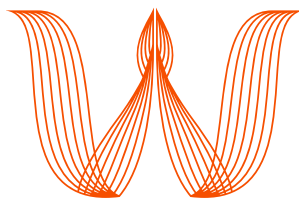


# SERVICE DIRECTORY

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



WELCOMHOTEL

BY ITC HOTELS

RAMA INTERNATIONAL AURANGABAD



**WELCOMHOTEL**  
BY ITC HOTELS  
RAMA INTERNATIONAL AURANGABAD

Dear Guest,

Namaste!

It gives me Immense pleasure to welcome you at Welcomhotel Rama International.

Aurangabad city is a popular tourism hub, with tourist destinations like the Ajanta and Ellora caves lying on its outskirts, both of which have been designated as UNESCO World Heritage Sites. Other tourist attractions include the Aurangabad Caves, Devagiri Fort, Grishneshwar Temple, Jama Mosque, Bibi Ka Maqbara, Himayat Bagh, Panchakki. Historically, there were 52 Gates in Aurangabad, some of them extant, because of which Aurangabad is nicknamed as the "City of Gates". In 2019, the Aurangabad Industrial City (AURIC) became the first Greenfield industrial smart city of India under the country's flagship Smart Cities Mission. Remaining true to 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. Rated among Aurangabad best restaurants, Welcomhotel Rama offerings include samplings of a delightful range of cuisines.

We encourage you to enjoy all of our hotel's facilities and are thoroughly delighted to have you with us. While I am confident you shall experience the warmth throughout your entire stay, do not hesitate to reachout to me for anything else that we can do to make the stay more comfortable.

Responsibly Yours,

Vir Ji Safaya

General Manager

[Virji.safaya@welcomhotelrama.com](mailto:Virji.safaya@welcomhotelrama.com)

# ABOUT WELCOMHOTEL RAMA INTERNATIONAL



Aurangabad, which also means “Built by the Throne” in Urdu is named after Mughal Emperor Aurangzeb. Aurangabad is famous because of its historical and religious architectural sites.

Aurangabad is a major tourist spot due to its proximity to world famous heritage sites of Ajanta and Ellora Caves. Its old world charm and culture with the values of another day, another age makes it more interesting and fascinating.

Welcomhotel Rama International opened in 1974 and has been a landmark in the city. Situated in the heart of the city, just 4 kms from the airport and 8 km from the railway station. Welcomhotel Rama International offers you a beautiful blend of traditional warm hospitality and contemporary technology.

The rooms are specially designed to meet the needs of the discerning business traveller. "Luxury and Space redefined" that gives you much more room to

work, relax, entertain, meet or do just about anything. The business traveller has a choice of plush and spacious conference rooms equipped with state of the art business facilities. Food and Beverage outlets include multi-cuisine restaurant, Madhuban, 24 hours coffee shop and 'Sholla' the Indian specialty restaurant.

Welcomhotel Rama International also offers a selection of banquet and conference venues, with flexible seating, boardrooms and a well-equipped Business Centre. With efficient and warm services, gourmet food and beverage options and dedicated event planning facilities, you can make any event a success here.

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

## Transportation

From	Distance	Time
Airport	04 kms	10 min
Railway Station	08 kms	20 min
Ajanta caves	110 kms	2.30 hrs
Ellora caves	30 kms	40 min
Daulatabad fort	17 kms	25 min
Bibi ka maqbara	7 kms	15 min

For the convenience of our guests, the concierge will be delighted to arrange for a Hotel conveyance.

## Accommodation Details

The hotel has 136 well-appointed rooms under Categories of Standard, Executive Club, Executive Club Exclusive Rooms. This also includes four deluxe suite and one presidential suite.

### Presidential Suite

The one-of-a-kind Presidential Suite offers the best in luxury accommodation and service standards in Aurangabad. Combining the grandeur of a contemporary space with an air of quiet, understated elegance with an intricate blend of functionality and aesthetics coupled with intuitive design - the Presidential Suite make sure that nothing but the best is delivered to all its guests along with personalized butler service.

### Deluxe Suites

Deluxe suites offer an exclusive world where you can experience the finest in hospitality and personalized service in an atmosphere of gracious elegance where everything you need is provided for under one roof. Located on the 1st, 2nd and 3rd floor, these suites cater to fulfill your every need and desire.

These suites offer a delightful experience of old world charm in an ambience of grandeur combined with state of the art amenities and butler service.

### Executive Club Exclusive rooms:

These 22 spacious rooms have been designed to inspire and rejuvenate. The Executive Club Exclusive rooms at Welcomhotel Rama International, Aurangabad offers enchanting setting, gracious decor and modern conveniences with state-of-the-art amenities and facilities. These rooms have modern contemporary look and are the best offering in the city. The rooms are located on

the 3rd floor of the hotel, overlooking the garden and the swimming pool. Equipped with all that a business traveler needs, they come with a complement of services and facilities such as in room tea and coffee maker, cookies, Local love savoury and complimentary fruits of the season on request.

### Executive Club rooms:

Traditional decor and captivating luxury of space, the 65 Executive Club rooms at Welcomhotel Rama International, Aurangabad is an ideal choice for the business traveller and families alike. A range of amenities includes a tea and coffee maker and cookies.

### Standard rooms:

Enjoy the elegance of these 44 well-appointed rooms that offer guests the luxury of space along with a range of amenities that include a tea and coffee maker.

## Gourmet Destinations

Remaining true to ITC Hotel's enduring commitment to bring you the best of Indian hospitality, our restaurants have earned a reputation for its iconic cuisine brands which showcase the best of Indian and international culinary traditions, distinguishable by their authentic flavors and quality ingredients. Rated among Aurangabad's best restaurants, Sholla and Madhuban, Welcomhotel Rama's offerings include samplings of a delightful range of cuisines. Welcomhotel Rama also offers a wide variety of venues, with flexible seating, boardrooms and a well-equipped Business Centre. With efficient and warm services, gourmet food and beverage options and dedicated event planning facilities, you can make any event a success here.

**Madhuban**, Overlooking the Vrindawan Gardens, this multi-cuisine restaurant serves an eclectic mix of continental and oriental cuisines, as well as hearty breakfast, lunch and dinner buffet spreads, Multicuisine, Casual Dining  
**Operational Period: All Day Dining**

**Sholla**, An open air dining venue featuring exotic delicacies in a rustic ambience, enjoy access to our beautiful Vrindawan Garden and watch your meal being prepared at the show kitchen Indian Casual Dining  
**Operational Period: Dinner**

### Madhushala

An ideal place to unwind and enjoy a splendid time with friends or business associates. Savour lip-smacking snacks along with your favourite beverages, Club Cuisine and Finger Food.  
**Operational Period: 1100 till 0000 hours**

# HOTEL SERVICES

## Guest Room Appointments

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

## In-room Refreshment

The refreshment counter in your room is stocked with a selection of beverages and snacks.

Consumption will be charged to your bill. For any additional items please call housekeeping.

## Guest Services and Facilities

- Wi-Fi Enabled
- Smoking Rooms
- Room for the differently abled
- 24 hours-money changing facility
- Doctor on call
- Travel Desk
- State of the art security equipment

## Internet Access

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) - "Welcomhotel". The Hotel's login page will be automatically presented to you. If the login page does not appear for any reason, then kindly call "welcomassistance" for the presentation of the page. 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. The Internet charges and speed depends on your entitlement. 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!!

## 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
- Air Freshener
- Bed Boards
- Duvet
- First Aid Supplies
- Mobile Chargers
- Shoe Shine
- Mending / Sewing Kit
- Pillow (Please refer Pillow menu in your room)
- Feminine Hygiene Products
- Toiletries

## Laundry

Laundry services are available between 07:00 am to 11:00 pm .Laundry and ironing lists are kept in the rooms and contain details of the charges applicable for all services provided.

Pressing Service is available within 1 hour of request.

1. **Regular service:** Laundry received between 07:00 am and 10:00 am will be returned on the Same day after 06: 00 pm at no additional charge.
2. **Express Service:** Laundry received between 10.00 a.m. and 1:00 p.m. will be returned the same day at a 50% additional charge.

## Health and Fitness

The Health Club is equipped to help you keep fit. It is located on poolside at the lobby level.

**Timings:**

Morning: 06:00 a.m. – 11:00 p.m.

On special request: 11:00 p.m. – 06:00 a.m

## Swimming Pool

Located on the ground floor, the pool offers a relaxing ambience, with views of the garden.

**Timings:** 07:00 am-08:00 pm

## Business Centre

Range of facilities are available round-the-clock at our Business centre, located on the Lobby Level.

The facilities include secretarial services, word processing, photocopying, facsimile, a personal computer. Business centre is also equipped with internet facility.

## 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 Aurangabad are available with them. They would be delighted to make recommendations for sightseeing.

## Shopping

The hotel's shopping arcade located at the lobby level offers a wide variety of products. Please call reception for details.

## Taxi Service

Hotel chauffeur-driven cabs are available at the Hotel through our Concierge. Regular cabs may also be hailed at the Main Porch through our Valet Service.

## First Aid Services

First aid services are available round-the clock. Please contact Welcomassistance  
A Doctor is available on call 24 hours. Please contact Welcomassistance.

## Airport Transfers

The hotel offers chauffeur-driven cars to the airport on a chargeable basis. It is recommended that advance bookings be made through the Concierge.

## Telecommunication

A host of facilities are available at your fingertips. Kindly consult the section on telecommunication in this directory for detailed information. You may connect a personal computer or fax machine to your telephone instrument and access your business associates.

## Tour

Contact travel services counter or Welcomassistance at the lobby level for booking and information.

## Travel Services

Our in-house travel agency is located at lobby level. Please contact them for assistance in booking, reconfirmation of airline ticket and hiring of chauffeur driven cars.

## Power Supply

The hotel's electricity supply is 220 volts; 110 volts' regulator is provided in the shaver socket in the bathroom. It is not suitable for larger appliances and the use of other appliances could be hazardous.

## Multi-Plug

The electric voltage supply parameter in India is 220V. Rooms have one such multi-plug point near your business desk. If your electrical appliance requires 110V or any other voltage, kindly do not plug the appliance into the electrical socket, as you would need a transformer. Kindly contact WelcomAssistance for further assistance.

## Safe Deposit Box

There is no charge levied for it. Safe deposit boxes are also available for the duration of your stay with the cashier, located in the lobby. The hotel does not assume liability for loss of any valuables left in the room or at any other public area in the hotel.

## Check-In & Check-Out

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

# TELECOMMUNICATION

Our hotel offers you a one touch call service (available on your room telephone), round-the-clock and will assist you in the following:

City Information	Ext. 6
Currency Exchange	Ext. 6
Electrical Assistance	Ext. 4
Emergencies	Ext. 6
Errands	Ext. 6
Bell Desk	Ext. 6
Lost and Found	Ext. 4
Medical Assistance	Ext. 6
Newspapers	Ext. 6
Shoeshine	Ext. 4
Security Assistance	Ext. 6
Wake-up Services	Ext. 6
Water (Extra)	Ext. 4
Concierge/Travel Desk	Ext. 6
In room dining	Ext. 5
Internet	Ext. 6
Laundry	Ext. 4
Extra Bed	Ext. 4

## The Hotel at Your Fingertips

Banquets	2560
Bell Captain	6
Beauty Parlour	2860
Business Centre	2805
Cashier	2812
Direct Dial	9
Emergency	1
Health & Fitness	2870
Housekeeping	4
Laundry	7/2955
Lobby Manager	6
Operator	0
Reception	6/2812
Chambers Lounge	2350
Room Service	5/2750

## Restaurants

Madhuban	2740
Madhushala	2730
Sholla	2959

## Telephone

### Local Calls

To call numbers within Aurangabad, press "9". Wait for dial tone, and then press the external telephone number. For special assistance, press "0" for Hotel operator.

### STD/ISD

Please contact the Welcomassistance for further assistance.

# 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.

## 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 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 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.
- 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 and fitness Center facility is provided for use by resident guest and members only
- Please attend to your children at all times while they use the pool.

## 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 favor 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.



# SAFETY & SECURITY

## Security

At Welcomhotel Rama International, 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 front desk, 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 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

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 front desk at extension 6.

## Safety Emergency

In case of an emergency please press the 'Emergency' button

## Fire and Life Safety

The Welcomhotel Rama International is equipped with best fire protection systems.

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. Fire escape stairs, on each floor, ensures a safe exit from area of Fire.

However, we are aware that even with the best of the systems, a fire can still break-out. Our staff is professionally trained in firefighting. Your safety can 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 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.

- **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.

• **Public Address System:** One ceiling speaker is fixed in each room in the vestibule area to communicate messages to the guests, in case of emergency.

#### **If you discover smoke or fire:**

- Please remain calm.
- Inform Operator 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 advanced 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. 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, 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. Announcement on PA system will be made to all guests.
- B. 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 ensure smooth evacuation and also to confirm that all the guests have been safely evacuated, it is necessary that specific areas are earmarked for you to gather together and verify your particulars. 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 the particular of everyone who has been evacuated.

## Evacuation Routes

To reach the assembly area please follow the fire exit plan, which is displayed in room, behind door and follow the directional arrows. This will guide you towards the safe assembly area.

## 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 message received regarding evacuation, the relevant departments responsible for evacuation will swing into action and evacuate guests/personnel. There must be no pushing, stampede, 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.