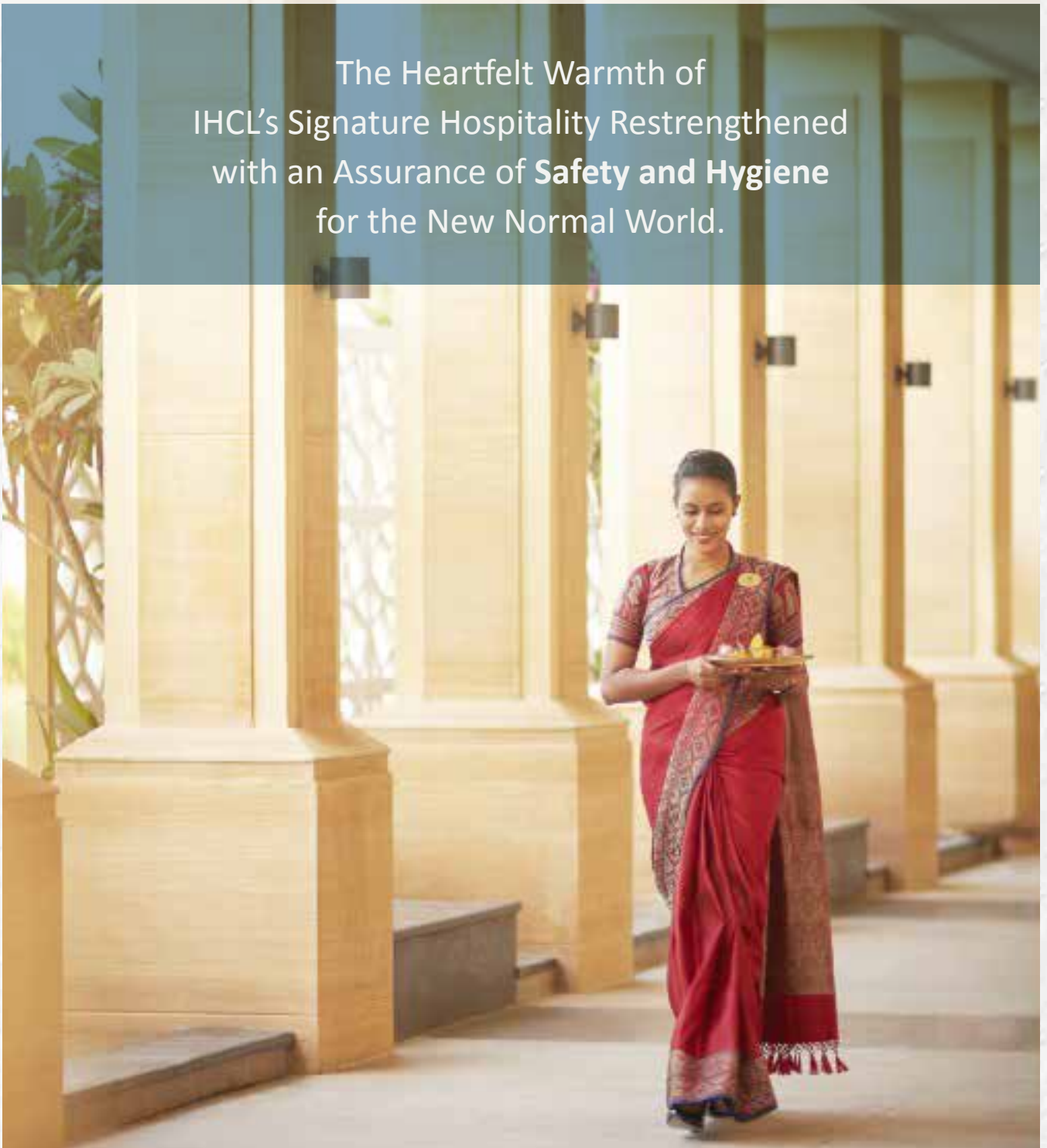


# IHCL

*Tajness*

A COMMITMENT RESTRENGTHENED

The Heartfelt Warmth of  
IHCL's Signature Hospitality Restrengthened  
with an Assurance of **Safety and Hygiene**  
for the New Normal World.



## THE LEGACY

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With a legacy spanning 116 years, and with a portfolio of 200+ hotels spread across 12 countries, the Indian Hotels Company Limited (IHCL) is one of the largest and most renowned names in the world of hospitality.

Guided by its values of Trust, Awareness and Joy, IHCL has perfected its craft, earned a reputation and built a culture loved by its patrons. Embodied in what we call Tajness, this culture is ingrained in every associate at IHCL, and is a hallmark of excellence at its hotels.

*Tajness*

A COMMITMENT RESTRENGTHENED

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

***Tajness – A Commitment Restrengthened*** is a mark of assurance of IHCL's authentic Indian hospitality, with an added comfort of safety, hygiene and physical distancing.

## GETTING BETTER WITH BEST PRACTICES

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Keeping the well-being of IHCL's guests and associates at heart, enhanced and exacting safety protocols 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.

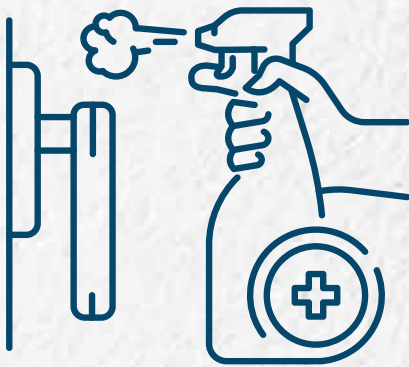
IHCL has also partnered with leading organizations and experts in the domain of safety and hygiene to share best practices and to source high-grade protective equipment and disinfectants for use at its hotels.





## TRAINING TO DELIGHT, SAFELY

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Associates at IHCL are extensively trained on safety, hygiene and physical distancing norms to ensure guests' well-being and delight, every time.

## FROM TOUCH TO TECHNOLOGY

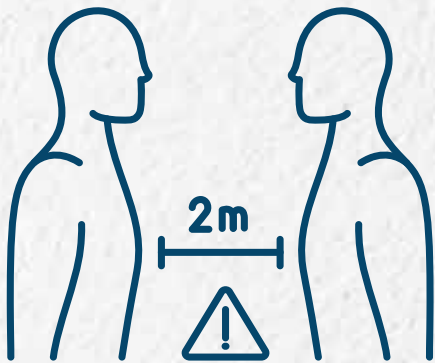
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Technology is used for seamless, yet personalized check-ins, check-outs and dining experiences. With digital payments and non-invasive thermal screening, physical touch has been replaced by a touch of safety.

## ADDED ROOM...

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Layouts and movement guidelines across common areas, lobbies, elevators, restaurants, banquets and service areas have been altered to allow for physical distancing.

## ...AND SAFER ROOMS

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Surfaces, fittings, fixtures, furniture, equipment, stationery, vehicles, cutlery, crockery, linen and laundry are disinfected at regular intervals or upon every use.

## POLICIES ADAPTED FOR PRECAUTION

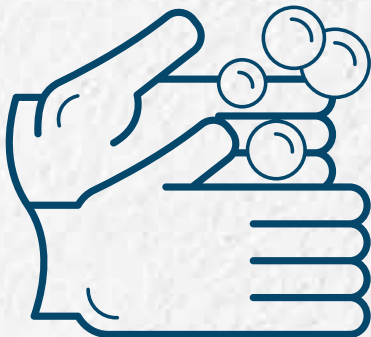
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Suites and rooms are rested after check-out, before reoccupation. Guests and associates are requested to submit health declarations before entering hotels' premises.

## CARE FOR THE CARING

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IHCL associates have easy and quick access to sanitization stations and protective equipment to keep themselves safe. Regular health checks and counseling support is also provided to ensure their physical and mental well-being.

## COMMUNITY AT HEART

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In line with the Tata values, IHCL is honored to serve the frontline heroes [#MealsToSmiles](#) – by providing meals and accommodation at its select hotels across the country.

The Taj Public Service Welfare Trust (TPSWT), in association with Tata Sons, is also serving meals to migrant workers and daily wagers in Mumbai.

With the community at heart, IHCL is humbled to be a part of nation's fight against COVID-19 and is committed to continue its efforts with the same fervor with which it serves its guests.





## A WARM WELCOME AWAITS

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IHCL looks forward to welcoming its guests with a fond and familiar **'Namaste', 'Adaab' or 'Khamma Ghani'** to their second homes, its hotels.

At IHCL hotels, one can witness how practising safety and hygiene is not an added effort, but a natural way of doing things.

The heartfelt joy and mindful warmth of IHCL's signature hospitality is ready to delight its guests with a renewed spirit of ***Tajness – A Commitment Restrengthened.***

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SELECTIONS

VIVANTA

GINGER

EXPRESSIONS

