

Enhanced Safety and Hygiene Measures at SwaSwara, CGH Earth Wellness



Dear friends,

I hope you and your family are safe and in good health.

This pandemic has taken a heavy toll on us mentally, physically, and economically, over the past few months. But we have to move on; we have to be resilient. And as the world slowly emerges from the lockdown, we have learnt to live with this COVID-19 pandemic and accept the New Normal.

Many of you have contacted us asking about when you can return. You have told us about how rejuvenated and happy you felt when you stayed with us. We understand your sentiments. After all, good holistic wellbeing is very important, especially considering the current global scenario. So, we have begun to welcome a limited number of guests. But what will a wellbeing retreat feel like in a COVID-19 world? Everything will be as special as you remember.

The only difference is the enhanced safety measures and preventive actions we are undertaking to keep everyone safe. We want to make sure that you get the physical, mental, and emotional reset you need, with the safety you deserve.

A dedicated core team of CGH Earth leaders at SwaSvara are executing our enhanced safety procedures as we welcome you back again. Our entire team is extremely appreciative of the measures we are taking for the safety of the community and have complete confidence in the Standard Operating Procedures we have developed. We know that you would support these enhanced measures and enjoy your stay without any stress.

The following document will give you an insight into the measures taken at SwaSvara to ensure your safety, while you enjoy your much-needed wellbeing retreat.

Thank you.

Warm regards,

Sidarth Dominic
CEO

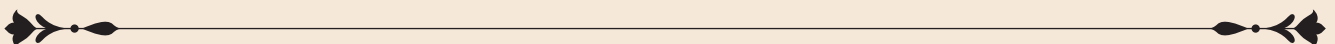


COVID-19 Safety Measures taken by SwaSwara



General Information

- We have appointed a COVID-19 Safety Officer for every hotel and resort, to execute these enhanced measures for the complete safety of our guests and staff.
- Our COVID-19 Safety Officer will closely interact with the local health department and will always be up to date on the latest safety measures.
- The Indian Government's Aarogya Setu COVID-19 Safety App has been installed by all our staff, and we recommend that you too download the app and keep it updated. It is available on Google Play and the App Store.
- If any guest or staff exhibits COVID-19 like symptoms, including fever, breathlessness, dry cough or sore throat, we will follow all the government protocols, including notifying the local health department, so that the patient gets the best care possible.
- The Standard Operating Procedures have been modified to incorporate COVID-19 protocols with a focus on:
 - ~ Basic personal hygiene, hand hygiene, social distancing, and respiratory hygiene.
 - ~ Thorough screening of patients, staff and vendors.
 - ~ Highest standards of cleaning and sanitation to disinfect or quarantine all contact surfaces.





Arrival

- We will check the temperature of all patients, drivers, staff, suppliers and anyone else entering the premises, on arrival.
- Anyone entering the premises and staying back will be asked to fill in a self-declaration form.
- Everyone will also be asked to wash their hands at the entry point.
- All our team members will be wearing masks and gloves and will maintain social distancing.
- Our Front Office Team will greet the guests with a traditional and warm 'Namaste' and will not be shaking hands.



Cars, Chauffeurs, and Valet

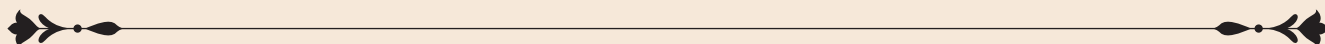
- We are temporarily suspending all valet operations to ensure complete safety.
 - The use of TukTuk/Auto Rickshaw/Boat or any other local transportation by the resort is suspended until further notice. In this context we would not be offering or running guided excursions to Gokarna temple and town using either of these modes of transportation as neither of them can be satisfactorily sanitised as per our protocols.
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Check-In and Check-Out

- Understandably, check-in and check-out procedures have been altered to include COVID-19 protocols and this could affect check-in and check-out timings.
 - 24 hours before checking in, a pre check-in form will be sent online, along with a self-declaration form. Your ID proof can be submitted online in advance, but please make sure you carry the same ID (original not copy) to the resort for validation. If you are a foreign national, you will have to submit your passport and visa on arrival as well.
 - We are prioritising digital payments over cash and will be sanitising all credit cards if used during billing. You will be guided on our digital payment modes by our reservations team well in advance.
 - All bills will be sent via WhatsApp and emailed in advance, before the actual check out, so that you can check it. This is done to minimise the time taken at the reception.
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Luggage

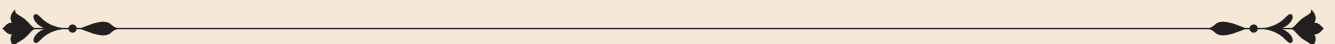
- All luggage and handbags will be sanitised before sending it to your room.
- To ensure your safety, luggage will be handed over to you at the door itself. Our team will help you if you need any assistance.
- At the time of discharge, please place your luggage outside your door, from where it will be collected by us. Luggage will be sanitised before it is loaded into the vehicle after it is verified by you.





Common Areas

- Hand hygiene facilities are available at multiple points for convenience.
- All pavements, pathways, parking and back areas are sanitised twice a day.
- All touchpoints, interior and exterior furniture and pool beds will be frequently sanitised by our team.
- Common spaces are clearly defined with social distancing markers and you are expected to follow them.
- Please use the hand sanitiser provided at various locations before and after touching any item.



Yoga & Meditation

- New, sanitised Yoga mats will be issued to you when you arrive. Please use only your mat during all Yoga & Meditation sessions. Please take care of it, keep it in your villa when not in use, and feel free to take it with you when you leave.
- Guests must use the hand sanitiser provided at the entry to the Yoga & Meditation venues.
- To ensure safe social distancing, only a limited number of participants will be allowed in one room at a time. So, we will be running parallel sessions in different spaces to accommodate everyone.

Shop

- Guests are requested to not handle the souvenirs in the gift shop but instead ask the assistant in protective gear to present it to them.
- During this time, we request you to not try on the clothes in the shop.

Library

- To maintain social distancing, we will be limiting the number of readers in the library.
- If you wish to borrow a book, we will send you a list from which you can pick.
- Once selected, we will send the book to your room. And when you return the book, it will be kept under quarantine before being lent out again.



Pool

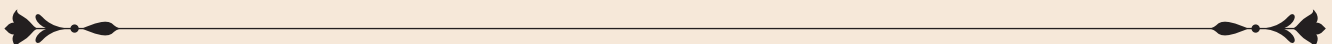
As per Central and State Government regulations, the pool will remain closed until further notice.

- The pool area will be frequently sanitised.
- Pool beds will be arranged in a manner to maintain social distancing and the pool furniture sanitised after every guest.
- Fresh, sanitised pool towels will be placed on each bed.
- Please place your soiled towel in the basket allocated for the same. They will be collected by housekeeping staff wearing full Personal Protective Equipment (PPE), dedicated to that task.
- Please use the hand sanitiser provided at various locations before and after touching any item.



Villas

- All villas are sanitised as per international standards and quarantined for 24 hours after check-out. During this time, no one is allowed to enter the villa. These villas can be identified with the notice 'THIS ROOM IS SANITISED' outside the door to indicate that we have completed the room sanitisation process.
- The air conditioning vents and filters are sanitised after every check-out.
- As per government guidelines, the air conditioning in the villa will be set to 24°-30°C. Please maintain these parameters for your safety.



- In order to practice social distancing and safety, we will reduce the entry of the staff into the rooms with guests. In the case of your luggage, room service, etc. the staff will hand over the items at the door.
 - Familiarisation of the room will be done by our staff at the reception. Staff will not be entering the room at the time of check-in.
 - While the housekeeping staff are offering their services during the stay, guests are advised to step out of the villa while they do the cleaning in order to maintain social distancing.
 - Amenities in the toilet such as Shampoo, Shower Gel and Conditioner are available and provided on request. The reusable dispensers will be completely sanitised after every check-out.
 - To minimise contact surfaces, there will be no side carpets, throw pillows or bed runners in your room, but we can provide these sanitised items to you on request.
 - Likewise, all printed stationary such as tent cards, the Laundry Card, Telephone Directory, Experiences, etc. would no longer be provided in the villas, instead the necessary details will be sent to guest on WhatsApp.
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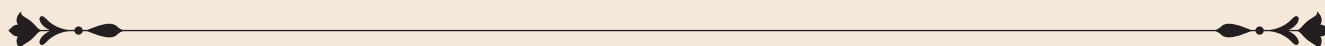
Laundry

- Soiled linen is quarantined for 24 hours and then sanitised at 70°C with an approved detergent.
 - It will take 48 hours for your clothes to be returned Check spacing to you after laundry.
 - Soiled linen is only handled by one authorised person wearing full Personal Protective Equipment (PPE).
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Consultation & Treatment

As per Central and State Government regulations, Ayurveda Wellness Treatments will not be offered until further notice.

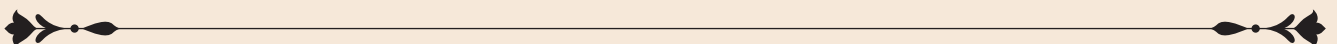
- Please wear your mask during consultations.
- To ensure social distancing, please adhere to the consultation time slot allocated to you, and do not wait outside the doctor's cabin. We will be monitoring and enforcing this strictly.
- When you go for your treatments, please follow the doctor's instructions as they are for your safety.
- The consultation rooms will be sanitised after every consultation, so please allow for a 15-minute interval between sessions.
- Our therapists are equipped with protective gear and all treatment rooms are disinfected with utmost care to detail.
- Dedicated therapists will be assigned for each guest.
- Any equipment used for treatment will be fully sanitised after every treatment and at regular intervals.





Restaurant

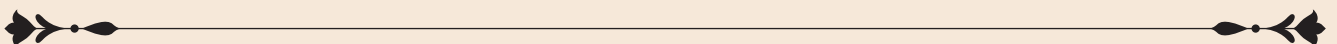
- Tables are spaced apart to maintain the required social distancing.
- Guest can view menus, pre-order meals and make service requests on WhastsApp, to minimise contact.
- We encourage guests to make reservations at the restaurant beforehand and to pre-order their preferred dishes from the daily menu.
- Self-service is not permitted.
- Your meals will be pre-plated and served at your table.
- All restaurant furniture will be sanitised before and after every meal and guest use.
- All cutlery, crockery, and glassware are sanitised in automated dishwashers.
- Service staff will be wearing masks, visors and gloves, while the cleaning staff will be in the required PPE uniform.





Kitchen and Material Receiving

- All kitchen staff will wear clean face masks, hair nets or chef caps and aprons.
- All kitchen staff are asked to wash their hands regularly.
- All fruits and vegetables are washed with food-safe disinfectant before being brought into the kitchen.
- Staff rotation is maintained by the Head of Department to avoid cross-contamination and to maintain social distancing.





Staff

- To ensure proper social distancing, we will be temporarily operating with a reduced workforce.
- Staff, contractors, and vendors are screened with IR Scanners and their temperatures recorded. They are also required to submit a declaration, similar to what guests fill in.
- All staff will be wearing masks. Those who are assigned tasks which could bring them in close proximity to patients or inside their villas, will always wear the appropriate Personal Protective Equipment (PPE) .
- Our staff take these safety measures very seriously and are dedicated to following the Standard Operating Procedures for cleaning and sanitising the rooms as per the guidelines from the health department, as well as international best practices.
- They are trained to pay special attention to touchpoints, and other contact surfaces.
- They will always follow social distancing protocols.
- If a staff member has visited a containment zone or hot spot, or develops COVID-19 like symptoms, local health authorities will be informed as per government regulations.
- Staff who have symptoms like fever, cough, or difficulty in breathing will be isolated, while we get help from our on-call doctors.
- There are separate isolation rooms for staffs.
- We have safety and sanitisation protocols in place for staff accommodation, lockers, cafeteria, and other public spaces used by the staff.
- The Indian Government's Aarogya Setu COVID-19 Safety App has been installed by all our staff.



Safety measures to be taken by the guest

- If you have symptoms like fever, sore throat, or a cold, please consider postponing your holiday until a later date when you are feeling better.
 - Please reconfirm your departure date and time with the Registration Desk. This will help us plan our extended cleaning and disinfection processes.
 - Wearing a mask is one of the best forms of protection available to us and we ask you to wear one when you step outside your room. **Wearing a mask is also recommended by the Central and State Government and WHO.**
 - Always keep a safe distance of at least 2 m (6 feet) to maintain social distancing.
 - Please recollect your recent travel records as accurately as possible when filling in your COVID-19 declaration.
 - If you start to exhibit COVID-like symptoms including fever, cough or breathing difficulties, please follow the government protocols, which will be clearly communicated to you. Please stay inside your room while we get the help you need.
 - Clothes and your mask should not be washed inside the room. Please deposit your mask in the zip lock pouch kept alongside your laundry bag. This too will be washed, disinfected and returned along with your clothes within 48 hrs.
 - No visitors will be allowed inside to maintain the hygiene sanctity of the premises. Thank you for your understanding.
 - You will find hand hygiene facilities throughout the premises. Please use them as often as you can.
 - Kindly keep yourself updated on the guidelines issued by the State Government/Government of India.
 - Kindly download and install the Indian Government's Aarogya Setu COVID-19 Safety App and keep your status updated. It is available on Google Play and the App Store.
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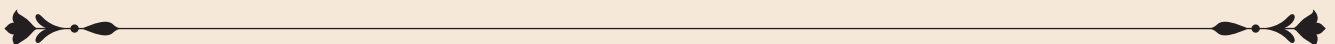
Standards and Certifications

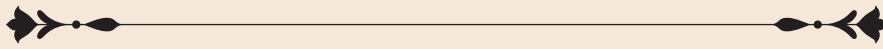
- ISO 22000 certification for food safety
- FSSAI guidelines on operations
- FoSTaC (Food Safety Training and Certification) for staff

Please note that the above guidelines are subject to revision at short notice based on State and Central Government guidelines.

With these international hygiene measures in place and our enhanced Standard Operating Procedures, you can be sure you get the wellbeing retreat you need with the safety you deserve.

See you soon.





For more information regarding
CGH Earth Action Plan against COVID-19

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