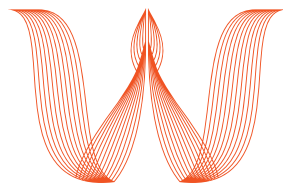


# SERVICE DIRECTORY

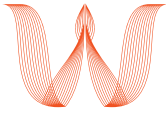
Hotel Information | Hotel Services |  
Telecommunication | House Rules |  
Safety & Security |



WELCOMHOTEL

BY ITC HOTELS

GUNTUR



WELCOMHOTEL

BY ITC HOTELS

GUNTUR

**Rajesh Nath**

General Manager

Mobile: +91-8056058824

Dear Guest,

Namaste!

It gives me immense pleasure to welcome you to Welcomhotel by ITC Hotels, Guntur.

Guntur, formerly known as Garthapuri or Guntlapuri, is the third-largest city in Andhra Pradesh. Once ruled by the French, Nizams of Hyderabad, and the British, Guntur is famous for many ancient temples dating back to the 12th century as well as prominent historical Buddhist sites. Home to the famous 'Guntur Chilli', the city has been a major trading hub for the abundant agricultural produce from the region.

Offering panoramic views of the city's skyline, Welcomhotel Guntur immerses its guests in the cultural identity of the city. Paying tribute to the local arts and crafts, the interiors are marked by elegant décor that seamlessly blends textiles, brassware, and pottery. With large and vibrant banquet spaces, rooms that offer a relaxing ambience, and award-winning kitchens that bring globally acclaimed culinary accomplishments and signature dishes that Welcomhotel by ITC Hotels is known for.

As always, and especially in these unprecedented times, your safety is our greatest priority. To ensure this we present WeAssure, our award-winning programme which ensures that our hotels have the highest level hygiene and safety standards. The cleaning protocols across Welcomhotels allow you to enjoy your visit, reducing 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.

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 your stay more comfortable. It is our pleasure to be of service. We hope you have a wonderful stay.

Yours Sincerely,

Rajesh Nath

General Manager



Enduring Value

#4-5-110, Vidya Nagar, Ring Road, Guntur, India - 522007 For Reservations: 1-800-102-2333

Registered Office : ITC Limited, Virginia House, 37 J.L. Nehru Road, Kolkata 700 071, India

# ABOUT WELCOMHOTEL GUNTUR

Welcomhotel Guntur is a first-of-its-kind premium hotel, well-connected to the city's commercial areas. The detailed ambience encompasses an air of authenticity, evoking a sense of space featuring the local artisanal prowess of Guntur. In addition, the banquets at Welcomhotel Guntur are a decoupage of neutral tones, abstract textures and patterns with a prominent presence of architectural motifs. Rejuvenation comes quality assured with Welcomhotel Guntur's signature spa, K by Kaya Kalp; a state-of-the-art swimming pool, gym facilities, and delectable food items prepared by culinary maestros from award-winning kitchens.

## TRANSPORTATION

From	Distance From The Hotel*	Time*
Airport (Vijayawada)	56 Kms	90 Mins
City Centre	03 Kms	10 Mins
Railway Station	4 Kms	15 Mins
Bus Terminus	6 Kms	20 Mins
Mangalagiri	27 Kms	50 Mins
Kondaveedu Fort	29 Kms	60 Mins
Uppalapadu Bird Sanctuary	12 Kms	30 Mins
Amravathi	34 Kms	60 Mins
Kanakadurga Temple	40 Kms	60 Mins

\*Both distance and time are approximate.

## ACCOMMODATION DETAILS

Marked by a relaxed and charming ambience, the rooms and suites are dotted with the tasteful placement of the region's crafts.

### ACCOMMODATION

The hotel has 104 well-appointed rooms, including 01 Presidential Suite, 04 Executive Suites, 04 Junior Suites, 15 Club Rooms, 35 Superior Rooms, and 45 Deluxe Rooms.

### PRESIDENTIAL SUITE

A grand expanse of luxury and splendour spread across 130 sq. m., this regal suite offers a king-size

bedroom, a living room, dining space, and a study. Located on the topmost floor, it offers a panoramic view of the city's skyline.

### EXECUTIVE SUITES

Offering a separate living room and bedroom, this suite measuring 65 sq. m. is beautifully decorated with an ambience of sophistication, along with carefully curated amenities and facilities.

### JUNIOR SUITES

A spacious 49 sq. m. of deep comfort and elegant décor, this suite has a separate living space and bedroom - ideal for both families or business travelers.

### CLUB ROOMS

Located on the highest floor of the hotel, these luxurious rooms offer sweeping views of the city's skyline. Measuring 32 sq. m., it has a relaxed ambience and a décor that showcases local craftsmanship.

### SUPERIOR ROOMS

Rooms with a vibrant atmosphere and artistic décor, with windows overlooking the city from the higher floors of the hotel. Measuring 32 sq. m., these rooms are well-stocked with excellent amenities.

### DELUXE ROOMS

These well appointed rooms, measuring 32 sq. m., offer delightful views either of the swimming pool or the city. The amenities have been hand-picked for their superior quality.

### ALL ACCOMMODATIONS OFFER

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

In addition to the above-mentioned facilities, the following features are available on a chargeable

basis: refreshment center, airport transfers, laundry, 24/7 currency exchange, doctor-on-call, and sub-contracted courier and travel services.

## GOURMET DESTINATIONS

ITC Hotel's enduring commitment to bring you the best of Indian hospitality has earned a reputation for excellence for its iconic cuisine brands which showcase the best of Indian and international culinary traditions, distinguishable by their authentic flavors and quality ingredients.

Welcomhotel Guntur offers a selection of banquet and conference venues with flexible seating, boardrooms, and a Business Centre. These facilities can accommodate gatherings from 16 guests to over 500 guests. With efficient services, gourmet food and beverage options and dedicated event planning facilities, you can make any event a success here.

## PESHA WRI

Celebrate the romance of the rugged North-West Frontier of India at our award-winning specialty restaurant. Enjoy everything from the robust, coal-grilled flavours and tandoor-cooked kebabs, to assorted vegetables and bread from 12:30 PM to 3:00 PM and 7:00 PM to 11:30 PM. Don't forget to try the globally-acclaimed Dal Bukhara.

## WELCOMCAFE

A place that only leaves you wanting for more, our WelcomCafe features a variety of tastefully curated buffets and à la carte spreads available all day. What's more, the WelcomSthalika offers you the region's most cherished delicacies, all on a single platter!

## SWIZZLE

There's no better way to explore the native tropical experience than being at Swizzle. From the aesthetics of the verdant plantations to the stylized old-world glamour—every element of Swizzle makes it an ideal place for stories and exuberant conversations. Visit anytime from 11:30 AM to 11:30 PM.

## BUSINESS AND BANQUETING

This versatile space is available for private meetings, seminars, conferences, weddings, and other private events.

Banquet Hall 1, 2 & 3	191 Sq. m	Up to 90 people
Banquet Hall	624 Sq. m	Up to 600 people
Meeting Room 1 & 2	90 Sq. m	Up to 16 people

For business and banquet queries, please write to [welcomhotelguntur@itshotels.in](mailto:welcomhotelguntur@itshotels.in)

# 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 roof top on the 11th floor. A kid's pool is also available on-site.

Pool timings: 7:00 AM to 7:00 PM

## INTERNET FACILITY IN THE HOTEL

We are pleased to offer you Internet access across 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 the 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 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 the 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 of 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 an 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 of 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 +91-863-2385099.



# 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 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 behaviour from guests of the Hotel and discourages any act, which might be unbecoming or may be looked at as a 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 guests to decide on the others.

- Pets are not allowed.
- Arms and ammunition 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 areas 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, 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 hereinabove 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 the 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.

## HOUSE RULES FOR COVID-19

As we open our doors, 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 a temperature check 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 your registered email id and phone number.
- 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.
- To maintain social distancing in our Gymnasium, we would accept pre-booked slots for up to 40 mins, that may be booked by dialing WelcomAssistance at number “6.”
- Our Food & Beverage team will offer a “Grab N Go” breakfast as a takeaway.
- We offer our “Knock & Drop” menu and our servers will practice social distancing while delivering your orders.
- Outside food is strictly not permissible.
- There will be no refreshment placed in the room. We would 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 Front Office at “6.” We wish you a pleasant stay at Welcomhotel Guntur.

# SAFETY & SECURITY

Welcomhotel Guntur 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 the 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 break out. 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 Guntur, 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 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 the 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 is shown in the "EMERGENCY EVACUATION PLAN" is 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 that 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 of 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 the 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 the room, behind the door and the directional arrows. This will guide you towards the Assembly Area.