



Namaskar,

UDS hotels have been delivering the best hospitality since 20 years, and the reason behind it is our core value, 'giving the best to our guests and employees'.

All of us face a common threat now – COVID 19. The declaration of a pandemic is not to panic, but a call to action – for everyone, everywhere. It is also a call for responsibility. Together, we can still change the course of this pandemic – but that means addressing inaction. As a crisis that affects everyone, we must all play our part.

Our thoughts and prayers to all those who have lost their lives, the many families who are suffering, the government who are working tirelessly and of course to the front line together to contain this situation. We must not forget to show solidarity with the most vulnerable too. Let's move forward with resolve and without stigma.

You can count on us to do our part. Let us overcome this situation together. Please know that we are vigilantly monitoring the COVID-19 situation around the clock and have precautions in place to ensure a healthy stay at any of our hotels across Kerala.

In this climate, we know travel may not be your first thought, but I want you to know the safety of our guests and associates is our top priority. I want to thank you in advance for putting your trust in UDS group of hotels, as you plan for future travels. Below is an update on what we are doing, keeping your safety top of mind.

- We are closely monitoring the World Health Organization (WHO), the Centers for Disease Control and Prevention (CDC), and local health agencies for the latest developments related to COVID-19 and following the guidance of government and public health officials.
- We are updating our policy to provide our customers the most flexibility we can offer during these challenging times.
- Our hotels' health and safety measures are designed to address a broad spectrum of viruses, including COVID-19, and cover everything from handwashing hygiene and cleaning product specifications to guest room and common area cleaning procedures.

We recognize that these are unsettling times and whether you are traveling now or in the future, we want you to know that your safety and wellbeing are our first priority.

Whenever you travel, we are waiting with open doors and open hearts to serve you.

Raja Gopaal Iyer  
CEO, UDS group of Hotels

## TEMPERATURE CHECKS



## SOCIAL DISTANCING



## PERSONAL PROTECTIVE EQUIPMENT



## ENHANCED HOUSEKEEPING PROCESS



## CLEANING & DISINFECTING

Increased deep cleaning and disinfecting frequency for high-touch surfaces across public areas, meeting rooms, dining areas, and public restrooms.



## HAND SANITIZERS & HAND WASHING

Hand sanitizer stations in every public space area and all restrooms. In addition, our team member hand washing every 60 minutes.



## LUGGAGE SANITIZATION



## LAUNDRY HANDLING

High-level separation control procedures to handle all laundry.



## IN-ROOM DINING

Contact-less, in-room dining service offered at the guest room door with social distancing protocols.



## QR-CODED MENUS

Dining at all restaurants using customized QR-coded menus.

