**CVOID- 19 Guidelines for travel and stay in Uttarakhand**

**As per Government notice:** updated on **16th June 2020**

**Making a reservation & preparing for travel**

When you make your reservation do ensure that the following criteria are met while planning your holiday with us:

1. Bookings including senior citizens of 60 yrs+; pregnant ladies and children under the age of 10 years, would not be entertained in the interest of their safety.
2. If you are travelling from a high load Covid19 affected city ; you would have to undergo a mandatory institutional quarantine of 7 days, irrespective of your mode of travel.
3. Therefore do be advised that we could only accept bookingsfor minimum of 7 nights. Do get in touch with us for more details on our long-stay, wellness and sanctuary deals of min 14 nights and more, via the links below.
4. Haut Monde Hillstream Resort is a Government designated Quarantine Center, therefore we guarantee that you would be allowed to choose our resort for the duration of your quarantine and subsequent stay.
5. The government quarantine restrictions are reserved for those travellers who are clearly symptomatic (showing clear symptoms of corona virus), and also for those who are asymptomatic (having any common cold, cough, mild fever etc.), we kindly advise those with asymptomatic conditions not to travel. Reason being that quarantine may be extended if the results of testing asymptomatic travellers is delayed.
6. If you are without any illness or symptoms, you would be limited to institutional quarantine of 7 days at our resort. You would then be free to move around and enjoy the freedom and fresh air of our mountain home for the rest of your stay.
7. If you are travelling to Uttarakhand from any other state please be sure to register yourself on the web portal – <https://dsclservices.in/uttarakhand-migrant-registration.php> without fail, and save the details of the E-permit on your phone for easy reference.
8. Please ensure that you have updated your status on the Arogya Setu app, along with the status of your family or travelling partners.

**Arrival and check-in procedure**

It’s our pleasure to coordinate your travel and arrival at Haut Monde Resort! This means that we shall be in touch with you to coordinate your journey and safe arrival at the resort. Upon arrival, we kindly solicit your cooperation with the following safety procedures:

1. Thermal screening, luggage sanitization and direct check-in to the quarantine block.
2. For your comfort and smooth check-in we would require copies or photographs of any address proof and ID proof (Adhaar Card best) for verification of the identities as per norm.
3. Simple and clear instructions would be placed in your room, along with all the amenities, toiletries, extra bed linen, towels and accessories that you would require during this time. Copies of the same shall be shared with you on whatsapp or by email for easy reference.

**During your stay**

1. The doctor and aides would ensure that all initial procedures are fulfilled upon arrival and daily checkups would be conducted for your safety and comfort.
2. All meals would be delivered to your room by PRD aides, and they would also be available to assist you with services for waste disposal, delivery of fresh linen and anything else you may require during this time.
3. Your room would be comfortably stocked with food & beverage amenities for tea & coffee. Please feel free to order any additional food & beverages for your mini fridge, or from a limited room services menu @ 40% off!
4. We provide Cable TV and are happy to guarantee 24 hrs wifi internet connectivity during your stay.
5. The doctor shall advise you on the prescribed limitations of your movement outside and around the room.

**Billing and Check-out procedure**

* Towards the end of your stay, we shall be happy to assist you by preparing your bill of extras and any in-house services like laundry, room service, Spa, or ayurveda purchases during stay, well in advance for you to verify at least 1 day prior to your departure.
* Payment of bills and extras could be easily done via online modes of payment, for which we are happy to send you links via whatsapp or email.
* Should you wish to settle by card prior to checkout, then we would be happy to assist on this, through the use of an extremely hygienic card payment process at the front desk, intimated to you via whatsapp or message.
* Do not that we shall maintain sanitizer gel dispensers and sanitizer spray available at all common area locations through the resort during your stay.
* On the day of departure, kindly take the following steps prior to exiting your room.
  1. Draw back all curtains and open all the windows in your room.
  2. Keep the wardrobe and bathroom doors open
  3. Leave the bathroom exhaust switched on.
  4. Leave the main door of your room open and the key hung on the door.
  5. Call our front desk form your room to inform that you are ready to vacate the room and send for assistance.
* Despite the circumstances, we do assure you that so long as all personal hygiene and social distancing norms are respectfully and thoughtfully followed, there would be nothing to fear and we assure you the most comfortable and stress free stay at your home away from home. Looking forward to your visit!