



Guest Service Directory

Tajness

A COMMITMENT RESTRENGTHENED

Welcome to Taj Lands End, Mumbai

A warm welcome to Taj Lands End, city's finest luxury destination. Redefining style and comfort, our all encompassing rooms and suites offer spectacular views of the majestic Arabian Sea. Although contemporary, it reflects India's warm and heartfelt tradition in hospitality.

It is a pleasure and privilege to have you with us. We hope you will find this directory useful to familiarize you with the services that Taj Lands End offers.

Our goal is to make your stay most enjoyable and comfortable. Should you require any assistance please dial {0} on your telephone and team will be delighted to assist you.

Thank you for staying with us,

Mr Somnath Mukherjee
Senior Vice President - West

Bandstand, Bandra (West) Mumbai 400050, Maharashtra, India
Tel: +91 22 66681234 | Tajhotels.com



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. Embedded in our DNA is our commitment to ensure the comfort of guests with the greatest sense of responsibility and care.

We have augmented our already stringent protocols as we look forward to welcoming our guests to relive the legendary magic of Tajness restrengthened."

GUEST FACILITIES

CHECK-OUT TIME

Check-out time is 11 am. Should you wish to check-out after this time, please contact the Duty Manager who will assist you with availability and additional charges for the same.

For further assistance, please call the Manager through Guest Services/ Butler Services or WhatsApp us on +91 82919 50995.

CONCIERGE

Our concierge is well equipped to assist with any travel, local shopping & sight-seeing requests. Please call us on Guest Services/Butler services or WhatsApp on +91 82919 50995.

CREDIT CARDS

We accept the following credit cards for payment of all services:

- American Express
- Diners International
- JCB (Japan Credit Bureau)
- Master Card
- Visa

For further assistance, please call Guest Services/Butler Services or WhatsApp us on +91 82919 50995.

CURRENCY EXCHANGE

The Cashier is situated in the lobby and can assist in foreign currency exchange (can be exchanged for local currency only). Please ensure you receive an encashment certificate. For further assistance, please call Guest Services/Butler Services.

DOCTOR

Our hotel doctor is available on call round the clock. For any medical assistance, we request you to please call Guest Services/ Butler Services or WhatsApp us on +91 82919 50995.

DUTY MANAGER

Our Duty Manager is available 24 hrs a day. For any assistance, please call Guest Services/ Butler Services.

ELECTRICITY

The standard electric supply in your room is 220 Volts. Guest rooms are also equipped with 110 Volts sockets for shavers in the bathroom.

For Adaptors please call Guest Services/Butler Services or WhatsApp on +91 82919 50995.

FIRE PROCEDURE

Please refer to the Safety Instructions in this directory or the walk through channel number: 2 on your television.

FITNESS CENTER AND JIVA SPA

To keep fit and to relax, visit the Fitness Center and Jiva Spa at Level 2.

For any assistance, please call on the SPA Extension number 7206.

Operational hours:

Fitness Centre: 06:00 hrs to 22:00 hrs

Jiva Spa: 08:00 hrs to 21:00 hrs

FLORIST SERVICE

The concierge can assist you with any floral requirements for special occasions and surprises. Kindly contact our concierge services or call Guest Services/ Butler Services.

GUIDES/TOURS

Trained guides, fluent in major languages, can be arranged with a 24 hrs notice.

For organizing the same request to please call on Guest Services/Butler Services or WhatsApp on +91 82919 50995.

RESERVATIONS

Please contact us, toll-free on +91 22 66011825.

Toll Free Numbers:

India: 1-800-111-825 (accessible from MTNL & BSNL landline)

USA & Canada: 1-866-969-1-825

Europe: 00-800-4-588-1-825

Currently accessible from Belgium, Denmark, France, Germany, Ireland, Italy, Netherlands, Sweden, Switzerland and UK.

For any assistance, please call Reservations on Extension number 1302.

HOUSEKEEPING

For any services related to housekeeping please call on Guest Services/ Butler Services or WhatsApp on +91 82919 50995.

IN-ROOM DINING

In-Room Dining is available 24 hrs a day.

For any assistance, please call In-Room Dining on Extension number 7227/7228 or Guest services/Butler Services.

LAUNDRY AND DRY-CLEANING

Forms for laundry, dry-cleaning and pressing services are located in your wardrobe. Same day special and express services are also available. For assistance please call Guest Services/ Butler Services or WhatsApp on +91 82919 50995 .

LOST AND FOUND

If you have misplaced a personal item, please call Guest Services/ Butler Services or WhatsApp on +91 82919 50995.

MAPS

To know Mumbai better, a map of Mumbai City is available at the Concierge.

NEWSPAPERS/PRESS READER

Get up-to-date with the world. We provide a Selection of complementary digital newspapers. Please scan the Press Reader QR code placed in your room.

MINI BAR

In light of current scenario, a well-stocked private bar is available on request at an additional charge. For any assistance request you to please call Guest Services/ Butler Services or WhatsApp on +91 82919 50995.

RELIGIOUS PLACES OF WORSHIP

Father Agnel's Church
St Andrew's Church
St Michael Church
St Peter's Church
Mount Carmel Church
Mount Mary's Church
Jama Masjid
Parsi Aggyari
Iskcon Temple
Sidhivinayak Temple
Shri Ram Mandir
Shri Vithal Mandir
Shri Jarimari Mata Mandir

SWIMMING POOL

The Hotel offers an open-air spacious swimming pool. The Pool is located at Level 2. Open from 0600 hrs 2200 hrs. Children under 12 years of age must be accompanied at all times by a parent or guardian. Life guards are present during the pool operational hours.

TAJ CLUB LOUNGE

Access to the exclusive Taj Club Lounge is available at Vista to our Taj Club rooms and Suite guests on complimentary basis. Should you wish to access the lounge please contact Vista at Extn 7222. Location - 21st Floor.

VALET PARKING

Valet parking service operates 24 hrs daily 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.

WAKE UP CALL

For any assistance request you to please call Guest Services/ Butler Services or WhatsApp on +91 82919 50995

SAFETY & SECURITY GUIDELINES

WHEN YOU CHECK-IN IN TO YOUR ROOM

- Please check the exact location of your room and all exits from the 'Room Floor Plan' tagged inside your room door. Count the number of doors you need to travel to... the fire exit, in case of poor visibility in smoke conditions
- Familiarize yourself with the location of the fire alarm call points
- Identify the location of the firefighting equipment on your floor

PREVENT A FIRE IN YOUR ROOM

- Please stub out cigarettes completely
- Please ensure electrical appliances are turned off or unplugged after use

OUTBREAK OF FIRE

- Please notify the Operator by dialing 'O' on detecting any fire, smoke or burning smell
- Indicate clearly your room number and your observations
- Do not expose yourself to any unnecessary risks

IN CASE YOU STAY IN THE ROOM

- Feel the door and if it is hot, do not open it
- Shut all windows and doors to avoid any draft
- Dial 'O' and inform the Operator of your presence
- Use wet sheets and towels to block smoke from creeping through doors and vents. Also start filling the tub with water for emergency use
- 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

SAFETY & SECURITY GUIDELINES

IN CASE YOU DECIDE TO LEAVE THE ROOM

- Leave the room immediately, without taking your belongings
- The air near the floor always contains less smoke or gas. Take short breaths and crawl
- Proceed towards the Emergency Exit
- Do not use the elevator
- Shut off the main door of your room before you leave

SPECIAL INSTRUCTIONS

- Please dial '0' in case of emergency
- The air near the floor always contains less smoke or gas. Take short breaths and crawl, in case you want to leave the room
- Electrical equipment must not be adjusted or altered without prior permission of the management
- Do not smoke in bed, or throw cigarette stubs into the garbage bin or even out of the windows.
- Extinguish them in the ashtray

SECURITY GUIDELINES

- Keep all valuables in the safe provided in the room
- While leaving the room ensures 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

Walk through Channel (number 2) on your television will take you through the security instructions. You are encouraged to make use of the same.

BANQUET SERVICE



Whether you are conducting a conference or hosting a banquet function, we take care of every little detail, ensuring everything is always just right, no matter what the occasion.

The banqueting area encompasses a staggering 55,000 sq. ft. of banqueting space amongst the largest and the most sought after venues in the city, with a Ballroom, three elegantly appointed private rooms, the poolside lawns and five additional meeting and conference rooms at the Business Center. All banqueting areas have multiple private entrances for access.

For conferences, we provide state of the art facilities, wireless internet facility in all banquet rooms, video-conferencing and webcast arrangements. Complementing the large room and banqueting inventory is our 3 level car parking facilities, which can hold up to 550 cars in the premises.

For reservations and further details please call Extension 1335/1336.

BUSINESS CENTRE



Well equipped with all the necessary services and facilities to conduct your business comfortably without having to leave the hotel, the Business Centre will ensure that your business never stops.

CONFERENCE ROOMS

At your disposal are five conference rooms and multiple workstations.

COURIER SERVICE

Worldwide courier service is provided at the Business Centre.

E-MAIL/INTERNET

Access to HI-Speed Broadband Internet and WI FI is available at the Business Centre on request.

OFFICE EQUIPMENT AND AUDIO-VISUAL EQUIPMENT RENTAL

Personal computers, portable printer, laptops , facsimiles are available. Direct overhead projectors, slide projectors, LCD panel, video conferencing, TV and multi system video recorders, white boards and flip charts are also available on hire. However, 24 hrs advance notice is required in some cases. Cellular phones can be hired with local, STD, ISD and national roaming facilities following all Government rules and regulations.

Location - Lobby Level.

TIMING

The Business Centre is open 24 hrs

VISTA



An all-day contemporary cafe, Vista offers the perfect ambience for a quick breakfast, business lunch or an intimate evening meal. Serving Oriental, Western and Indian cuisine, the highlight of Vista is the island kitchen and the sweeping ocean view.

Special care has been taken to cater to the vegetarian and health conscious guests.

A variety of cocktails, an exhaustive wine list and freshly brewed choice of coffees and teas completes the beverage repertoire.

Location - Level II

Recommended Dress Code: Casual

Breakfast: 0700 hrs - 1030 hrs

Lunch: 1230 hrs - 1500 hrs

Dinner: 1930hrs - 2330 hrs

For reservations, please call Extension 7467

ATRIUM BAR & LOUNGE



Located at the heart of the hotel, the effervescent Atrium Bar & Lounge. Offers a welcoming retreat from the bustling city life.

For aficionados, eager to experience the finest, Atrium offers the largest selection of whiskeys and spirits from across the world along with iconic concoctions definitive of the Golden Age.

From aromatic street food to the suave palate of world cuisine, the menu boasts of a distinct mélange of local and international flavours.

From Cappuccinos to Cocktails, Teas to Tequila, Mocktails to Malts, we give you every reason to cheer, sit back and relax, while you watch the sun set over Bandra's charming seascape.

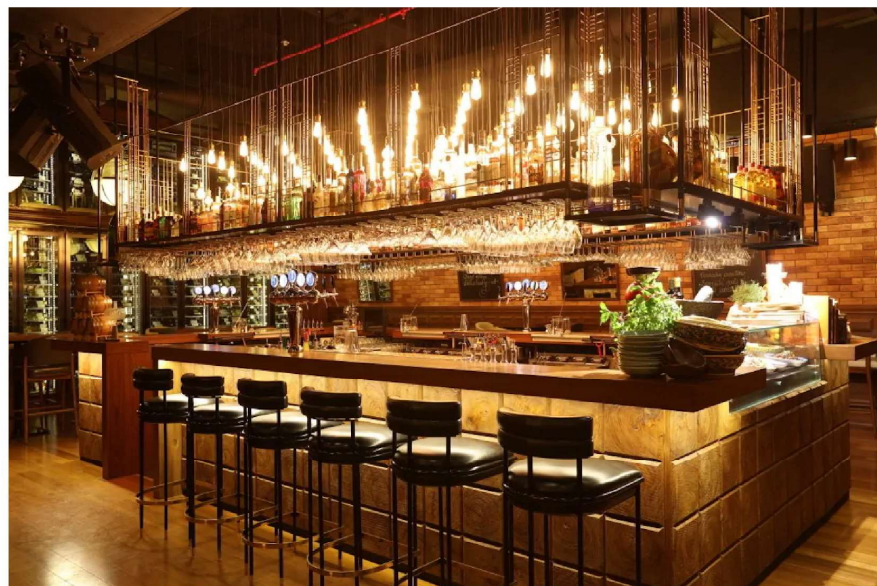
Location - Lobby Level

Recommended dress code: Casual

Hours: 0800 hrs - 0030 hrs

For reservations, please call extension 7424

HOUSE OF NOMAD



House of Nomad is a gastro bar which offers a selection of skillfully designed cocktails, delectable global Tapas inspirations and wines from different regions of the world.

Complete with a bohemian chic design, House of Nomad exudes an energetic Deco inspired ambience with a beautiful central island bar. The bar showcases different genres of music from progressive to house and high energy.

An ideal setting for after work drinks, informal meetings and relaxed gatherings, House of Nomad is a perfect setting to let your hair down and celebrate life.

Location: Level I

Hours: 1700 hrs – 0100 hrs

For reservations, please call Extension 7465

MASALA BAY



A contemporary Indian restaurant that forms a part of the Taj signature brand, Masala Bay is a culinary delight.

An interactive theatre kitchen, a separate lounge bar and three private dining rooms add a new dimension to the excitement and experience of dining. Our chefs bring out undiscovered facets of Indian cuisine with the unique use of time tested ingredients to create a fresh, new taste. The emphasis is on light food, blending traditional Indian recipes with international cooking styles.

Location - Level I

Recommended dress code: Smart Casual

Lunch: 1230 hrs -1445 hrs

Dinner: 1930 hrs - 2345 hrs

For reservations, please call Extension, 7472

MING YANG



Ming Yang has an illustrious decade long history of serving fine Sichuan and Cantonese cuisine. Ming Yang features an elaborate a la carte menu, provincial specialties and extensive varieties of dim sum.

Diners can experience panoramic views of the Arabian Sea and the Portuguese Fort for a complete fine dine experience. Ming Yang has always been the preferred destination for those who seek culinary bliss, attracting the crème de la crème of Mumbai's glitterati and stalwarts of the corporate world.

Location - Level I

Recommended dress code: Smart Casual

Lunch: 1230 hrs -1445 hrs

Dinner: 1930 hrs - 2345 hrs

For reservations, please call Extension 7474

JIVA SPA



The philosophy of Jiva Spa is inherently rooted in India's ancient approach to wellness. Inspired by traditional Indian healing wisdom, we believe that a spa unfolds a holistic path of life that opens out channels to nurture one's life force.

The ethos of our carefully recreated treatments is drawn on the rich and ancient wellness heritage of India, the fabled lifestyle and culture of Indian royalty and the healing therapies that embrace Indian spirituality. Our spa experiences are offered by trained experts, using exclusive natural products in a fresh and harmonious design setting.

With Jiva Spa, you undertake the journey within, through an array of enlivening holistic treatments, meaningful rituals and ceremonies for a truly calming experience.

Location - Level II

Timing: 0800 hrs - 2100 hrs

For reservations, please call Extension 7206

NIU&NAU



Discover a re-imagined salon experience with niu&nau. With a niche sense of style, niu&nau brings a full regimen of services spanning hair, beauty and skincare. The creative layout of the salon boasts of private treatment rooms and a gentleman's barbering section and is outfitted with the most modern equipment and stocked with the hottest beauty brands.

niu&nau's vibrant ambience invites guests to unwind with a cup of freshly brewed coffee or indulge in a day of pampering with a group of friends. The first salon of its kind is now open at Taj Lands End.

Location - Level II

Timing: 1000 hrs -1900 hrs

For reservations, please call Extension 7464

ENVIRONMENT AWARENESS AND RENEWAL AT TAJ HOTELS

Taj Lands End, Mumbai is EARTH Check Platinum Certified. Position as the leading hospitality chain in Asia, The Indian Hotels Company Limited is conscious of its responsibility to the environment. We have always believed in improving the quality of life of the communities we work in and in creating a sustainable business. Caring for and protecting the environment is an essential part of our corporate ethos.

We have recently initiated PAATYA as a company-wide movement to reinforce our vision and initiatives on sustainability. The ultimate goal is to integrate environment management in each of our business processes.

PLEASE SHARE OUR CONCERN FOR THE ENVIRONMENT EARTH-FACT.

Each time a towel is laundered, precious resources such as energy and water are consumed and polluting detergents are used.

Please choose:

If you want used 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 it on the rack to dry.

Less than 2% of the world's water is fresh water. Acute water shortage has become a recurring problem in many parts of India and the rest of the world. Conservation is the greatest resource when it comes to water supply.

You can help us conserve water in the following ways :

Activity	What to do?	Water saved per day
Brushing Teeth	Turn off tap off while brushing	Water saved: 5 10 Litres
Washing hands & face	Use wash cloth and turn off tap	Water saved: 8 -15 Ltrs
Shaving	Fill mug and turn off tap	Water saved: 10-15 Ltrs
Shower	Rinse, turn off tap, soap, Rinse again	Water saved: 50-70 Ltrs
Leak	Report immediately	Water saved: 400-3000 Ltrs

ENVIRONMENT AND SOCIAL SUSTAINABILITY POLICY

Following consideration of the importance of environmental and social sustainability and a commitment to be a benefit to the Bandra West community, Taj Lands End, Mumbai, is committed to strive to achieve environmental and social sustainability for the hotel.

Taj Lands End, Mumbai is a high end luxury hotel situated along the western sea coast of India with 488 rooms, Swimming pool, spa, gym, business center, chambers lounge, Taj salon, Taj Khazana, HBS, several restaurants and banqueting facilities. The sea coast has special significance in terms of marine environment.

Taj Lands End, Mumbai commits itself to:

- Continually improving its environmental and social sustainability performance and benchmarking.
- Establishing implementing, maintaining and continually improving Environmental Management System.
- Complying with all relevant legislation and regulations; Preventing pollution;
- Striving to achieve international best practice in greenhouse gas emission, energy efficiency, conservation and management of freshwater resources, ecosystem conservation and management of social and cultural issues, land use planning and management, air quality protection and noise control, waste water management, solid waste management, storage of environmentally harmful substances.
- Taj Lands End, Mumbai has appointed the Director of Engineering as the Earth check coordinator, who has responsibility for ensuring ongoing environmental performance, identification of environmental risks, recording and monitoring of impacts and implementing environmental and social sustainability measures.
- Special consideration shall be given to employing and empowering the local staff and wherever, efficient and environmentally sustainable, product and services will be secured locally.
- The Taj Lands End, Mumbai encourages staff to present our commitment to environmental and social sustainability and our Benchmarked/certified status under the Earth check program to our guest, suppliers, contractors, partners, agents and wholesalers.
- Taj Lands End, invites staff, landowners, guest and community to suggest way to further achieve best practice in environmental and social sustainability.
- Taj Lands End, Mumbai is Earth check platinum certified.