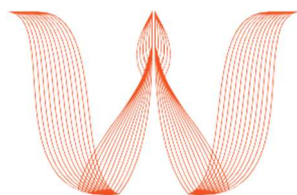


# SERVICE DIRECTORY

Hotel Information | Hotel Services |  
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WELCOMHOTEL

BY ITC HOTELS

BHUBANESWAR



**Samir Ghose**  
General Manager  
Mobile: +91 9920124805

Dear Guest,

Namaste!

We take great pleasure in welcoming you to Welcomhotel Bhubaneswar.

Both the capital and largest city of the Indian State of Odisha, Bhubaneswar is often referred to as the City of Temples. Adorned with lush landscapes, unique sandstone temples and iconic Buddhist and Jain monuments, Bhubaneswar has been the cornerstone of many glorious tales rooted in ancient history. One of the first modern cities of independent India, Bhubaneswar is an administrative, information technology, education and tourism hub of the state. Along with Konark and Puri, it forms a part of the Golden Triangle of the East. The city offers significant attractions, including Udayagiri and Khandagiri Caves, Lingaraj Temple and Nandakanan Zoological Park.

Drawing inspiration from the magnificence of the 500+ temples that adorn this marvellous city, Welcomhotel Bhubaneswar is a visual ode to the architectural traditions and eventful history of this city. Spread across six acres, sloping roofs with pronounced overhangs, covered walkways, spacious gardens and verandah adorn the property, which is heavily influenced by local indigenous stone architecture. 107 well-appointed rooms and Suites, exquisite fine dining options and a rejuvenating spa await your exploration. Whether you are on a spiritual voyage, business trip or a short getaway, we look forward to adding a deeper meaning to your journey with a comfortable, memorable and picture-perfect ambience.

We are thoroughly delighted to host you and encourage you to enjoy all the facilities available at our property.

While I am confident you shall enjoy escapades spanning culture, adventure, nature and gastronomy throughout your stay, do not hesitate to reach out to me for anything else that we can do to make the stay more comfortable.

Have a wonderful journey ahead!

Yours Sincerely,

Samir Ghose

General Manager

Mobile: +91 9920124805

# ABOUT WELCOMHOTEL BHUBANESWAR

Spread across six acres, Welcomhotel Bhubaneswar is heavily influenced by local indigenous stone architecture, descending roofs with pronounced overhangs, covered walkways, spacious gardens and verandahs. The property boasts of 107 well-appointed rooms and Suites, a rejuvenating spa and exquisite fine dining facilities that feature scrumptious Odia recipes and international gourmet cuisine. Irrespective of whether you're in the City of Temples for business or leisure, we look forward to enriching your stay with warm hospitality and meaningful experiences.

## TRANSPORTATION

From	Distance From The Hotel	Time
Airport	8.1 Kms	22 Mins
Udayagiri and Khandagiri	2.8 Kms	13 Mins
Biju Patnaik Park	8.9 Kms	19 Mins
Bhubaneswar Railway Station	11.4 Kms	25 Mins
Shanti Stupa (Peace Pagoda)	16 Kms	36 Mins
Nandankanan Zoo	21.2 Kms	50 Mins
Museum of Tribal Arts & Artifacts	6.4 Kms	18 Mins
Odisha Modern Art Gallery	7.7 Kms	23 Mins
Lingaraj Mandir	10 Kms	30 Mins
Puri	60 Kms	90 Mins
Konark	66 Kms	120 Mins
Chilika Lake	68 Kms	90 Mins
Mangalajodi Bird Watching	60.4 Kms	90 Mins
Chandaka Dampara Wildlife Sanctuary	27 Kms	60 Mins

## LOCATION

Welcomhotel Bhubaneswar is a short 22-minute drive from the airport. The property is also in close proximity to major tourist attractions such as Udaygiri & Khandagiri Caves, Kalinga Stadium and DN Regalia Mall.

## ACCOMMODATION DETAILS

The hotel has 107 well-appointed rooms, including 01 Presidential Suite, 03 Executive Suites, 04 Junior Suites, 12 Club rooms, 27 Superior Rooms and 60 Deluxe Rooms.

## PRESIDENTIAL SUITE

At an expansive 142.69 sq.mt. the Presidential Suite is spacious and splendid, offering a world of luxury that comes together effortlessly with world class hospitality, for an experience that is at once comforting like home and magnificently lavish for a taste of royal indulgence. This spacious suite is a one-bedroom accommodation with a living room and breathtaking view of the city.

## EXECUTIVE SUITES

Spread over 68.93 sq.mt., each Executive Suite is elegantly furnished and decorated, offering a spacious living area and bedroom, as well as an array of sophisticated facilities. The warm hospitality and personalized services heighten your overall stay experience.

## JUNIOR SUITES

Each Junior Suite is spread over 65.96 sq.mt., with one bedroom featuring a king-sized bed and a living room. It offers a beautiful view of the city to its discerning guests.

## CLUB ROOMS

Among the most premium category rooms overlooking the infinity pool, the Club Rooms of 34.09 sq.mt. at Welcomhotel Bhubaneswar offer refined enrichment with a complement of warm and efficient services along with state-of-the-art amenities befitting to a 5 star hotel. Redefining plush standards in corporate hospitality in the city, these rooms have been designed to cater to the needs of the discerning global business traveler.

## SUPERIOR ROOMS

Superior Rooms of 34.09 sq.mt. offer a delightful view from a higher floor. These elegant rooms are furnished with bathtubs and are designed using carefully selected materials which meet the needs of global travellers.

## DELUXE ROOMS

Deluxe Rooms, each featuring state-of-the-art amenities and furnishings, offer an ideal environment for living and working.

## GUEST ROOM APPOINTMENTS

- Smartphone app for television, city and hotel information, food orders, video-on-demand and content sharing
- Smartphone app for television, city and hotel information, food orders, video-on-demand and content sharing through Webcasting
- 24-hour room service
- Complimentary coffee and tea making facility
- In-room electronic safe
- Smart TV through Webcasting
- Complimentary coffee and tea making facility

## GOURMET DESTINATIONS

Remaining true to ITC Hotels' commitment to bring you the best of Indian hospitality, Welcomhotel Bhubaneswar has premier restaurants serving delectable cuisines, along with a lounge bar offering a wide selection of beverages. The hotel also offers a versatile banqueting facility with efficient services, delightful food and beverage options & more.

## WELCOMCAFE

Enjoy a variety of tastefully curated buffet and a la carte spreads round the clock at our all-day dining, Welcomcafe. Our WelcomSthalika offers a glimpse of the region's most cherished delicacies on a single platter.

## PESHAWRI

Enjoy the robust, coal-grilled flavours at our award-winning specialty restaurant that celebrates the romance of the rugged North West Frontier of India. Flavourful tandoor-cooked kebabs, vegetables and breads will please your taste buds from 12:30 PM to 3:00 PM (Lunch – Saturday and Sunday) and 7:30 PM to 11:30 PM (Dinner – All Days). Don't forget to try the globally acclaimed Dal Bukhara.

## SUNBEAN CAFÉ

Relish a selection of freshly baked delicacies and short eats crafted by our masterchefs, paired with bespoke fusion blends of finest gourmet coffees at Sunbean Café from 11:00 AM to 8:00 PM.

## SWIZZLE

Our glamorous lobby bar offers a large selection of premium beverages and inventive mixology paired with delectable snacks. The ideal place for stories and exuberant conversations, you are bound to feel inspired to live in the moment here, from 12:00 PM to 12:00 AM.

# HOTEL SERVICES

## GUEST SERVICES AND FACILITIES

- Wi-Fi
- Wellness Center and Spa
- Smoking rooms
- Room for the differently abled
- Doctor on call
- Travel desk
- State-of-the-art security equipment

## K BY KAYA KALP SPA

Our signature spa offers a holistic mind and body rejuvenation that incorporates the best western treatments and India's ancient tradition of wellness. Experience a rejuvenating treatment administered by our trained associates.

The Spa is open from 0800 hrs to 2000 hrs. Please press 'Spa' on your telephone to make a reservation.

## FITNESS CENTRE

Our gymnasium, situated at the swimming pool level, encompasses state-of-the art equipment. The Steam Room is a refreshing experience.

For safety reasons, parents are advised not to leave minor children unattended in the guest room or any other facility.

Fitness centre access is available 24-hours. Please contact the reception for assistance between 10:00 PM to 6:00 AM.

## SWIMMING POOL

Enjoy a dip at our infinity pool on the 11th floor. A kid's pool is also available on-site.

Pool timings: 8:00 AM to 8:00 PM

## INTERNET FACILITY IN THE HOTEL

We are pleased to offer you Internet access in the hotel.

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

## 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. Garments will be returned any time after six hours at regular tariff rate. Garments collected before 9:00 PM will be returned no later than 10:00 AM the next morning.

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 50% 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 and will handle requirements like lost and found inquiries and any other maintenance related issues in your room.

The following items are available with housekeeping:

- Adaptors
- Mending / Sewing Kit
- Air Freshener
- Pillow (Please refer to the Pillow Menu in your room)
- Bed Boards
- Duvet
- Feminine Hygiene Products
- Toiletries
- Mobile Chargers
- Hot Water Bag
- Shoe Shine

## FIRST AID SERVICES

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

## PRINT-ME SERVICE

We would be pleased to assist you with your printing needs.

Please contact the Reception or WelcomAssistance regarding the same.

This service is provided on a chargeable basis.

## PRINTER-ON SERVICE

To enhance your business convenience, we have provided you with the facility of printing your documents directly from your laptop while you are within the premises of the hotel. Kindly contact Reception or WelcomAssistance at regarding the same. This service is provided on a chargeable basis.

# 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 constant 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 centre - WelcomAssistance. The WelcomAssistance team is at your service, round-the-clock and will assist you in the following:

- City Information
- Electrical Assistance
- Emergencies
- Errands
- Bell Desk
- Lost and Found
- Medical Assistance
- Shoe Shine
- Security Assistance
- Wake-up Services
- Water (Extra)

## CONCIERGE / TRAVEL DESK

One-touch button to connect to Concierge / Travel Desk.

## DO NOT DISTURB

One-touch privacy button.

## IN-ROOM DINING

One-touch button to avail the Room Service facility.

## CONTROL FUNCTIONS

### International Direct Dialing (IDD)

The Hotel is equipped with International Direct Dialing facilities. You can make overseas telephone calls without going through the hotel operator. To make an international call, kindly follow the procedure listed below:

To make an International Call:

Press "9" to get the dial tone. Press "00" for IDD access.

Dial the country code.

Dial the area code followed by the party's number.

For example,

To call 316-4861 Manhattan, New York, dial 9-00- 1-212-316-4861.

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 to the time the receiver is placed back. It is very important that after the STD / ISD call is over, you place the handset back and check once again for the dial tone. You may call the Front Desk for the requisite call details.

### Local Calls

To call a number within the city and surrounding areas, press "9" and wait for the dial tone, then press "0" followed by the external telephone number you wish to reach.

### Conference

You can establish a three-party conference call, either between an external caller, yourself and another guest in the hotel, or between yourself and the guests in the hotel or between yourself and two external callers. In the midst of a call, if you wish to do so, please dial the number and after receiving a response, press '4' to initiate a conference call.

### Message Waiting

If a message has been left for you while you were away, you will be alerted through IVR message.

### Redial

One-touch button to redial the last dialed number.

### Room-to-Room

All you need to do is dial the room number required. This facility is available from 7:00 AM to 10:00 PM. After 10:00 PM, please contact WelcomAssistance.

### 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 Wake-Up call for yourself by pressing the 'Wake-Up' button / icon. The voice prompt will guide you through appropriately. This facility is also available through WelcomAssistance.

### Internet Assistance

One-touch button to avail the facility.

## Laundry

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

## Fascimile

Faxes for hotel guests are received at the Reception and then delivered to your room. The fax number for the Hotel is +91 674 7147141.

## Telephone Tariff Card (Taxes as applicable)

Description	Duration	Tariff (INR)
Call Charges (Local / STD / Mobile / Landline)	Per 1 Minute	INR 7
ISD Call Charges For Netherlands	Per 1 Minute Per 1 Minute	INR 140 INR 650

# 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 3:00 PM and check out time is 12:00 PM.

## 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.

## 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, 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 the belongings of the guest from the room occupied by the guest, and lock the room. The

## VISITOR POLICY

For the interest and safety of all hotel guests, visitors are not permitted in the guest rooms post 2100 hrs.

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.
- We respect your privacy and discourage filming inside the Hotel.
- Smoking is prohibited except in area specifically indicated. A guest would be charged for smoking in a non-smoking room. \*
- Swimming Pool, Spa and Fitness Centre facilities are provided for use by resident guests and members only.
- Please attend to your children at all times while they use the pool.

\*The cost of cleaning and freshening the room.

## 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.

## 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.

# SAFETY & SECURITY

Welcomhotel Bhubaneswar is equipped with one of the best safety and fire protection systems, and our staff is professionally trained to respond to any emergency situation. Automatic-sprinklers, smoke / heat detectors, manual call points (Break the Glass to operate), fire hydrants and portable fire extinguishers are fixed throughout the building and are constantly upgraded.

Fire exits are available in each cluster to ensure a safe exit from the area of fire.

A fire exit 'emergency evacuation plan' is available behind the entrance door of your room.

We are aware that even with the best of systems, a fire may still breakout. Our staff is professionally trained in dealing with such situations. Your safety would be greatly enhanced if you carefully follow the instructions mentioned in the following pages of this directory.

## FOR YOUR SECURITY

At Welcomhotel Bhubaneswar, your security is of prime importance to us. The hotel is equipped with high quality security systems to ensure that the guests and their belongings are secure at all times.

The following measures are followed at the Hotel:

- Checking of vehicles at the entrance.
- Luggage screening through an X-Ray machine.
- Entry using D.F.M.D. at the Portico.
- 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. Be sure your guest room door is locked and secure openings to balconies or patios before retiring or leaving your room. 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 Manager on Duty.

### When you check into your room, familiarize yourself with:

The EMERGENCY EXIT plan shown in the "EMERGENCY EVACUATION PLAN" fixed 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. Sounder Base:** This is an alarm device which immediately raises an intermittent pulsating alarm the moment the smoke detector detects the presence of smoke in your room.
- C. Manual Call Point:** This is a red square box fixed on the wall in corridors, lift lobbies and other public spaces. If you happen to locate smoke or fire, then you should pull down the lever to raise an alarm.
- D. Public Address System:** One loudspeaker is fixed in each room vestibule area to communicate messages to the guests, in case of fire.

## IF YOU DISCOVER SMOKE OR FIRE:

- Please remain calm.
- Inform WelcomAssistance about the fire.
- Pull the lever 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 a 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 smoke in bed.
- 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 fire 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 fire 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 and stay low as air is fresher at the floor level.
- Do not use elevators, in case of fire.
- Walk to the nearest 'Safe Assembly Area.'

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

## **INDICATION FOR EVACUATION**

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

- A. Sirens will be sounded.
- B. Announcement on PA system will be made to all guests.
- C. 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.