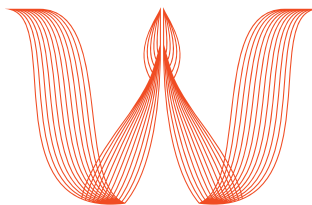


# SERVICE DIRECTORY

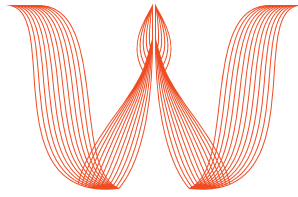
Hotel Information | Hotel Services |  
Telecommunication | House Rules | Safety & Security



WELCOMHOTEL

BY ITC HOTELS

JODHPUR



# WELCOMHOTEL

BY ITC HOTELS

JODHPUR

Dear Guest,

“Khamaghani” and it’s a pleasure to have you with us at Welcomhotel Jodhpur!

These are unprecedented times and as always, our greatest priority is your safety and well-being. With this in mind, we have crafted a new initiative called WeAssure. This programme ensures that our hotel has 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.

The historic city of Jodhpur has a number of sobriquets - ‘Gateway to the Thar’ because of its location, ‘Sun city’ because of its sunny climate around the year and ‘Blue city’ due to the colour most houses in the old city are painted with. Being at the heart of a land famed for its hospitality, Welcomhotel Jodhpur brings to you the warm and inclusive spirit of Rajasthan which has captured the imagination of the world and made it the leisure destination of choice.

We offer a range of cuisines and invite you to savour these sublime flavors, for a true taste of Indian hospitality at the **Bistro Desert Rose**.

Whilst I am confident that you will enjoy the services of our team during your stay with us please do get in touch with me or any member of my team at **Extension 6** should you need anything to make your experience more memorable.

Warm Regards,

Kunal Pahwa  
General Manager

# ABOUT WELCOMHOTEL JODHPUR



In the city of Jodhpur, Welcomhotel Jodhpur provides a glimpse into the history of the majestic blue city. Inspired by the regions fort, palaces and spread out as a series of pavilions around landscaped courts, the Hotel reveals itself in the same manner as an oasis in the desert dunes - a beacon to travelers in a dramatic landscape.

Situated 10 kilometers from the airport amidst the serene and tranquil surroundings this resort style hotel offers a warm and relaxing experience.

## Accommodation Details

The hotel has 98 well-appointed rooms and Villas under the categories of 2 Presidential Villas, 32 Jodhpur Chambers rooms & 64 Deluxe Rooms.

## Guest Room Appointments

Iron / Iron Board

In-room electronic Safes

Tea / Coffee Maker

## Gourmet Destinations

True to **ITC Hotels** enduring commitment to bring you the best of Indian hospitality, Welcomhotel Jodhpur has a choice of premier restaurants, serving Indian & International cuisines along with a lounge Bar offering wide selection of spirits, wines & invigorating concoctions.

Welcomhotel Jodhpur has large indoor & multiple outdoor banqueting venues with state of the art facilities, catering to all types of corporate & social functions. The hotel has 2 boardrooms with contemporary technology perfect for business meetings.

With these unique style of Restaurants and Leisure options, social & business entertaining takes on a new meaning.

## WelcomCafe Chinkara\*

WelcomCafe Chinkara is a three meal restaurant offering breakfast, lunch and dinner. We offer an extensive a la carte menu, offering varied international, Indian & local cuisine for lunch & dinner.

For ordering breakfast in your room, please refer to our In-room Dining Menu or go for the Grab & Go option.

### Timings:

Breakfast: 0700 to 1030 hrs

Lunch: 1230 to 1500 hrs

Dinner: 1930 to 2230 hrs

(\*Operated on higher occupancy days)

## Bistro Desert Rose

This relaxed all day restaurant and bar offers a range of dining options. A fine collection of Teas, coffees, sophisticated beverage concoctions along with a tastefully curated a la carte menu featuring Indian and International flavours & popular local favourites.

Enjoy the bistro experience between 1100 to 2300 hrs.

## The Courtyard

An alfresco - open to sky, leisure and dining space that offers an unmatched ambience to turn every evening into a memorable dining experience.

## Sandstorm

A distinctive event venue available for prior booking that offers space and exclusivity for your small social dos and get togethers.

## 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 relaxing treatment administered by our trained associates.

The Spa is open from 0800 hrs to 1800 hrs. Please dial WelcomAssitance on Extn 6, to make a reservation.

## Fitness Centre

The gymnasium situated at the ground floor level features an array of contemporary equipment. The Steam Room located on the same level offers a refreshing experience.

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

**Timings:** 24 x 7

## Swimming Pool\*

Located on the ground level, the pool offers a relaxing ambience, with views of the lawns.

Pool timings : 0700 hrs to 1900 hrs.

(\*Not operational presently as per government guidelines)

# HOTEL SERVICES

## Guest Services and Facilities

- 24 hours In-room dining
- Wifi Internet
- Wellness Center and Spa
- Games room
- Business services - Meeting Rooms
- Room for the differently abled
- 24 hours-money changing 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 information and assistance that you may require. Maps and directions to almost all tourist places in and around Jodhpur are available with them. They would be delighted to make recommendations for sightseeing.

For hiring a car for local use or a taxi for customized tours, kindly contact the travel desk or 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.

Your internet access coupon is available with the reception. 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 for a pin code which will be given by Reception. Click on the "Log In" button. Remember to use the same password to connect any additional devices in your stay.

## 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 2100 hrs will be returned no later than 1000 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 childcare, lost and found inquiries and any other maintenance related issues in your room.

### The following items are available with housekeeping:

- Air Freshener
- Duvet
- First Aid Supplies
- Mobile Chargers
- Mending / Sewing Kit
- Pillow (Please ask for options)
- Feminine Hygiene Products
- Toiletries
- Hot Water Bottle
- Shoe Shine

# TELECOMMUNICATION

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 Extn No 6 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 :

- Bell desk services
- City information
- Currency exchange
- Electrical assistance
- Emergencies
- Errands
- Lost and found services
- Medical assistance\*
- Shoeshine
- Security assistance
- Wake-up call services
- Water requirements (Extra)

\*Available on-request

## Concierge & Travel Desk

Press Extn 6 to connect to Concierge or Travel Desk

## Do Not Disturb

Press Extn 6 for placing a DND on your telephone

## In-Room Dining

Press In room dining button to avail Room Service facility.

## Control Functions

### AT&T Calls

For the AT&T operator, please press "9" followed by "000117". The Hotel levies a nominal service charge per call on this 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 two other guests in the hotel or between yourself and two external callers. In the midst of a call, if you wish to start conference facility, please dial the number of the guest to add and after receiving a response, press '3' to enable 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 dial "0" followed by the 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

WelcomAssistance for message retrieval.

## 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 0700 hrs to 2200 hrs; after 2200 hrs, please contact WelcomAssistance at Extn 6.

## STD Calls

For STD (Subscriber Trunk Dialing) calls, press "9" and dial "0" followed by the number you wish to reach, in case you're dialing mobile number. For land line press "9" and directly dial with city code and land line 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.

## Laundry

Press Extn 6 to avail laundry pick up and related facilities

## WelcomAssistance

Press Extn 6 for any kind of assistance required

## Website

Please visit the wonderful world of ITC hotels at [www.itchotels.com](http://www.itchotels.com)

## Email

Email for hotel guests are received at the Reception and delivered to your room. The email id is [fo@whjodhpur.com](mailto:fo@whjodhpur.com) and [reservation@whjodhpur.com](mailto:reservation@whjodhpur.com)

## Print-me Service

We would be pleased to printout any attachments that you wish to print. Please upload the content in a password protected link or email directly at [fo@whjodhpur.com](mailto:fo@whjodhpur.com) and contact the Reception or WelcomAssistance regarding the same. This service is provided on a chargeable basis.

# 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 time is 3 pm (1500 hrs).

Check-out time is 12 noon (1200 hrs).

The owner or operator of this Hotel shall not be liable for any special, indirect, incidental, exemplary, consequential or punitive damages arising out of or in connection with the Stay of the Guest, including without limitation, loss of profit or revenue.

The liability of this Hotel or its owner/operator arising out of Stay of the Guest including without limitation, for any personal injury, loss or damage, in any event shall be limited to a sum not exceeding the amount payable by the Guest on account of his/her current Stay at the Hotel.

This agreement shall be governed by Indian laws. All disputes, whether arising out of, or incidental to Stay at this Hotel, directly or indirectly, or through any relative / representative/ franchisor/ agent etc. shall be a subject matter of dispute between the Guest and Hotel and shall be subject to the exclusive jurisdiction of the courts in the city where the Hotel is situated.

## 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.

## 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 behaviour from guests of the Hotel and discourages any act, which might be unbecoming or may be looked at as nuisance by the Hotel Management in the interest of the fellow guests of the Hotel. While we identify some of the areas with our experience, which we choose to share with you, we trust the discretion of our guest to decide on the others.



- Pets are not allowed<sup>#</sup>.
- 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 areas specifically indicated. A guest would be charged for smoking in a non-smoking room.\*
- Swimming Pool, Spa and Fitness Centre facility is provided for use by resident guests and members only.
- Please attend to your children at all times while they use the pool.

<sup>#</sup>As per the pets friendly policy of the hotel, pets are allowed only in the Villa Rooms

\*The cost of cleaning and freshening up 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.

## 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. 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 Jodhpur 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 maintained.

There are two fire escape stairways on each floor to ensure a safe exit from the area of Fire.

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

The following measures are followed at the Hotel:

- Checking of vehicles at the entrance.
- Luggage screening through an X-Ray machine.
- Entry using D.F.M.D. at the Portico.
- Surveillance cameras in Public Areas.
- The Hotel has a vigilant and mobile security staff on duty 24-hours of the day. Do not hesitate to inform WelcomAssistance, if you notice something amiss.

## Room Key

Safeguard your room key as you would 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 opening to balconies or patios. Ensure that your room 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:

- Smoke Detector:** The automatic smoke detection system is installed in your room. It will alert you to the presence of smoke.
- 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 WelcomAssistance about the fire, by dialing 6.
- 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. The aim of these instructions is to acquaint you with the actions to be implemented when evacuation is ordered. 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
- Hold on to the 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'

### 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 your room, behind the door and the directional arrows provided. This will guide you towards the Assembly Area.