The Claridges Symbol of Safety
The Claridges is known for its splendid service and at a time like this, our promise to provide our guests with the best has only been further entrenched in our entire team.

Our Hotel cleaning teams are trained to meet our high cleanliness standards to provide our customers and staff with a safe and comfortable stay experience.

The Claridges’ Safety Protocol

1. Temperature check of all visitors
2. Regular Sanitization
3. Recording Travel History
4. Restricted Sections
5. Surface Protection
6. Sanitization Tunnels
7. Car and Luggage Sanitisation
8. Disinfection
9. Masks and Cleanliness
10. Social Distancing
11. Doctor on Call
Check-In With Safety

Your safety is our priority & in light of the current pandemic, we have altered our standard operating procedures in order to serve you even better & more efficiently.

1. All room materials to be changed once in two days or if it is specifically requested
2. All washrooms shall be fully equipped with fluid cleanser dispensers or packed cleanser bars
3. Face masks and gloves to be accessible on demand for the visitors
4. Freshly arranged bleach solution or phenolic disinfectants to be utilized for cleaning washbasins, furniture, and toilets for effective sanitisation
5. Contact-less check-in and check-out to ensure least touch points
6. All the rooms are sanitized prior to check-in through vapour fumigation & after check-out, for 24 Hrs, no one is permitted inside the same room as a safety measure for the next set of guests

Staff Training & Preparedness

1. Staff training is conducted at least twice a week
2. Mandatory leave for any worker with a temperature above 99.1°F
3. Temperature check are ensured two times every day
4. Social distancing will be followed earnestly in all common areas, such as Passage, Banquet room, Hall, Lifts, etc
5. House-keeping and administration staff wears covers (3-ply) and gloves (single-use) to maintain safety
Private Dining Experience

To maintain strict hygiene levels and reduce contact, we’ve temporarily closed our restaurants and coffee shops for the time being, and you will be able to find our menu in your room to order.

Public spaces such as the bar, swimming pool, gymnasium, business centre & shops will remain closed until further notice.

1. Restaurant staff will be wearing masks (3-ply) and hair net to ensure cleanliness.

2. Everyone will be adhering to Social Distancing rules.

3. WHO and Govt endorsed purifying specialists are used to sterilize and clean vegetables, meat and all other materials.

4. All kitchen supplies are completely disinfected before entering the stores and coolers.

5. Restaurant Table Setup: Set up the tables in the restaurants to maintain a minimum of 02 metres distance between guests seated at neighbouring tables once opened.

6. Alcohol Wipes: Alcohol wipes would be provided on the table so that the guest could sanitize their own Cutlery, Crockery & Glassware, if they wish to.

7. Payments: A single use protective sheet would be placed on EDC Machine on its keypad for guest confidence. The sheet would be discarded after every use. We would accept all currency notes in Envelope to reduce contact to other surfaces. Any change, which would be returned to the guest, would also be in an Envelope.

8. Restaurants will run on 50% occupancy to maintain social distancing once opened.

9. Servers and the kitchen staff will be wearing mask and gloves at all times to ensure contact-less and safe service.

10. Restaurant tables are sanitized after every use and all the crockery and cutlery used will be sanitized.