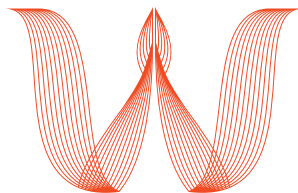


# SERVICE DIRECTORY

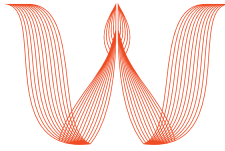
Hotel Information | Hotel Services |  
House Rules | Safety & Security



WELCOMHOTEL

BY ITC HOTELS

DWARKA, NEW DELHI



WELCOMHOTEL

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DWARKA, NEW DELHI

Dear Guest,

Namaste!

It gives our team great pleasure to welcome you to Welcomhotel by ITC Hotels, Dwarka, New Delhi.

Welcomhotel by ITC Hotels, Dwarka, New Delhi is an endearing expression of efficiency and luxury. Offering the comfort of your own abode while exuding a sense of warmth, renowned with ITC Hotel's hospitality.

A befitting tribute to the cosmopolitan panorama of the capital city, it envisages the perfect alliance of the charm of Delhi weaved into the ethereal, contemporary style of today's millennial patrons.

Your one-stop destination to business and pleasure, the hotel plunges you in the heart of New Delhi. Try one of our 392 elegantly appointed, well-equipped rooms and suites offering unrivalled views of the city. Sway into a gastronomy paradise of distinctive dining experiences at Pavilion-75 and Kebabs & Kurries. Rejuvenate with our health and fitness services, and a splendid dip in our expansive pool.

This directory is designed to acquaint you with all the services that we offer at Welcomhotel by ITC Hotels, Dwarka, New Delhi.

For any assistance or additional information, please feel free to call upon us at WelcomAssistance at Extn.6

We value your patronage and would be delighted to provide you with any assistance you may require. Wishing you a pleasant stay.

Yours sincerely,

Nishant Negi  
General Manager



# WELCOMHOTEL BY ITC HOTELS DWARKA, NEW DELHI

## Experience a WOW at every moment of truth

Conveniently located in Asia's largest sub-city Dwarka, right behind the Indira Gandhi International Airport, Welcomhotel Dwarka, New Delhi lets you discover one of the world's most vibrant cities filled with a distinct culture and a fascinating history. Welcomhotel Dwarka, New Delhi from the stables of ITC hotels, is an upscale property, an inclusive blend of contemporary design and international service standards, offering a unique experience to the discerning traveler.

### Rooms

The 392-room Welcomhotel Dwarka at New Delhi is not only amongst the leading business hotels in the city, but is in a class by itself. Complete with the hotel's Deluxe Rooms, Superior Rooms, Executive Suites & Executive Club Rooms.

### Culinary Offerings

The culinary offerings comprise of the following: -

**Pavilion 75:** The all-day dining restaurant

**Kebabs & Kurries:** A specialty Indian restaurant that shines in radiance of a thousand candles.

### Meetings

State-of-the-art conference facilities across 18,000 sq. ft. including three spacious banquet venues & two outdoor venues, provide specialized spaces to deliberate or celebrate any occasion.

The recreation fitness facilities aptly branded as Welcomwellness Fitness Centre comprises of a swimming pool & gymnasium.

The Hotel is a perfect expression of the locale and evokes both the warmth and the cosmopolitan panorama of the capital city.

## Local Attractions

Shopping holds a special attraction for any visitor. The Indian market is a plethora of handmade items; jewellery, pottery, fabric, carpets, papier-mâché and much more. An infinite variety of goods are displayed, marketed and sold in New Delhi.

The most popular area for shopping is Connaught Place, which is only 25 kms away. The Emporium Complex on Baba Kharak Singh Marg is particularly attractive, since it represents practically all the States in India. The Cottage Emporium on Janpath stocks the best selection of items that India has to offer, especially to visitors from abroad with little time for shopping. Other popular shopping centres are Ambience Mall (Gurgaon & Vasant Kunj, Delhi); Delhi Haat at INA and Hauz Khas Village in Hauz Khas.

### Major shopping areas in the City are:-

From	Distance From The Hotel	Closed On
Sector 10 Market, Dwarka	2 kms.	Open on all days
Pacific Mall	4 kms.	Open on all days
Vegas Mall	4 kms.	Open on all days
Ambience Mall	13 kms.	Open on all days
Dilli Haat – INA	15 kms.	Open on all days
Emporium	22 kms.	Sunday
Connaught Place	22 kms.	Sunday





# HOTEL SERVICES

## Air-Conditioning

Every room has its own individually controlled air-conditioning unit to allow you to regulate the room temperature. The thermostat is located conveniently on the wall opposite the wardrobe. In the event of any assistance, kindly contact WelcomAssistance at Extn. 6

## Airlines

Kindly contact WelcomAssistance or our in-house Travel Desk for details about different airlines operating from Delhi airport for both domestic and international travel. Kindly get connected to Travel Desk, located at Lobby Level through WelcomAssistance at Extn. 6

## Airline Reconfirmation

Most International Airlines require reconfirmation of your onward flight 72 hours prior to departure. Should you require this service with Domestic Airline/ Carriers, please get connected to our in-house agency Travel Desk, located at the Lobby Level through WelcomAssistance at Extn. 6

## Airport Transfer

The Hotel offers chauffeur driven cars to the airport 24 hours a day on a chargeable basis. Advance bookings are recommended through Travel Desk. The Indira Gandhi International Airport Terminal T3 is located 12 kms away from the hotel. Kindly get connected to Travel Desk, located at Lobby Level through WelcomAssistance at Extn.6

## Amenities

A host of amenities (both on charge and complimentary) are available at the hotel for your convenience as listed below:

- Iron and Ironing Board
- Ear Buds
- Toothbrush and Toothpaste
- Mouthwash
- Comb
- Sanitary Towels
- Nail Polish Remover
- Nail Cutter
- Nail File
- Cotton Balls
- After Shave Lotion
- Hot Water Bag
- Shaving Kit
- Sewing Kit
- Alarm Clock

Kindly contact WelcomAssistance at Extn. 6 should you require any of the above or any other specific amenity.

## Baby Cot

The Housekeeper will be pleased to provide a baby cot in your room at no additional cost, subject to availability. Kindly get connected with Housekeeping through WelcomAssistance at Extn. 6

## In-Room Beverage Services

Should you require beverage services in your room, kindly contact Room Service through WelcomAssistance at Extn. 3. Beverages and allied services are charged as per consumption.

## Banquet/Parties/Meetings

For arrangements, please contact the Banquet Manager through WelcomAssistance at Extn. 6.

Our Banqueting facilities consist of:

1. The Viceroy Hall accommodating upto 600 people. The approximate area of the hall is 10152 sq. ft. and clear ceiling height is 13 ft. It can be divided into 3 halls using partition.
2. The Gateway is a smaller hall that can accommodate 450 people in an appropriate area of 8210 sq. ft. and height of 13 ft. and can be divided into 3 halls using partition.
3. The Warren has a capacity of 350 Guests in a social gathering in an appropriate area of 7618 sq. ft. and height of 13 ft.

The hotel can also undertake Outdoor catering functions. Kindly contact our Banquet Sales team through WelcomAssistance at Extn. 6, who will be pleased to assist you with any kind of special arrangements that you may require.

## Breakfast

An extensive unhurried luxury breakfast is available at "Pavilion 75" from 0700 hrs to 1030 hrs located at the Lobby Level. Pavilion 75 is the venue for guests to enjoy a complimentary breakfast. In addition, a 5-minute breakfast service is being provided at the restaurant from 0700 hrs to 1030 hrs. The 'Quick Breakfast Menu' includes fresh fruits, oven fresh rolls and freshly squeezed fruit juice with your choice of hot beverages.

## Car Hire

The Hotel has a fleet of chauffeur driven cars, with knowledgeable English speaking drivers, that are available on hire, through our in-house Travel Agency at the Travel Desk, located at the Lobby level. Advance reservations may please be made to ensure availability of cars when required. Kindly call WelcomAssistance at Extn. 6.

## Check-In / Checkout

Check in time is 3.00 p.m. (1500 hrs)

Check-out time is 12 noon (1200 hrs)

For an additional hour at check-out, we request you to kindly contact the Lobby Manager or the Customer Relations Executive through WelcomAssistance at Extn. 6. Every effort will be made to accommodate your request, subject to availability.

## Clean My Room

Housekeeping usually services your room by 1500 hrs. However, if you wish for your room to be serviced earlier, switch on the Clean My Room button next to your room entrance. Please call Housekeeping for urgent service through WelcomAssistance at Extn. 6.

## Courier Services

The Concierge at Extn. 6 located in the Lobby, can assist you with Courier Services for local, domestic or international destinations. As the service is outsourced do give us lead time of an hour to organize the same on your behalf. Any charge incurred would be billed directly.

## Credit Facilities

The hotel accepts major credit cards to settle accounts. We do not accept personal cheques and regret any inconvenience caused in this regard.

## Currency Exchange

Foreign currency may be converted into Indian Rupees throughout the day at the Front Desk. The privilege is only for in-house guests. Kindly carry your passport as it is required for the transaction.

We do not have a provision for converting Indian Rupees back into foreign currency. This facility is only available at Authorized dealers, selected Reserve Bank branches, or at the International airport, on your departure from the country. For more information, please contact the Lobby Manager through WelcomAssistance at Extn. 6.

## Doctor's Services

A doctor is available, on call, 24 hours a day. Kindly contact WelcomAssistance at Extn. 6 should the need arise.

## Do Not Disturb

Your privacy is of paramount importance to us. If you do not wish to be disturbed by incoming calls, please inform WelcomAssistance at Extn. 6. Do switch on the Privacy Button next to your room entrance to avoid Housekeeping/Room Service/ other Hotel Support Service staff from disturbing you. We request you to turn off the privacy light once you leave your room. This will enable our staff to service your room. You may leave the privacy light switched ON should you desire that your room **NEED NOT TO BE SERVICED.**

## Drinking Water

The hotel provides bottled domestic branded drinking water daily with its compliments. For additional requirement of domestic drinking water, please call Room Service through WelcomAssistance at Extn. 6.

## Dry Cleaning

The Hotel Dry-cleaning and Laundry Services are operational 7 days a week. Same day express service is also available. Kindly call WelcomAssistance at Extn. 6 for more information. Laundry collected by 1000 hrs will be returned after 1800 hrs the same day.

## Emergency Exits

A detailed Emergency Exit Plan is located behind the entrance door of your room. Please take a moment to familiarize yourself with this important information and the location of the nearest fire exits. The Hotel is fully-equipped in accordance with international standards, including an extensive water sprinkler and a detection system. In the event of an emergency, you will be notified via our public address system.

## First Aid Services

First Aid Services are available round-the-clock. Please contact WelcomAssistance at Extn. 6.

## Florist

The Hotel can provide an assortment of flower arrangements on charge with an advance notice of a least 2 hours in case the delivery is between 0900 hrs to 1800 hrs.

Kindly contact WelcomAssistance at Extn. 6 for further assistance.

## Guest Services

Also displayed as WelcomAssistance, our Hotel offers you a centralized guest request center for services. At your service, round the clock, WelcomAssistance at Extn. 6 can assist you in the following and more.

- Baby Cot
- Extra Bed\*
- Business Services\*
- Lost and Found
- City Information
- Medical Assistance\*
- Currency Exchange
- Shoeshine Assistance
- Newspapers
- Emergencies Security Assistance
- Errands
- Wake-up Services

\*Additional charges may apply.

## Health Club

A gymnasium along with fitness and relaxation facilities is available at the Health Club, located on the 2nd Floor. Massage services are available with prior appointment.

Please call WelcomAssistance at Extn. 6. for more information.

The Health Club is open 24-hrs (Instructor available from 0600 hrs to 2000 hrs).

However, please contact Reception at WelcomAssistance at Extn. 6. for assistance regarding Health Club after 2200 hrs.

## Help & Services

### BE OUR GUEST

Our associates are here to help make your stay more enjoyable, if at any time you would like assistance, please dial Extn. 6 and an associate will be happy to help you with the following.

- Air-conditioning
- Airlines
- Airline Reconfirmation
- Airport Transfer
- Amenities
- Baby Cot
- In-Room Beverage Services
- Banquet/ Parties/ Meetings
- Breakfast
- Business Centre
- Butler Service
- Car Hire
- Checkout
- Clean My Room
- Courier Services
- Meeting Rooms
- Minibar
- Multiplug Requirement
- Non-smoking Rooms
- Reservations
- Religious Places
- Restaurants
- Room Service
- Credit Facilities
- Currency Exchange
- Doctor's Services
- Do Not Disturb
- Doorman
- Drinking Water
- Dry Cleaning
- Emergency Exits
- First Aid Services
- Florist
- Guest Services
- Health Club
- Iron / Pressing Service

- Laundry
- Lost & Found Items
- Local Calls
- Valet Parking
- Safe Deposit Boxes
- Security
- Shopping
- Sightseeing
- Sports
- Swimming Pool
- Taxi Service
- Tea / Coffee Maker
- Travel Desk

### 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 "itc.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 & 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!!



## Iron / Pressing Service

Irons and ironing boards are available with Housekeeping on request and to be offered complimentary.

## Laundry

The Hotel offers cleaning, laundry and pressing services 7 days a week. The tariff list for the same is placed in the wardrobe in your room.

Laundry/Dry Cleaning is available from 0700 hrs to 2200 hrs and garments will be returned anytime after 6 hrs at regular tariff rate.

Overnight laundry, 7 days a week – garments collection before 2100 hrs will be returned no later than 0800 hrs the next morning

Pressing service is available within 1 hour of collection

Express service (I Need it now) is provided within 4 hrs with an additional charge of 100% of the tariff rate, round-the-clock during operational hours

Laundry, Pressing and Dry cleaning list are kept in the rooms and contain details of the charges for all services provided.

## Lost & Found Items

Any item that is lost within the premises of the hotel and found by hotel staff, is deposited with the lost and found department. In case of any queries, kindly contact WelcomAssistance at Extn. 6

## Telecommunications

For queries related to Local Calls, ISD, STD, kindly contact WelcomAssistance at Extn. 6

## Meeting Rooms

Please contact the banquet sales through WelcomAssistance on Extn. 6 for requirements pertaining to Meeting Rooms and Banquet Venues.

## Minibar (On Request)

The minibar in your room is stocked with beverages and snacks. Consumption will be charged at actual to your room bill.

Please contact WelcomAssistance at Extn. 6 for any assistance.

## Multiplug

The electrical voltage supply parameter in India is 220V.

If you come from a country that has the same standard and only the plug is different then you will require use of a multi plug.

If your electrical appliance requires 110 V or any other voltage, kindly do not plug the appliance into the electrical socket. There is at present a 110 V plug point for small appliances in your bathroom.

Kindly contact WelcomAssistance at Extn. 6 for further assistance.

## Smoking Rooms

Smoking rooms are available on request and subject to availability. Kindly contact WelcomAssistance at Extn. 6. All smoking rooms are clearly indicated with appropriate signage in the room.

## Pets

Pets are not allowed inside the Hotel. For alternative arrangements, kindly contact WelcomAssistance at Extn. 6. We would be pleased to assist you in locating a kennel.

## Reservations

For reservations at any other ITC Hotels, please call ITC Guest Contact Centre at Toll Free Number: +91 11 42229224

## Religious Places

For any information on Religious Places, kindly contact WelcomAssistance at Extn. 6

## Restaurants

### Pavilion 75

Welcomhotel Dwarka's coffee shop, Pavilion 75 offers delectable spreads with an extensive à la carte menu of gourmet dishes. Start your day with a delicious, energizing breakfast featuring local and international favorites, on to an elaborate lunch and end on a high note with a delightfully satiating dinner.

Pavilion 75 also delights in pampering late night revelers, on-a-whim-diners and very, very early risers. Plus, it's the perfect place for power lunches and anytime brunches or high tea, early supers and sudden in-betweeners.

**Breakfast:** 0700 hrs to 1030 hrs

**Lunch:** 1230 hrs to 1445 hrs

**Dinner:** 1930 hrs to 2345 hrs

**Sunday Brunch:** 1230 hrs to 1600 hrs

**Location:** Lobby Level

For further information and reservations, kindly contact Extn. 6.

### Kebabs & Kurries

Experience refined dining in every morsel at a restaurant lit by a thousand candles. Experience age-old recipes from the imperials of the North-West Frontier and Royal Awadh with celebrated chefs and the cooking styles of a heritage cuisine.

**Dinner:** 1930 hrs to 2330 hrs

**Location:** Lobby Level

For further information and reservation, Kindly contact Extn. 6.

### Room Service

In-room dining is available 24 hrs a day and a full menu is included with this directory. Should you have a specific request for items not on the menu, kindly let us know through WelcomAssistance at Extn. 6 and we would be happy to accommodate your request to the extent possible.

## Safe Deposit Boxes

Located in the wardrobe closet of your guest room is your own personal electronic safe, you can avail of this facility at no extra cost. The Hotel will however, not assume liability for the loss of any valuables left in the room or at any other public area within the Hotel.

## Security

Your security is our prime concern. We have security personnel on duty 24 hours a day. They patrol the guest floors at all times. Do not hesitate to call WelcomAssistance at Extn. 6 should you notice something amiss. Kindly refer to the safety and security section in this directory and the Fire Escape, Emergency Exit Plan behind the door of your room for further Information.

## Sightseeing

Our Travel Desk at Extn. 6 located in the Lobby will be pleased to assist you in arranging local city sightseeing tours. They can also organize guided tours to neighboring cities.

## Sports

The hotel can provide assistance for sports activities such as tennis, golf, squash, jogging and other outdoor and indoor sports nearby. Kindly contact Concierge through WelcomAssistance at Extn. 6. The charges as applicable would be payable directly at the Sports Complex office.

## Swimming Pool

Lush landscaping and high walls surround the Swimming Pool and is the perfect way to relax and end a busy day. The entry to the pool is through the Spa. The pool timing are 0700 hrs to 2000 hrs.

## Taxi Service

Hotel chauffeur driven cabs are available at the Hotel through our in-house travel agency. You may reach the Travel Desk WelcomAssistance at Extn. 6. A regular cab may also be hailed at the Main Porch through our Valet Service.

## Tea/ Coffee Services

For your convenience, a fully stocked Tea / Coffee ensemble is provided in the room which comes with the compliments of the Hotel. Kindly contact WelcomAssistance at Extn. 6 for replenishment at any time.

## Travel Desk

Our in-house travel agency is located at the Lobby Level and is operational round-the-clock for assistance in reconfirmation of airline ticket, hiring of chauffeur driven cars, sightseeing tours and taxi service.

Kindly call Extn. 6 for more details.

## Valet Parking

Kindly contact the concierge through WelcomAssistance at Extn. 6. or the doorman.

## Wake-up Service

This facility is available as a request through WelcomAssistance at Extn. 6.

## WelcomAssistance

Our Hotel offers you a centralized guest request centre for service. At your service, round-the-clock. WelcomAssistance at Extn. 6 assists you in the following

- Baby Cot
- Business Services\*
- City Information
- Currency Exchange
- Electrical Assistance
- Emergencies
- Errands
- Extra Bed\*
- Lost and Found
- Medical Assistance\*
- Newspapers
- Shoeshine
- Security Assistance
- Wake-up Services

\*Additional charges may apply.

## Check-In & Check-Out

Check in time is 3 pm (1500 hrs).  
Check-out time is 12 noon (1200 hrs).

With an additional hour, on the day of the departure, we request you to kindly contact the Lobby Manager or the Customer Relations Executive at Extn. 6. Every effort will be made to accommodate your request, subject to availability.

In addition to checking out at the Front Desk, we also offer these additional ways to check out.

## In-Room Check-Out

Guests residing in the Studio Suites can request for their stay bills for view at their convenience through Butler Service prior to their departure from the hotel. Once they are reviewed they can be signed and charged to their credit card.

## We Invite You to be Part of Our Club ITC Guest® Program

You can earn Green Points® for all of your eligible stays at Hotels and Resorts around the country. Unlock Free Reward Nights of exceptional experiences unlocked, exclusively for you.

With more award-winning hotels than any other loyalty program, exceptional member benefits like additional savings, contactless redemption, rollover nights, gift points and more, along with outstanding customer service, there's simply no reason not to join our free program today.

For any further queries related to the membership kindly visit [www.itchotels.in/clubitc](http://www.itchotels.in/clubitc)

# 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 on the Registration Card shown to you on arrival by the Front Desk. 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.

## 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 standard check out time (1200 hrs.). If the room is available up to additional 4 hours, you will be charged half the normal tariff beyond which, the full tariff will be charged.

## Guest Belongings

For the convenience of guests, safe deposit box is available 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 cinema films, raw or exposed, or any other articles of a combustible or hazardous nature in 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 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.

## Relations between Hotel and Guest

Nothing here in 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.

## Visitor Policy

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

## 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.

# SAFETY & SECURITY

## 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 wellbeing, 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 fire.
- Walk to the nearest stairway, exit the building to a '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.

## Evacuation Organization

The following personnel will constitute the evacuation control organization.

- A. Chief Evacuation Controller: Front Office Manager assisted by Executive Housekeeper.
- B. Floor Marshalls: Staff of Front Desk and Housekeeping would rush to floor allocated to them to detect and help in safe evacuation.

## Assembly Areas

To reach the assembly area please follow the fire exit plan, which is displayed in room, behind door and the directional arrows.

This will guide you towards the assembly area. The control of the Assembly Area will be under the Front Office Manager for all guests. The Hotel will depute staff to the assembly area to note down particulars of everyone who has been evacuated.

## Evacuation Routes

For evacuation routes, please refer to "Exit Route Plan" fixed on the back of your room's main door.

## 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.

## Caution

As soon as the sirens are heard or message received regarding evacuation, the relevant departments responsible for evacuation will swing into action and evacuate guests/personnel in two lines along the staircases. There must be no pushing, stampeding, shouting or blocking of entrances or exits.

Special care will be taken of aged, disabled 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 floors.

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.



## If you are ordered to evacuate your room

Exit with caution. Feel the door. If the door is not hot, open it slightly and look in both directions for the nearest Exit sign. Take your room keycard or key, exit the room and close the door behind you.

If smoke is present, stay low.

Walk to the nearest stairway (do not use the elevator) and exit the building.

If you are ordered to evacuate your room and the door is hot:

- Do not open it.
- Call the Emergency #3 and state your location.
- Stuff wet towels or clothes under the door and in air vents to keep out smoke and fumes.
- Remain calm and wait for further instructions.
- If you cannot exit, your room is the safest place to be.

If you think you need to open a window for air and you are above the ground floor, avoid breaking the window because you may need to close it to keep smoke out later.

Please be prepared. Know the location of stairway exits and fire alarms.

In case of fire, do not use elevators.

If you discover fire or smoke inside your room:

- Call the Emergency #3 and give them your name, location.
- Take your room keycard or key, exit the room and close the door behind you.
- Alert others in the area.
- Activate the nearest fire alarm.
- Walk to the nearest stairway (do not use the elevator) and exit the building.
- If smoke is present, stay low.

## Privacy

Your privacy is of paramount importance to us. If you do not wish to be disturbed by incoming calls, please inform WelcomAssistance/ The Operator at Extn. 6.

Do switch ON the Privacy Light next to your room entrance to avoid Housekeeping/ Room Service/ Other Hotel Support Service Associates from disturbing you.

We request you to turn OFF the Privacy Light

once you leave your room. This will enable our Associates to service your room.

Your room with a Do Not Disturb/ Privacy sign "ON" is treated with utmost seriousness and is monitored with great urgency.

Keeping in mind your Safety and Security, Welcomhotel, Dwarka has a Do Not Disturb/ Privacy Policy laid down by The Management.

If your Privacy Sign is "ON" till late afternoon and you have checked in before that day, then an enquiry call would be made to your room by the Management for the purpose of checking your wellbeing and if any assistance is required along with checking your convenience of servicing your room.

If there is no response from the room the Management, in the presence of Hotel Security would break the Do Not Disturb/ Privacy of the room in order to check on your wellbeing.

If, however, you have checked in on the same day in the morning, the Do Not Disturb/ Privacy of the room would be broken only late evening, if there is no response from the room.

This is purely keeping in mind the wellbeing and interest of our esteemed customers.

## Safety & Security

### Emergency

In case of an emergency, please press the 'emergency' button from the telephone kept on the writing table or please press #3 from other telephone in your room.

### Fire and Life Safety

Welcomhotel Dwarka, New Delhi 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 glass alarm), fire hydrants and portable fire extinguishers are fixed throughout the building and are constantly upgraded.

Four Fire Escape Stairs on each floor ensure a safe exit from the area of Fire. All doors are fireproof rated.

However, we are aware that even with the best of the systems, a fire may still breakout. Our staff is

professionally trained in meeting such situations. Your safety would be greatly enhanced if you carefully follow the instructions mentioned in the following pages of this directory.

When you check into your room, familiarize yourself with

- The emergency EXIT pathways. The EXIT route plan is fixed behind your room door.
- The location of firefighting 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 automatic smoke detection system is installed in your room, as explained below.

### Smoke Detector and Hooter

The detector gets activated when smoke is detected. It is white in color and is fixed on the ceiling in the centre of the room or in the vestibule area. It will also give alarm in case of a possible fire.

### Public Address System

One loudspeaker is fixed in each room in the vestibule area to communicate messages to the guests, in case of fire.

### Manual Call Point (MCP)

It is a red square box fixed at different places on the walls of corridors, lift lobbies and other public places. If you find smoke or fire you should break the glass of the Manual Call Point. By doing so you will be sending a communication to the Main Fire Panel about the occurrence and the location of fire. In case of a medical emergency inform WelcomAssistance by pressing #3.

### If You Discover Smoke or a Fire

- Please remain calm.
- Inform WelcomAssistance about the fire, by dialing #3
- 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.

### 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 bathtub with water.
- Breathe through a wet towel by placing it on

your nose. Do not break the windows or try to jump.

- 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 through the Public Address System.
- Throw water on hot surfaces.
- Do not walk in smoky areas. Try to crawl.

### In Case of Evacuation

- An evacuation call will be given by the management through the Public Address System. Listen carefully to the transmitted message.
- PLEASE DO NOT PANIC. Follow the instructions immediately.
- 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 levels.
- Try to use the nearest fire escape. Do not use elevators, in case of fire.

### Help Us to Prevent a Fire

- Extinguish your cigarette buds carefully. Always use ashtrays.
- Extinguish the matchstick before disposing it off.
- Switch off electrical appliances when not in use.
- Inform immediately 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.

### Always Remember to take Your Room Key Card with You.

1. The hotel has a vigilant and mobile security staff on duty 24 hours of the day. Do not hesitate to inform WelcomAssistance at Extn. 0 if you notice something amiss.
2. Keep your room key card safely to avoid any inconvenience.

3. In case your room key card is lost or stolen, immediately inform the Front Desk at Extn. 6
4. Ensure your room door is locked before retiring or leaving it.
5. When in your room, use the double-lock on your door.
6. Use the safety chain and the night latch.
7. Use the peep-hole to identify visitors before opening the door to them.
8. Use the in-room safe for storing your valuables and money.
9. Always deposit your room key card with the Front Desk while checking-out.
10. Never reveal the name of the hotel, or room number or the details of your stay in front of strangers.
11. Do not leave your luggage unattended while checking out.
12. Never admit any repairman or persons with unsolicited deliveries into your room without checking with the Lobby Manager.

## Safety Procedure

The Welcomhotel Dwarka, New Delhi Hotel is equipped with the latest in fire protection system. Please take a moment to review the following information and the emergency evacuation procedures located on the back of your room door. If you have any questions or require a doctor, dentist or other medical professional, please contact the Front Desk.

## Upon Check-In

Locate the nearest fire exits.

Count to remember the number of doors between the exists and your door. Open exit doors and examine the staircase layout. Locate the nearest alarm pull station 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 near your bed.