



Our journey continues...



# A message from our Director

*Adapted in practice, but unchanged in spirit...*

As we adapt in the wake of the COVID-19 global pandemic, the health and wellbeing of our guests, communities, and teams remains the priority it has always been. Across our resorts we have implemented enhanced health and safety measures, taking all appropriate steps in line with guidelines from the World Health Organisation and government authorities.

Additionally, we have implemented all the appropriate best practices to ensure a safe and healthy environment for our teams and guests alike. These measures include thorough and rigorous cleaning and sanitisation, the proper use of personal protective equipment and staff training in all aspects of health, safety and hygiene. Our series of protocols will constantly evolve and be updated as the situation changes. If you would like to discuss any concerns, please do not hesitate to reach us [booking@spicetreemunnar.com](mailto:booking@spicetreemunnar.com)

As we look ahead to the future of hospitality and travel, we continue to place our guests and colleagues at the centre of everything we do. The #spicetreelife experience may look different in this new environment but it will feel the same; the generosity of space in our architecture and design, the low room count, our people delivering the same attention to detail, our organic farm-to-table food delicacies, the unique experiences, unparalleled service and personalised care. Our chefs have added a whole new range of immune-boosting food in the menu, which is prepared safely; as we care for your health.

Thank you for your understanding and continued support during this challenging time; we look forward to welcoming you back at SpiceTree Resorts whenever you are ready to travel.

Take care,



Hybeen Thomas  
Managing Director





## Pre – Arrival

- New online self check-in facility
- Self declaration forms that records the travel details of all guests online, before arrival
- Online Communication of our safety and hygiene protocols



## Guest Transfers

- Our Chauffeur will always greet you with protective gear such as mask and gloves
- Cars are disinfected after every trip, from outside and within
- Hand sanitiser will be placed in all vehicles
- Minimal interaction between chauffeur and guests





## Check-In

- 'Namaste', our signature greeting for all guests, maintaining a safe distance, with no physical contact
- Checking of body temperature on arrival with a Non-contact Clinical Infrared Thermometer
- We provide a mask if guest is not wearing one
- Disinfecting all baggage at the time of check-in
- Direct check-in to the rooms on arrival
- All guest stationary like pens, used at front desk are sanitised after use



## Housekeeping

- Deep cleaning and sanitisation of guest rooms as per WHO guidelines
- Room keys placed in key card holders in the rooms after sanitisation
- Chemicals used to disinfect and sanitise as per hygiene parameters
- Cleaning, disinfecting and sanitising of all high-risk touch points
- Minibar provided on request
- All room amenities sanitised before being placed in the room
- All printed stationary removed from the room
- Minimum guest amenities will be provided, which will be discarded post guest use
- Jacuzzi and bath tubs sanitised both post departure and check-in
- Chlorine dosage in swimming pools monitored and maintained
- Soiled and clean linen transferred in different hampers to avoid cross contamination
- All guest rooms will be held for 48 hrs post check out before releasing it to another guest





## Public Spaces

- Frequent sanitisation of high-risk touch points in all public spaces as per the guidelines
- Increased availability of hand sanitisers at all public areas and entry points



## Dining

- Restaurant floors mopped using appropriate disinfectant after every meal period
- Social distancing norms between tables
- Hand sanitisers placed at visible points in the common areas
- All crockery, cutlery and glassware are sterilised before and after use
- Specific seats are allocated for each in-house guests in the restaurant and in the common areas throughout the stay, ensuring safe distances are maintained between guests.
- Only in-house guests shall be entitled to use our common facilities





## Kitchen

- All the kitchen areas are deep cleaned and sanitised
- All associates will be in personal protection equipments and ensure proper replacement of masks and gloves at regular stipulated intervals
- Most of the vegetables, seasonal fruits and spices are organic and sourced from our own garden
- Receiving and storage of produce and ingredients are intensified with proper sanitisation



## Activities

- All equipments, vehicles etc. sanitised before and after every session
- Social distancing norms followed during all activities
- Sanitisers available during all activities





## Employee Practices

- Ensured that hands are washed and sanitised frequently
- Guidance on the proper usage of gloves, masks, and sanitisation rubs
- Mandatory screening and documentation of the temperature of all staff every day
- Daily review meetings to assess the situation with regular updates on appropriate measures taken



## Check Out

- Contactless bill payment
- E-Invoice sent via email
- Online feedback





## **Simple Ayurvedic tips to build your immunity, suggested by our doctors and wellness experts**

- Start your day with Tulsi and ginger tea with honey to strengthen and cleanse the upper respiratory tract
- Use turmeric and black pepper in your meals daily, to boost immunity and reduce toxins. Turmeric can be taken as drink with almond milk or added to your morning cereal to prepare a nourishing golden porridge
- Minimise the intake of red meat and avoid the usage of any processed meats like bacon, sausage, nuggets, ham, etc.
- Take 15 - 30 ml of Amla (gooseberry) juice daily. Optionally consume honey to supply extra antioxidants and strengthen the immune system.
- Drink plenty of water. Staying well hydrated will keep the throat and the mucous membrane moist, supporting its action as a barrier to all the microbes

*You can now access a range of immunity building recipes, designed by our chefs on our Instagram: <https://www.instagram.com/spicetreemunnar/> Please click on the link to recreate our authentic dishes at your home.*