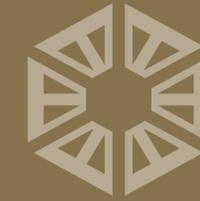




FISHERMAN'S COVE RESORT & SPA
CHENNAI

DIRECTORY
OF SERVICES



OVERVIEW

WHERE HISTORY MEETS THE HORIZON

Taj Fisherman's Cove Resort & Spa, Chennai is a testament to time. Located near Mamallapuram, also known as Mahabalipuram, the beach resort presents the best of history and heritage, while blending with the Bay of Bengal in an infinitesimal oneness with the horizon. A short drive away is a splendid display of temples, backwaters and rich biodiversity. It comes as no surprise that this destination attracts history enthusiasts, thrill-seekers, sun seekers, and those who love the water.

The resort features 149 indulgent rooms, cottages and villas that overlook the cerulean skies and turquoise seas, with superbly landscaped gardens. Revel in seaside hospitality at the resort, which is designed for relaxation and rejuvenation, set amidst breathtaking views of the sea.

Escape from the chaos of city life and bask in the natural beauty around you. Enjoy a leisurely walk along the beach, feeling the sand between your toes and the gentle breeze in your hair. Indulge in the delicious local cuisine, sip on refreshing drinks and experience the unparalleled hospitality of Chennai.



FACILITIES &
SERVICES

GUEST FACILITIES

Breakfast

Seagull, serves à la carte and buffet daily.
Timings: 0700 hrs - 1030 hrs (Monday to Sunday)

An array of breakfast delights are available through In-Room Dining. The menu offers a thoughtfully-curated selection and our culinary team is happy to customise the dishes as per your palate.

Salon

The salon offers beauty and grooming services through our team of experienced professionals.

Timings: 0800 hrs to 1900 hrs

For further assistance for Spa and Salon, please call on extension 3461.

J Wellness Circle

Discover a sanctuary of tranquility and pampering at the J Wellness Circle, where our team of seasoned professionals are dedicated to providing exceptional and immersive experiences.

Bell Desk

We offer assistance with baggage handling and courier delivery.

Stationery

Available in the drawer of the writing table. For extra supplies, please contact Guest Services on extension 0.

Visitors

In the interest of hotel security, visitors to guest rooms are requested to register at the Front Desk should they wish to stay in the hotel after midnight. The guest elevators are not access controlled.

Airlines

The Concierge will gladly help with any airline information (timetable, reconfirmation of tickets, flight schedules, etc.) that you may need.

Contact the Concierge on extension 3315

Train

For information regarding the train schedule and ticket purchase, please call the Concierge on extension 3315

Air Conditioning

The hotel is climate-controlled and each guest room is equipped with a centrally operated temperature control that allows you to regulate your room's temperature.

For further assistance, please call Guest Services on extension 3315.

Valet Parking

Valet parking service operates 24 hours a day from the porch. All vehicles are parked at the owner's risk. The hotel is not responsible for any theft or damage to a vehicle parked in or around the hotel premises.

Car Hire

A fleet of chauffeur-driven cars is just a phone call away.

For further assistance or inquiries on charges, please call the Concierge on extension 3315

CHECK-IN / CHECK-OUT

Check-in time is 1400 hrs and check-out time is 12 noon. Should you wish to check out after this time, please contact the Duty Manager who will assist you with the availability and additional charges for the same.

For further assistance, please call Duty Manager on extension 3315 or on the mobile number +91 8122074309

Hotel Contact Details:

+914467413333, reservations.chennai@tajhotels.com

Reservation office:

For booking inquiries and reservations, please contact +91 4464804425 or write to reservations.chennai@tajhotels.com
Make reservations for any IHCL hotel across the globe.
Call +91 4464804425 or contact the Taj reservations office on the toll-free number-18000 111825
www.tajhotels.com

TRAVEL DESK

The Travel Service at the hotel is an end-to-end solution provider for your travel requirements and offers the following services:

- Car Rentals
- International and Domestic Air Ticketing
- Rail Ticketing
- Travel Counseling

We have a team of chauffeurs trained to provide the highest level of customer service and safety and to ensure a pleasant driving experience.

For further assistance, please call the Travel Services or Concierge on extension 3315.

FACILITIES

Concierge

Our award-winning Clefs d'Or Concierge serves as the one-stop service provider for all your requirements.

Chennai, a city of European influences and rich local heritage, captivates with its dramatic temples, fascinating museums, and warm locals. Explore its assorted charms and uncover a delightful blend of cultures and traditions that will leave you enchanted.

We're glad to arrange transportation and excursions, itineraries for sightseeing within the city and out-of-station travel to any destination on your list.

We offer recommendations on hidden gems, local attractions, shopping, dining, entertainment, nightlife and recreation.

For any further assistance, please call the Concierge on extension 3315

Credit Card Arrangements

We accept all credit cards.

For further assistance, please call the Duty Manager on extension 3315

Currency Exchange

The Cashier's Counter is situated at the Lobby level of the hotel and provides foreign currency exchange (can be exchanged for local currency only). Please ensure you receive an encashment certificate.

For further assistance, please call Front Office on the extension 3315

Fire Procedure

Please refer to the safety instructions in this directory and the safety channel on your TV.

Doctor

The on-call doctor is available round the clock.

For any assistance, please call the Duty Manager on extension 3315

Drinking Water

For your convenience, we have placed Paathya bottled water in your rooms. For additional requirements, please contact In-Room Dining on extension 0.

Duty Manager

Our Duty Manager is available 24 hours a day.

For any assistance, please call on extension 3315 or on the mobile number +91 8122074309

*Charges apply

*Complimentary, but subject to availability

Lost & Found

If you have misplaced any of your personal belongings during your stay at the hotel please dial extension 0.

Newspapers

Guests can grab a physical copy of the same upon prior request at the Concierge/Bell Desk.

Private Bar

A well-stocked private bar is available in your room and is replenished daily. Items consumed and all items opened will be charged to you upon check-out.

In-Room Safe

A safe deposit box is provided in the room. You are requested to read the guidelines on your personal safe deposit box carefully. We encourage you to secure your valuables in the in-room safe. Please note that the hotel or the management is not liable for the loss of money, jewellery or any other valuables belonging to a guest.

Shopping

While on business, a quick buy is always a welcome distraction. 'Taj Khazana' houses exquisite gems and jewellery, miniature paintings on silk, paper and exclusive designer wear from India. The store is open from 1000 hrs to 2000 hrs, making it convenient for busy travellers with limited time.

*Charges apply

*Complimentary, but subject to availability



RECREATION

IN-HOTEL EXPERIENCES

At Taj Fisherman's Cove Resort & Spa, Chennai, we offer private dining in mesmerising settings. Our dedicated culinary team passionately crafts each menu, ensuring that every dish is a masterpiece of flavor and artistry, tailored exclusively for you.

Immerse yourself in the captivating ambience of our unique dining experiences, carefully designed to transport you to a realm of pure enchantment.

Picture yourself basking in the seclusion of your luxurious villa, savoring an exquisite feast created exclusively for you.

Feel the magic unfold as you indulge in sundowners that transform an ordinary evening into an extraordinary affair.

For an intimate and romantic rendezvous, allow us to set the stage for a candlelit dinner by the serene seaside, or perhaps, under the canopy of a starlit sky, revel in the ethereal beauty of full moon nights by the bay, where every bite is infused with the essence of pure indulgence.

For a truly unique experience, ascend to the Watch Tower, where a thatched roof gazebo awaits to transport you to a world of enchantment.

At Taj Fisherman's Cove Resort & Spa, Chennai, we believe that dining should be an experience that touches your heart and leaves an indelible mark on your soul.

Let your kids enjoy a day of fun-filled activities at the designated kids play area, designed to creatively stimulate their young minds; while you indulge in transformative treatments at J Wellness Circle, such as:

- Vishrama : A deep muscular massage for profound relaxation
- Indian Aromatherapy : A bespoke range of all-natural energising, relaxing, or detoxifying blends.

And a lot more serene treatments to choose from.

Timings: 0800 hrs to 2100 hrs

SPORTS

Please call the Concierge on extension 3315 to make arrangements for tennis and badminton. Please let us know in advance for us to facilitate the same.



SWIMMING POOL

The hotel offers an open-air swimming pool. Children under 12 years of age must be supervised at all times by parents or guardians at the swimming pool. Lifeguards are always present when the pool is open. The pool is open from 0700 hrs to 2000 hrs

THE THRILL OF OUTDOORS

Engage in a wide range of exhilarating activities, including badminton, volleyball, beach cricket, and croquet. There's something for everyone to enjoy and keep the excitement alive throughout your stay.





STROLL THE SERENE BEACHFRONT

Experience the joy of walking by the pristine beach. Feel the powder soft sand between your toes and the fresh breeze on your face as you take in the picturesque scenery.

PEDAL YOUR WAY TO ADVENTURE

Explore the beauty of the surroundings on a tandem cycle ride. Ideal for couples and families, this is a fun and exciting way to stay active and explore the outdoors.





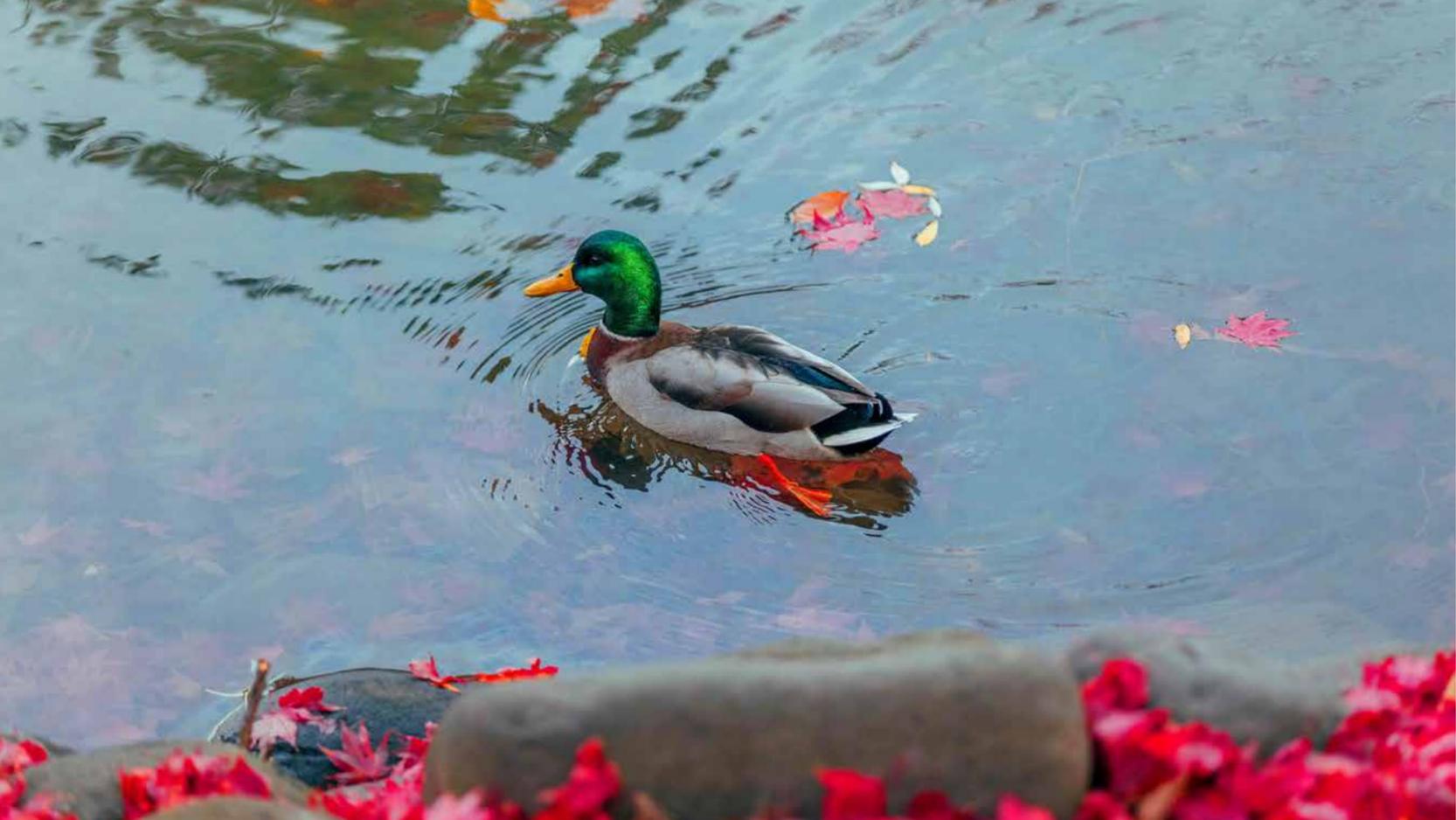
TAKE FLIGHT WITH KITES

Experience the joy of kite flying. Take in the stunning views and feel the wind lift your kite high up in the sky. This activity is perfect for families and children, providing an opportunity for quality time together while enjoying the natural beauty that surrounds us.

PAINT A PICTURE

Unleash your inner artist and capture the beauty of nature with a painting session. Let the stunning views inspire your creativity and create a masterpiece to take home as a cherished memory.





BEFRIEND FINS AND FEATHERS

Experience the joy of feeding the ducks and fish that call the water bodies of Taj Fisherman's Cove Resort & Spa home. Embrace the opportunity to connect with nature and appreciate its wonders.

NETTING THE FISH

Delve into the ancient art of fishing and gain a profound understanding of the time-honoured techniques passed down through generations. Immerse yourself in this timeless practice that connects us to our cultural heritage and the bounties of the sea.



EARTH

Environment Awareness And Renewal At Taj Hotels

As part of India's premier business house, the Tata Group, Taj Hotels and its holding company, the Indian Hotels Company Ltd. are committed to serving its many local communities by furthering education and skills training, particularly among rural populations, helping preserve Indian art, culture and wildlife and promoting sustainable, environmentally sound operations.

EARTH (Environment Awareness & Renewal at Taj Hotels) is a project that reiterates the conscious effort of one of Asia's largest and finest group of hotels to commit to energy conservation and environmental management. EARTH has received certification from EarthCheck, the only worldwide environmental certification programme for travel and tourism.

Taj Hotels has also joined the internationally-recognised EarthCheck benchmarking and certification system as an extension of its existing environmental policies.

Having implemented the Environmental Awareness and Renewal (EARTH) program, a project which began as a conscious effort to commit to energy conservation and other sustainability strategies, Taj Hotels were one of the first groups to join the tourism industry in its environmental efforts. Please share our concerns for the environment.

EARTH-Facts. You can help us conserve water in the following ways:

Activity	What to do?	Water Saved
Brushing your teeth	Turn taps off while brushing	5-10 litres
Washing hands and face	Use washcloth and turn off taps	8-15 litres
Shaving	Fill mug and turn off taps	10-15 litres
Shower	Rinse, turn off taps, soap, rinse again	50-70 litres
Leak	Please report immediately	400-3000 litres per day

Each time a towel is laundered, precious resources such as energy and water are consumed and polluting detergents are used. If you would like your towels to be replaced, please drop them into the tub and we will provide you with fresh towels. If you wish to reuse your towels, please hang them on the rack to dry.

paathya

LEADING CHANGE WITH TRUST, AWARENESS & JOY

Derived from the Sanskrit term पथ्य, inferring a path, Paathya encapsulates our initiatives to lead positive change with IHCLs core values of Trust of all stakeholders, Awareness around the needs of our ecosystem and Joy at heart. Taking ahead IHCLs over a century-old legacy, Paathya forges a journey focused on Environmental Stewardship, Social Responsibility, Excellence in Governance, Preserving Heritage, Value Chain Transformation and Sustainable Growth.

Owing to our commitment to protecting and preserving nature, Taj Fisherman's Cove Resort & Spa remains at the forefront of positive environmental change and continues to give back to society while sharing the values and importance of protecting our home. We strive to create a cleaner, greener and more sustainable ecosystem through our holistic approach to environmental stewardship. Our efforts emphasise the promotion of clean energy usage, water conservation, waste management and the avoidance of single-use plastics.

PILLOW MENU

We provide you with a range of the finest pillows for a great sleep. Pillows not treated with chemicals, are hypo-allergenic and don't grow mouldy with age. A unique combination with soft outer core and firm support inside. Designed in a manner to prevent neck or back strain.

Contoured Cervical Pillow

This space age pillow forms a mould to support your head in perfect alignment with your spine while you are resting, the perfect prescription for blissful sleep. Ideal for neck pains and backaches.

Natural Wool Pillow

Pure wool is a legendary pillow for its ability to perfectly regulate temperature, so that you never feel too hot or too cold, making it suitable for year-round use. This makes it a perfect fit for wonderfully rejuvenating sleep experience.

White Goose Down

This plush, cosy, anti-microbial and super-soft pillow made of 100% white goose down is the ideal recipe for a deep sleep.

Natural Cotton Pillow

Made of the finest cotton from Rajasthan, this pillow is an ideal choice for those who seek a goodnight sleep.

Micro Fibre Pillow

This type-allergenic pillow is made from 100% virgin fibre and is a perfect solution for all types of neck postures. Millions of micro fibre clusters provide support, comfort, and a practical alternative for sensitive sleepers.

Aromatherapy Latex Pillow

Aroma pillows are the latest trend in natural therapy since they have a calming and relaxing effect. With a fragrance of jasmine, this pillow is anti-microbial, anti-bacterial and hypo-allergenic.

Shredded Foam Pillow

This hypo-allergenic and dust resistant organic pillow fits to the shape of the neck and aids comfortable sleep.

Body Pillow

Made with a combination of down and feathers, this pillow is ideal for full body support.



WELLNESS



WELLNESS
CIRCLE

Immerse yourself in holistic treatments that intricately revive the legendary lifestyle and culture of Indian royalty, incorporating healing therapies rooted in Indian spirituality. Drawing inspiration from the ancient principles of Ayurveda, each therapeutic experience is thoughtfully crafted to promote healing and rejuvenation, nurturing your inner well-being.

To ensure your experience is arranged seamlessly, we kindly request that you make prior reservations by dialing extension number 3461.

Timings: 0800 hrs to 2100 hrs



GYM

Stay energised. Work up a sweat. Cool down. Stretch out. The fitness centre at Taj Fisherman's Cove Resort & Spa, Chennai, has everything you need to meet your health and fitness requirements on the go. And a personal instructor to help you get there!

Please call the extension 3315 for details

YOGA

Begin your day with a serene and peaceful morning yoga session amidst the picturesque garden and the breathtaking views of the Bay of Bengal. Embrace the stillness within and connect with nature as you flow through various asanas, awakening your mind, body, and spirit.

Guest must book their appointments a day in advance, subject to availability.





ROOMS & SUITES

ACCOMMODATION DETAILS

Set amidst lush green trees, the accommodation ranges from luxury cottages located on the beach with a fabulous view of the sea to well-appointed rooms with a view of landscaped lawns and the Bay of Bengal. The cottages/villas are in close proximity of a quiet and clean beach.

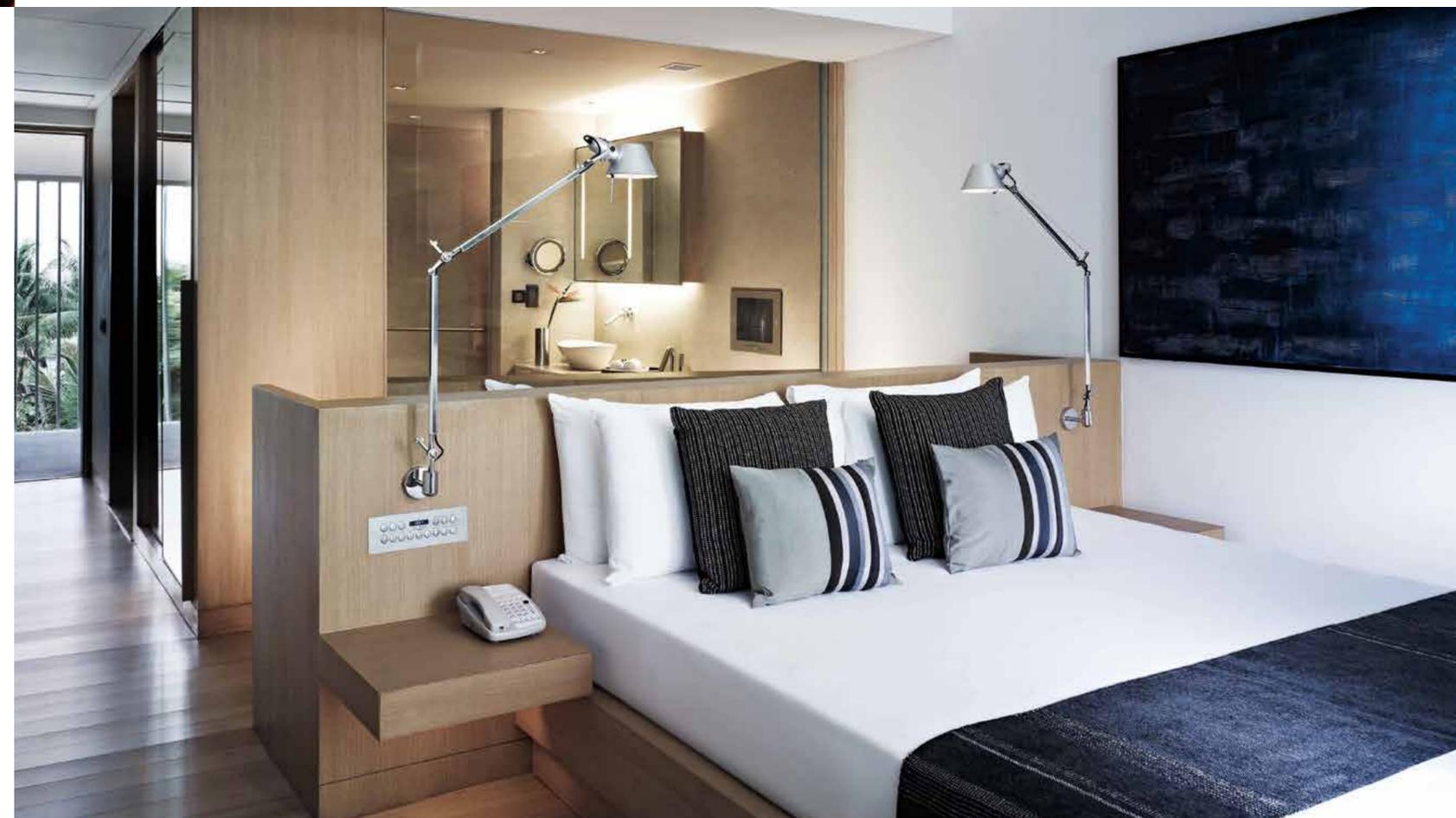


SUPERIOR ROOM

With a contemporary look and amenities, these rooms are designed to make your trip memorable. The proximity of the swimming pool from the Superior Rooms makes it convenient for our guests to unwind after a long day out. Enjoy features such as an international direct dial facility, a minibar, a tea/coffee maker, 24-hour room service and a television with satellite programmes.

DELUXE GARDEN VIEW ROOM WITH SIT-OUT

These stylish, contemporary rooms are located in the Deluxe Wing. Our Deluxe Garden View Rooms are based on a mix of Scandinavian architecture and design along with an Indian touch and feel. These rooms have large bathrooms and a private balcony overlooking the lush green lawns and have custom designed day beds for relaxation. Each of these 43 Sq. m. rooms are elegantly appointed. They are centrally air-conditioned with international direct dial facility, have a minibar, a tea/coffee maker, 24-hour room service, a television with satellite programmes and a state-of-the-art intelligent home panel system.





DELUXE SEA VIEW ROOM

Located in the main wing, these rooms feature panoramic views of the Bay of Bengal and the swimming pool. Complete with luxury amenities and a contemporary décor, these rooms are a traveller's delight. This room with a sea view is packed with a minibar, a tea/coffee maker, 24-hour room service, a television with satellite programmes and telephones with international direct dial facility.

PREMIUM COTTAGE GARDEN VIEW

The Premium Garden View Cottages are of 34 Sq.m. area and have 7 Sq.m. open-air garden shower area. They are single room cottages with sloping roofs. The cottages are spacious and rustic, and offer private sit-outs amidst lush greenery as well as the exhilarating experience of open-air garden showers. Additionally, the cottages include bathrooms equipped with bathtubs.





PREMIUM COTTAGE PARTIAL SEA VIEW

The cosy privacy you need, surrounded by greenery and a partial view of the Bay of Bengal. Enjoy the hushed comfort of cottages that combine modern comforts with charming decor. A dreamy space to let your thoughts wander, with state-of-the-art amenities to bring you back in a jiffy. With an outdoor shower and private sit-out area, these rooms will let you recharge and relax. All bedrooms in the cottage are King bedrooms except one twin bedroom.

PREMIUM COTTAGE SEA VIEW

The Premium Sea View Cottages are identical in shape and amenities to the Garden Cottages, with a size of 34 Sq.m. and 7 Sq.m. of open-garden shower area. They are, however, located closer to the beach and offer uninterrupted, partial view of the sea. These cottages also have their private relaxing hammocks.





PREMIUM VILLA SEA VIEW

The Premium Sea View Villas, of 39 Sq.m. of area, are beautiful cottages; they offer private sit-outs and lawns with relaxing hammocks and uninterrupted views and access of the sea. Guests can discover peace and tranquility in these spacious luxury villas.

LUXURY SUITE

Located in the main wing, the brand new Luxury Sea View Suites offer 54 Sq.m. of space with panoramic views of the sea. The suites feature separate living and bedrooms, and are ideal for guests looking for a little extra space and the best in luxury.





PREMIUM GRAND VILLA SEA VIEW

Luxury on the beach! Open the French windows to take in a view of the Bay of Bengal. Can you hear the sound of the waves? Everything is a sensory experience in these villas in Chennai. Great views, modern comforts, inclusive treats, access to fitness zones - you've got it all here. Relax in the bathtub. Listen to the waves. Walk around your private garden and simply take it all in. Why? Because it doesn't get better than this! This is the best place to find the serenity you seek. Calm, peaceful but packed to the brim with everything the modern traveller needs.

Our Premium Villa - a haven of refined retreat.



DINING



BAYVIEW

Bayview specialises in refined earthy and local seafood. Blessed by Kovalam's fresh-off-the-boat daily catch, Bayview showcases an enviable line-up of snapper, prawns, lobster and squid, expertly featured in Continental and Indian favourites by our chefs.

Timings

Lunch: 1230 hrs - 1500 hrs

Dinner: 1900 hrs - 2300 hrs



SEAGULL

Every meal at Seagull – from breakfast to dinner - is an occasion for gourmands to delight in just-off-the-boat seafood, grilled meats, seasonal vegetables and a fine selection of freshly baked artisanal breads. In addition, the kitchen curates specials menu for calorie-counting fitness enthusiasts as well as our young guests, keeping them nourished all day.

Timings

0730 hrs - 2300 hrs

UPPER DECK

Overlooking the sea, it's designed as the perfect socialising spot within the resort, with breezy white cabanas providing relaxed spaces for uninterrupted, tranquil meals. The bistro-style Upper Deck serves elegant European classics fresh off the grills.

Timings

Sundowner: 1700 hrs to 1800 hrs

Dinner: 1900 hrs to 2300 hrs





UNIQUE DINING EXPERIENCES

WATCH TOWER DINING

Enjoy a unique dining experience with a thatched roof gazebo at the Watch Tower, perched high above the sea with stunning views of the coastline. Relish a gourmet meal as you take in the breathtaking scenery.

PICTURESQUE HI-TEA DELIGHTS

Indulge in the enchanting ambience surrounding you as you embark on a journey through our thoughtfully curated hi-tea selection. Let the delicate flavours and charming atmosphere transport your senses to pure bliss.





VILLA DINING

Experience the ultimate luxury with our villa dining service. Enjoy a romantic dinner or a family feast in the privacy of your own villa, with a dedicated butler at your service.

BEACH DINING

Experience the romance of dining on the beach. Revel in the flavours of the ocean as you enjoy a candlelit dinner with your loved one, creating cherished memories by the seaside.





THE MAGIC OF SUNDOWNERS

Experience the magic of sundowners as you escape to an enchanting evening by the beach. Indulge in the breathtaking ambience of Upper Deck, where you can savour delightful drinks and soak in the stunning views of the sun dipping below the horizon, casting a warm glow over the tranquil waters.

FULL MOON NIGHTS BY THE BAY

Our special offer for full-moon nights is designed for a truly memorable experience. Enjoy the fresh breeze while savouring the best from our special menu featuring seafood grills and other signature dishes; all under the enchanting night sky.





EVENT SPACES

EVENT SPACES

We put the treat in retreat!

Taj Fisherman's Cove Resort & Spa, Chennai offers you 10,000 square feet of modern space for corporate retreats, awesome brand launches and corporate parties. And we've got event spaces in Chennai to reckon with! Whatever your function, we can make it happen.

New Beach Outdoor measures 1858 Sq.m.

Casuarina Ballroom measures 372 Sq.m.

Tango measures 247 Sq.m.

Machaan measures 93 Sq.m.

Strategy & Analysis measures 83 Sq.m.

With our experience and expertise, we make every event a memorable occasion.



CASUARINA

Our 372 Sq.m. pillar-less ballroom with state-of-the-art facilities, comes with the option of dividing it into two venues.

SEATING STYLE

 THEATRE : 250

 CIRCULAR : 120

 U-SHAPED : 70

 BOARDROOM : 70

 CLASSROOM : 120

 RECEPTION : 300

TANGO

A chic, contemporary 247 Sq.m. space, Tango accommodates over 220 people.

SEATING STYLE

 THEATRE : 200

 CIRCULAR : 75

 U-SHAPED : 70

 BOARDROOM : 60

 CLASSROOM : 100

 RECEPTION : 200





STRATEGY & ANALYSIS

These 83 Sq.m. venues accommodate a maximum of 35 people and work best for small-scale conferences or celebrations.

SEATING STYLE

 THEATRE : 45

 CIRCULAR : 35

 U-SHAPED : 20

 BOARDROOM : 25

 CLASSROOM : 35

 RECEPTION : 45

MACHAAN OUTDOOR

A cosy 93 Sq.m. area looking out at the sea, Machaan provides an intimate setting for family gatherings and office parties.

SEATING STYLE

 THEATRE : NA

 CIRCULAR : NA

 U-SHAPED : NA

 BOARDROOM : NA

 CLASSROOM : NA

 RECEPTION : 50





CASUARINA GROVE

An al fresco space with a beautifully manicured lawn, casuarina grove accommodates 300 people and is ideal for a wedding reception or champagne soiree.

SEATING STYLE

 THEATRE : NA

 CIRCULAR : NA

 U-SHAPED : NA

 BOARDROOM : NA

 CLASSROOM : NA

 RECEPTION : 300

NEW BEACH

Designed for expansive and impressive events, this spectacular 1858 Sq.m. location accommodates 2000 people and is just right for a big fat indian wedding.

SEATING STYLE

 THEATRE : NA

 CIRCULAR : NA

 U-SHAPED : NA

 BOARDROOM : NA

 CLASSROOM : NA

 RECEPTION : 2000





AGENDA

A 35 Sq.m. boardroom, Agenda is ideal for a business meeting and accommodates a maximum of 11 people. Tea/coffee, snacks and conferencing amenities are provided on request.

SEATING STYLE

 THEATRE : NA

 CIRCULAR : NA

 U-SHAPED : NA

 BOARDROOM : 11

 CLASSROOM : NA

 RECEPTION : NA

DEBATE

A contemporary 37 Sq.m. meeting space housed in the new wing of the resort, Debate accommodates a maximum of 12 people and is designed for impromptu meetings. LED screen, high-speed internet connectivity and video conferencing facility are available on request.

SEATING STYLE

 THEATRE : NA

 CIRCULAR : NA

 U-SHAPED : NA

 BOARDROOM : 12

 CLASSROOM : NA

 RECEPTION : NA





SAFETY & SECURITY

SAFETY INFORMATION

Fire Procedures

We firmly believe that the safety and security of our guests is of paramount importance. Taj Fisherman's Cove Resort & Spa, Chennai is equipped with the latest in fire detection and communication systems to ensure this safety. Smoke detectors and sprinklers are located throughout the hotel, including guest rooms. All areas of the hotel are equipped with fire-call points and are monitored round-the-clock. In the event of an emergency, you will be notified by announcement on the public address system. Guests are requested to get familiar with the exit locations on the way to their rooms.

When you check into your room:

- Please check the exact location of your room and all exits from the 'Room Floor Plan' tagged inside your room door; including instructions for reporting fire
- Always keep your room key readily available
- Familiarise yourself with the location of the fire alarm call points

Prevent a Fire in your Room

For your own safety, we request you to ensure electrical appliances are turned-off or unplugged after use.

If you find a fire, stay calm and follow these steps:

Please notify the Operator by dialling '0' and give the Operator the following information:

- Nature of the trouble (smoke, fire, heat, sparks, etc.).
- Location of the trouble
- Seriousness of the trouble
- Your name and where you are

- If possible, go immediately to the nearest fire-call point and pull the alarm.
- Close the doors around the fire area to keep the fire from spreading
- If the fire endangers your life or the lives of others, close the doors to contain the fire.
- Always take your room key
- Please do not expose yourself to any unnecessary risks

If you hear an alarm

Please do not panic, listen carefully to the announcement on the public address system and follow any instructions that are announced.

In case you decide to stay in the room

- With the back of your hand, test the door to the hallway to see if it is hot and do not open it.
- Shut all doors to avoid draft of smoke
- Dial '0' and inform the Operator of your presence
- Turn-off air conditioners and fans or seal vents to prevent smoke intake
- Use wet sheets and towels to block smoke from creeping through doors and vents
- Fill the bathtub with water in case it is needed to wet down your body. Keep waste baskets or ice buckets nearby for carrying water to quickly remoisten the cloths keeping out the smoke
- Throw water on hot doors and walls to keep them cool
- If smoke is creeping in, put a wet towel around your nose and mouth.

In case you decide to leave the room

- Take your room key and do not carry your belongings
- Wet a cloth and keep it tied over your nose and mouth
- If there is no smoke, walk out carefully towards the nearest exit door.
- If it is dark or if there is smoke, drop to your hands and knees and crawl to the exit (air is fresher at floor level).
- Shut-off the main door of your room before you leave
- Do not use elevator in case of fire

Lost and Found

If you have misplaced any of your belongings in your respective room or in public area, please contact Guest Services by pressing the 0 button on the phone.

Safe (In-Room)

- Safe deposit boxes are provided inside the wardrobe in your room. If you require any assistance with regards to opening/closing, please contact Guest Services by pressing the fast dial button on the phone.
- We encourage you to secure your valuables in the In-Room safe. Please note that the hotel or its management is not liable for the loss of money, jewellery and any other valuables belonging to a guest.

SECURITY GUIDELINES

- The hotel is staffed 24/7 and inspection rounds are made throughout the night
- All public areas and guest floors are under video surveillance for safety reasons
- Non-residents and visitors are allowed to enter the hotel area after registration at the reception

The hotel reserves the right to refuse entry to a person/persons in particular cases. Non-residents are requested to leave/vacate a guest room by 2200 hrs or extra charges will be added to the room tariff and ID proof of the visitor has to be provided.

- Taking pictures of back of the house area, drawing picture routes, going on terrace, any activity, which creates a concern for hotel is strictly prohibited.
- Carrying of illegal substances and weapons into the hotel is strictly prohibited and the management reserves the right to refuse entry into the hotel or notify the authorities if required
- Smoking is prohibited in the hotel, however, permitted in specifically designated outdoor areas.
- Keep all valuables in the safe provided in the room
- While leaving the room, ensure that it is locked/closed properly.
- Look through the peephole and confirm the identity before opening or unlocking the door or releasing the safety chain

HOW TO USE OUR TELEPHONE FACILITIES

Local and long Distance Calls

For Chennai: Dial 9 + Number

For India: Dial 9 + City Code + Number or For Mobile

Dial 9 + 0 + number {India}

For International Dial 9 + 00 + Count Code + Number

Do Not Disturb (DND)

Use this facility to avoid your phone ringing when you do not wish to be disturbed. To activate the facility dial 5#.

Wake-Up Call

Setting up a wake-up call:

Lift the handset and listen for the dial tone. Press the wake-up call button and follow the voice prompt. Wait till you hear the acceptance tone.

International Subscriber Dialing (ISD)

This is available for all countries around the dock. The country code for India is 91.

For further assistance, please call the Telephone Operator on extension 0 or Guest Services on extension 3315

Room-to-room dialing instruction

Please press 2 and the desired room number to dial to another

HOW TO USE YOUR TELEVISION

Please ensure the red pilot light on the television is 'ON'. To operate the television please press the 'RED' button and 'TV' button on the STB for a seamless television viewing experience.

REMOTE CONTROL

Red colour / POWER switch

To check TV ON or OFF

Ch+ / Ch-

For quick review of channels

Vol+ / Vol-

To increase or decrease volume

MUTE

To activate or deactivate volume

If, for any reason, there is a malfunction, please contact Guest Services on extension 0


TAJ
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