



A message of support and reassurance to our valued guests, associates and communities.

In this time of uncertainty with the progression of the COVID-19 outbreak, Palm Beach Hotel assures you that your safety and wellbeing remain our highest priority. Our thoughts are with those who are affected by this virus and those who are caring for them. We extend our sincere gratitude and appreciation to all the healthcare workers, local communities and governments in India and around the world who are on the front line working tirelessly to contain the outbreak. While the COVID-19 outbreak is a rapidly changing and fluid situation, we are committed to keeping you informed and to care for you as a valued guest.

Most of our colleagues are working from home and are practicing social distancing. In order to take care of the small number of guests at our hotel, a limited number of essential staff are in residence serving our guests with the same sincerity as always.

As we see continued disruption to our daily lives, I would like to update you on the measures being taken taking to ensure your well-being.

- » Rigorous cleaning and sanitisation of guest rooms
- » Frequent sanitisation of high-contact points, such as elevator buttons, door handles, reception counters, bathrooms, public areas, key cards and conference rooms
- » Hand sanitisers placed at all guest contact areas, such as hotel lobby, reception and conference spaces (Our restaurants are closed until further notice)
- » Temperature readings of resident and non-resident guests and our team are taken at the entrance to the hotel.
- » Regular training of our employees ensuring proper hand hygiene and awareness of COVID-19, vital to help combat the spread of the virus and health of both our employees and guests.
- » Ensuring our staff earnestly practices social distancing
- » Daily meetings are conducted with our employees to review any relevant situation and are in constant communication with the relevant health and travel authorities to keep our guests and employees updated and to advise them on appropriate measures to observe.

Please be confident that we are working diligently and following guidelines and recommendations of the Government and healthcare professionals to ensure the health and wellness of our guests and the entire Palm Beach family. We recognize that these are tumultuous times and whether you are traveling now or in the future, we want you to know that your safety is our first priority. We want to thank you in advance for putting your trust in us, as you plan for future travels. We have and will continue to welcome our guests into our hotel with the same warmth and hospitality as we have always done.

If we can be of any assistance in any way at all, please do not hesitate to call us at **+91 9550797969 / +91 9849389696** or send us an email at fo@palmbeachhotel.in / sales@palmbeachhotel.in. Your request will be escalated to the concerned person and we will do all we can to assist you.

For additional information about COVID-19, visit
<https://www.mohfw.gov.in/>
<https://www.mygov.in/>
<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

In closing, please be strong and stay safe. Difficult times such as these help us to remember what is most important in life and together, let's support each other and come back stronger. We will make it through with vigilance, patience and care.

Thank you for your loyalty.

Sincerely,
Sandeep Reddy
General Manager
Palm Beach Hotel
Visakhapatnam
