeguard your room key as you would of your residence key. If you lose your room key or it is stolen, report it to the Front Desk immediately. Deposit your room key with the Front Desk when checking out. Please do not leave your key in your room.

ROOM DOORS AND WINDOWS

Your room door is equipped with a double locking system. Lock your door from the inside while occupying your room. For additional safety, use the safety latch. Ensure that your door is locked completely when you leave your room.

IN-ROOM SAFES

For your convenience, complimentary in-room safes are located in the wardrobe in each room. The hotel will not be responsible for loss of articles placed in the safe.

ALLOWING ENTRY INTO ROOM

Never admit repairmen or strangers without checking with the Management. Never admit persons with unsolicited deliveries. Always use the peep-hole to identify visitors before opening the door to them.

YOUR PLANS

Do not reveal the name of your Hotel or room number to strangers. Never discuss your plans for staying away from the Hotel in front of strangers.

CHECK-IN AND CHECK-OUT

Please do not leave your luggage unattended while checking in or out. If at any time during your stay you notice anything of a suspicious or alarming nature, or have need of any special assistance, please contact the Duty Manager.

When you check into your room, familiarize yourself with:

The EMERGENCY EXIT pathways and staircases shown in the "EMERGENCY EVACUATION PLAN" placed behind your room door.

The location of fire-fighting equipment installed nearest to your room.

Determine how to turn off your air conditioner.

In the event of a fire, this will prevent smoke from being sucked into your room.

THE FOLLOWING FIRE DETECTION SYSTEMS ARE INSTALLED IN THE ROOM/ FLOORS:

- A. Smoke Detector:** The automatic smoke detection system is installed in your room. It will alert you to the presence of smoke.
- B. Manual Call Point:** This is a red square box placed on the wall in corridors, lift lobbies and other public spaces. If you happen to locate smoke or fire, then you should break the glass to raise an alarm.
- C. Public Address System:** One loudspeaker is placed in each room in the bathroom / vestibule area to communicate messages to the guests, in case of a fire.

IF YOU DISCOVER SMOKE OR FIRE:

- Please remain calm.
- Inform WelcomAssistance about the fire. Break the glass of the nearest Manual Call Point in case of fire, and escape through the fire exit as indicated on your Emergency Exit Plan.
- Use the nearest fire extinguisher or the fire hose reel and try to extinguish the fire, if you know how to use it. Do not endanger yourself 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. Breathe through a wet towel by placing it on your nose. Do not break the windows or try to jump out. Close the door, if any, between yourself and the smoke. Do not jump from heights. Remain calm and try to think logically. Panicking will only make the situation worse. Remove all drapes from windows. Wait for an announcement from the Public Address System and follow the instructions. Throw water on hot surfaces. Do not walk in smoky areas. Always crawl for a safe and early exit.

Help us to prevent a fire:

- Extinguish your cigarette butts carefully.
- Always use ashtrays.
- Extinguish the matchstick before disposing it.
- Switch off electrical appliances when not in use.
- Immediately inform the Front Desk about any defective appliances in your room.
- Do not use any heating appliances in your room.
- Do not overload electrical circuits.
- Do not leave your laptop in switched on mode on the bed or on soft surfaces like carpet, sofas and chairs.

EVACUATION PLAN

The Hotel is equipped with the latest in fire protection systems. Please take a moment to review the following information. Upon check-in, locate the nearest emergency exits. Count and remember the number of doors between the exits and your door. Open exit doors and examine the staircase layout. Locate the Manual Call Point and fire extinguisher. Inspect your room. Study the layout of your room and determine anything that might help or hinder possible emergency exiting. Read all re emergency information provided, including the layout on the back of the door. Always keep your room key handy.

IN CASE OF EVACUATION

- In order to ensure your safety and well-being, an evacuation call may be given by the Management through the public address system. Listen carefully to the transmitted message and follow the instructions.
- Please do not panic.
- Do not carry your luggage. It will remain safe and can be collected later.

- Feel the edges of the room door. If it is not hot, then open the door to leave the room. Take your room key card and close the door.
- Hug walls while exiting. While moving to the nearest exit, keep close to the walls, stay low, air is fresher at the floor level.
- Do not use elevators, in case of a fire.
- Walk to the nearest stairway and exit the building to a 'Safe Assembly Area.'

The aim of these instructions is to acquaint you with the actions to be implemented when an evacuation is ordered.

INDICATION FOR EVACUATION

The indication for evacuation of the Hotel will be in the following manner:

- Sirens will be sounded.
- An announcement on PA system will be made to all guests.
- Telephonic / verbal messages will be passed to all the in-house guests.

ASSEMBLY OF GUESTS AND EVACUATION ROUTES

To reach the Assembly Area, please follow the "Exit Route Plan" which is displayed in room, behind door and the directional arrows. This will guide you towards the Assembly Area.