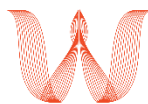


SERVICE DIRECTORY

Hotel Information | Hotel Services |
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Safety & Security |



WELCOMHOTEL

BY ITC HOTELS

GST ROAD, CHENNAI



Meeran Farook Ali

E.A.M
Mobile: +91 9884860318

Dear Guest,

Namaste!

We take great pleasure in welcoming you to Welcomhotel GST Road Chennai

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 We Assure. This programme ensures that 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 regarding hygiene and safety, 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.

Renowned for historical sites such as the Singaperumal Koil the temple is said to be one among the several cave temples built by the Pallavas. A rock carving at this temple refers to a donation given to this temple around 500 century AD. Hence, this temple can be said to be at least 1500 years old and can be called as a Puraana Sthalam.

Situated 30 kilometers away from the Kamaraj Domestic & Chennai International Airport and conveniently placed at the epicenter of the Automobile Hub on GST Road, Welcomhotel GST Road, Chennai is a 10-minute drive to Mahindra World City – an integrated business zone with the top national and international establishments and corporate houses. It is also very near to Oragadam Industrial Area, Maraimalai Nagar and Ford Supplier Park, making it the preferred destination for many business travelers visiting Chennai

We are thoroughly delighted to have you with us and encourage you to enjoy all the facilities.

While I am confident you shall experience the warmth of Business Class Hospitality 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 in enchanting Tamilnadu

Yours Sincerely,
Meeran Farook Ali
Executive Assistant Manager
Mobile: +91 9884860318

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 Welcom Assistance by pressing Welcom Assistance button on your room telephone?

WELCOM ASSISTANCE

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

- City Information
- Currency Exchange
- Electrical Assistance
- Emergencies
- Bell Desk
- Lost and Found
- Medical Assistance
- Shoeshine
- 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 Room Service facility.

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 '6' to initiate a conference call.

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 the external telephone number you wish to reach

MESSAGE WAITING LAMP

If a message has been left for you while you were away, you will be alerted by the red message- waiting lamp activated on your telephone. To retrieve messages kindly press the ‘message’ button, or call Welcom Assistance for message retrieval.

REDIAL

One-touch button to redial the last dialed number.

ROOM-TO-ROOM

All you need to dial 1 followed by the Room Number, also contact Welcom Assistance.

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

This facility is available through Welcom Assistance.

LAUNDRY

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

WELCOM ASSISTANCE

One-touch button for any kind of assistance required.

FACSIMILE

Faxes for hotel guests are received at the Reception and then delivered to your room. The fax number

For the Hotel is 91-044 67414244

PRINT-ME SERVICE

We would be pleased to printout any attachments that you wish to print. Please upload the content in the password protected link and contact the Reception or Welcom Assistance 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 Welcom Assistance at regarding the same. This service is provided on a chargeable basis.

ABOUT WELCOMHOTEL

Situated 30 kilometers away from the Kamaraj Domestic & Chennai International Airport and conveniently placed at the epicenter of the Automobile Hub on GST Road, Welcomhotel GST Road, Chennai is a 10-minute drive to Mahindra World City – an integrated business zone with the top national and international establishments and corporate houses. It is also very near to Oragadam Industrial Area, Maraimalai Nagar and Ford Supplier Park, making it the preferred destination for many business travelers visiting Chennai

Serene and tranquil surroundings, a warm and inviting lobby, vibrant ethnic restaurants in royal settings and 172 luxurious guest rooms are some of the many facilities and amenities that makes Welcomhotel GST Road Chennai the most sought after destination in Chennai City.

Welcomhotel GST Road Chennai also offers an extensive selection of premier restaurants, serving Indian and international cuisines, along with an assortment of spirits, wines and invigorating concoctions. We also **have** a large indoor and outdoor banqueting space, designed with ample facilities that cater to all types of corporate and social functions. In addition, there are lawn, making it perfect for business meetings. Enjoy your journey through Chennai's vibrant culture, uplifting spirituality and historic sites, including the Singaperumal Koil, Hayagreewarar Temple.

We look forward to enthralling you with the spirit of this unique land – its infectious joy, unparalleled hospitality and exquisite cuisine.

ACCOMMODATION DETAILS

The hotel has 172 well-appointed rooms under the categories of Presidential Suite, Executive Suites, Studio Suites, Club, Superior and Deluxe Rooms.

EXECUTIVE & STUDIO SUITES

Set exclusively apart, this facility is geared to meet the needs of the both Leisure & Business Traveler on the move. These Suites seek to make your stay as comfortable as possible, pioneering the culture of ITC hospitality where discreet efficiency for leisure, business & business related services area tradition. They provide the ambience of a living room at home, ideal for holding informal business discussions & lounge around.

CLUB ROOMS, SUPERIOR & DELUXE ROOMS

A perfect blend of tradition with modernity offering all contemporary amenities to suit the needs of leisure, business & family travelers.

GUEST ROOM APPOINTMENTS

- Iron/ Iron Board
- In-room electronic Safes
- Tea/ Coffee Maker

GOURMET DESTINATIONS

True to ITC Hotel's enduring commitment to bring you the best of Indian hospitality, Welcomhotel GST Road Chennai has a choice of premier restaurants, serving Indian & International cuisines along with a Lounge Bar offering wide selection of spirits, wines & invigorating concoctions. We also have a large indoor & outdoor banqueting space with state of the art facilities, catering to all types of corporate & social functions. The hotel has 3 boardrooms with contemporary technology perfect for business meetings. With these unique style of Restaurants, Leisure, Social & Business entertaining takes on a new meaning.

Welcom Cafe is an all-day dining restaurant. It also has an extensive a la carte menu, offering varied international, Indian & local cuisine.

Restaurant Timings: 06:00 am to 12:00 mid-night Dough

Dough & Co – This relaxed lounge offers India's finest collection of Teas, coffees, sophisticated Concoctions along with tastefully crafted international & local edible souvenirs.

Enjoy the lounge experience between 10:00 am till 08:00 pm.

WELCOMCAFE Crossandra Open 'round the clock, our multi-cuisine restaurant offers lavish breakfast, lunch and dinner buffet spreads, as well as delectable all-day dining options. Enjoy a pleasant, cheerful ambience indoor, or alfresco seating in our open courtyard.

Restaurant Timings: Round the Clock

Swizzle - Indulge all five senses over a drink at our concept bar. The bar has an exclusive Wine Appreciation Chamber for the connoisseurs, Private Rooms, indoor & outdoor seating for the discerning guests who love to indulge in local theme with international class.

Timings: 11:00 am to 12:00 mid-night

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 relaxing 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

Gymnasium, situated at the Swimming pool level encompasses state-of-the art equipment. The Steam Room & Sauna are a refreshing experience.

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

The Gymnasium is open from 06:00 hrs to 22:00 hrs. Please contact Reception for any assistance regarding it after 22:00 hrs.

SWIMMING POOL

Located nicely on the charismatic open to sky floor level and the pool offers a Relaxing ambience, with views of the village.

Pool timings: 07:00 hrs to 19:00 hrs

HOTEL SERVICES

GUEST SERVICES AND FACILITIES

Aaspire
Wellness Center and Spa
Smoking Rooms
Room for the differently abled
24 hours-money exchange facility
Doctor on call
Travel Desk
State of the art security equipment

CONCIERGE

Located in the Lobby, the Hotel prides itself on a skilled and informed staff who provide any information and assistance that you may require. Maps and directions to almost anywhere in and around Chennai are available with them. They would be delighted to make recommendations for sightseeing.

To hail for your car or for a metered taxi, kindly contact the Concierge who will organize it for you.

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.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 Last Name' and then click on the "Login" button. Please read and agree to the terms & conditions of Internet use in the hotel.

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

LAUNDRY

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

NORMAL SERVICES

Laundry / dry cleaning is available round-the-clock. Garments will be returned any time after six hours at regular tariff rate. Garments collected before 21:00 hrs will be returned no later than 10:00 hrs 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, ironing and dry cleaning 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 to 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 Pillow menu in your room)
- Bed Boards
- Duvet
- Feminine Hygiene Products
- First Aid Supplies
- Toiletries
- Mobile Chargers
- Hot Water Bottle
- Shoe Shine

HOUSE RULES

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

CHECK-IN & CHECK-OUT

Check-in / Check-out time: 15:00 Hrs. / 12:00 Hrs.

FRONT DESK

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

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.

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

Check-out time is 12 Noon (1200 hrs.). Kindly inform the Front Desk if you wish to retain your room beyond this time. If the room is made available up to 1800 hrs, you will be charged half the normal tariff. After 1800 hrs, the full normal tariff will be applicable.

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, 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 Hotel Management expects responsible behavior 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 specifically indicated. A guest would be charged for smoking in a non-smoking room. *
- Swimming Pool, Gym facility is provided for use by resident guest and members only.

- please attend to your children at all times While they use the pool.
- *The cost of cleaning and freshening the room.

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.

SAFETY & SECURITY

Welcomhotel GST Road Chennai 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.

Three Fire Escape Stairways on each floor ensure a safe exit from the area of Fire.

All doors around the Fire Escape Staircases are fireproof rated. Fire Escape Stairs are marked in the 'Emergency Evacuation Plan' 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 GST Road Chennai, 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 Welcom Assistance, 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 guestroom 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 Duty Manager.

When you check into your room, familiarize yourself with:

- The EMERGENCY EXIT pathways and staircases 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 break the glass to raise an alarm.
- D. Public Address System: One loudspeaker is fixed in each room in the bathroom / Vestibule area to communicate messages to The guests, in case of fire.

IF YOU DISCOVER SMOKE OR FIRE:

- Please remain calm.
- Inform Welcom Assistance 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 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 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.

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.