



Your Safety , Our Priority

Hoysala Village

A Luxury Eco Resort

Namaskara!

Greetings from Hoysala Village.

As the world steps into the new normal, the spirit of HVR stands reinvigorated, driven by the supreme importance it places on the safety and delight of its guests.

We have laid down renewed safety protocols which have been developed in accordance with the norms laid down by World Health Organization (WHO), Food Safety and Standards Authority of India (FSSAI) and the Government of India. We are striving to provide our guests with the best services possible within the boundaries set down by the pandemic.

Further, as always we are trying to find better and healthier practices by delving into the past. We are also minimizing the number of guests who utilize the facilities at any given time and are consciously reducing our occupancy to less than 50% at any given time to create a safe and secure environment and prevent close proximity between our guests.

This has been a very grave period when the very existence of mankind has been threatened. However, it is also a period when we need to re-invent ourselves and understand our priorities. **As a small business owner** I urge you to support local industries/enterprises and only this will help create a self sustained and vibrant economy. In return we promise to do the very best to make sure your stay with us safe and comfortable.

Warm Regards,
K Ravindra Alva
Managing Director



Welcome

Where Earthy traditions live on even to this day

FROM TOUCH TO TECHNOLOGY (CHECK-IN/CHECK-OUT)

- Check-in & Check-out formalities will be completed online to reduce contact and time at the front desk.
- With digital payments and non-invasive thermal screening, the touch of care replaces the physical one.
- Invoices will be sent via email
- Disinfection chamber -disinfectant mist is sprayed on every entrant to the property which reportedly kills most germs and viruses. All luggage is also disinfected with hand-held mechanized apparatus.
- Checking of body temperature on arrival and at regular intervals.
- Touch-less hand sanitizer/Foot operated dispensers will be placed at all guest and associate entrances and contact areas such as reception areas, hotel lobby, restaurant/entrances, and conference spaces.



HOUSEKEEPING

- All room amenities sanitized before being placed in the room.
- Surfaces, fittings, fixtures, furniture, equipment, cutlery, linen and laundry are religiously disinfected at regular intervals or upon every use.
- All stationary/amenities procured from external agencies removed from the room
- AC filters cleaned and disinfected at increased frequency.
- Jacuzzi and bath tubs sanitized both post departure and pre check-in.
- Social Distancing norms maintained in all areas both between guests and service associates.
- Frequent hand sanitization is carried out by staff and hand sanitizers are available for all guests in near proximity.
- Regular Cleaning and Fumigation/Sanitization activities are carried out in all Public Areas.
- Food Production Areas are Sanitized and cleaned with appropriate Chemicals at regular intervals.

TRAINING TO DELIGHT, SAFELY

- Training focused on educating and empowering employees to deliver enhanced health and safety protocols with confidence and passing on this care to each and every guest is being carried out.
- We give safety, hygiene and other instructions to the staff as per the new SOP and make sure they are educated on the present situation.
- Regular health checks and counseling support is also provided to our staff to ensure their physical and mental wellbeing.

Even amidst these challenging times, the one thing that stands out is a genuine and warm service of our guest associates. At this moment, your safety and well-being are of utmost importance to us and we remain committed to being prepared to welcome you back at Hoysala Village Resort very soon!!!