



GUEST DIRECTORY

Revanta
Mcleod-Ganj

PHONE EXTENSIONS

OPERATOR.....	Ext. 9
FRONT DESK	Ext. 22
HOUSEKEEPING.....	Ext. 33
IN ROOM DINING	Ext. 44
CAFÉ PLUS	Ext. 45
BUSINESS CENTRE	Ext. 100
EMERGENCY SERVICE	Ext. 22

WELCOME

Namaskar!!!

Best Western Plus Revanta McLeod-Ganj it's nestled in the heart of Dhauladhar range of mountains. Surrounded by breathtaking valley views and crisp mountain air, the Best Western Plus Revanta Mcleod-Ganj invites you to explore the majestic Himalayas.

McLeod-Ganj is one of the best holiday destinations, offering a unique culture and amazing scenery all around it's nestled in the scenic Strawberry Hills with beautiful views of the snow-capped Dhauladhar mountain range and the pristine Kangra valley. The hotel provides guests easy access to all the main tourist attractions in and around Mcleod Ganj.

Please take a moment to browse through our guest directory. If you are looking for additional information or need any other services, please contact our friendly Guest Services Team at the Front Desk they would be happy to assist you.

Your every stay earns points towards our celebrated **Best Western Rewards®** program, which allows you to redeem rewards at over 4,700 hotels worldwide.

Once again, welcome to the Best Western Plus Revanta McLeod-Ganj. If there is anything, we can do to make your stay with us more comfortable, please let us know. It is a privilege to have you as our guests.

Sincerely,

Team Best Western Plus Revanta

GUEST DIRECTORY

ADAPTOR & MOBILE CHARGERS

Please call Front Desk for assistance (dial 22).

AIR CONDITIONING

The hotel is centrally air-conditioned. The temperature of your room can be adjusted to the level desired using thermostat. As per standard, all air-conditioned areas have the temperature maintained between 21 C to 24 C. Ideal temperature for effective conditioning can be maintained by keeping all doors closed. Also TFA (Treated Fresh Air) is given in all rooms for guest comfort. Please call Housekeeping for assistance (dial 33).

AIRPORT / RAILWAY STATION TRANSFERS / CAR RENTALS

Direct transportation from the airport / railway station is available round the clock on chargeable basis. Prior reservations are recommended. Please contact Front Desk for assistance (dial 22).

BAGGAGE ASSISTANCE

Please contact front Desk for any assistance with your baggage round the clock (dial 22).

BANQUET SERVICES

Kindly contact our banquet sales to organise meetings, conferences and social events. Please call Front Desk for assistance (dial 22).

BREAKFAST

Buffet Breakfast is served daily at “Café Plus” at B-Block, Level-1 from 7:00 am until 10:30 am.

BOTTLED WATER

It is not safe to drink the water from the faucet in your room. One litre of free packaged drinking water is kept in your room. The bottle is replaced once daily. Please call Housekeeping round the clock for additional bottled water on chargeable basis (dial 33).

BUSINESS CENTRE

Located at lobby near lift landing area open for 24 hours services.

CHECK IN TIME

Begins from 13:00 hrs.

CHECK OUT TIME

Our check out time is 11:00hrs, Should you need more time, please call the Front Desk to confirm if arrangements can be made. In all cases, late check-out is extended at the hotel's sole discretion and is entirely dependent on availability.

GUEST DIRECTORY

CREDIT ARRANGEMENTS

If your company has a credit line with the hotel, please present a letter of authorization for billing purpose on check-in. Please call Front Desk for assistance (**dial 22**).

COFFEE / TEA

Coffee & Tea making facility is located within your room. Complimentary replenishments will be available 24 hours a day. Please call Housekeeping for assistance (**dial 33**).

COMPLIMENTARY TOILETRIES AND AMENITIES

For your convenience, complimentary toiletries such as soap, shampoo, conditioner, shower gel, facial tissue, and shower cap are readily available inside the bathroom. Shaving kit, dental kit, sanitary napkin, sewing kit and comb are available upon request without any charge. Should you require additional toiletries mentioned and room amenities like face cloths, blankets, pillows, towels, linen, bathrobes etc., please don't hesitate to contact our Housekeeping (**dial 33**).

DOCTOR

The hotel doctor is on call 24 hours and requires 60 minutes advance notice. However, in case of emergency please call the Front Desk (**dial 22**).

DO NOT DISTURB

To avoid disturbance, please switch on the Do Not Disturb switch located at your main door adjacent wall. If you wish to put a Do Not Disturb request on your telephone please call Front Desk for assistance (**dial 22**).

DEBIT / CREDIT CARDS

We accept Master Card, Visa Card and American Express and other major international cards.

ELECTRIC OUTLETS

To save power, most of the power outlets will be disconnected the moment you remove the key card from the key-card socket. In case you require charge your laptop, mobile phone or any other electrical equipment while moving out of the room, kindly request for an additional key card from the Front Desk (**dial 22**).

EMERGENCY FIRE AND MEDICAL

Ambulance, Police or Fire can be reached via Front Desk (**dial 22**).

For additional fire safety information, please refer to the Fire Exit Plan pasted on the back of the room door. Fire extinguishers are placed on the staircase landing and on the floors.

GUEST DIRECTORY

FRONT DESK

Front Desk is open 24 hours a day. Should you need any assistance, please (dial 22).

FOOD & BEVERAGE

Café Plus Restro Bar Hotel's multi-cuisine all day dining restaurant located at B-Block, Level-1

Falak - Rooftop Deck with 360-degree view of Dhauldhara Mountains & Kangra Valley, where you can enjoy the live music on weekends, along with delicious food with wide range of alcoholic beverages operates 12:00 hrs - 22:00 hours.

In Room Dining-Open 24x7 Please call In Room Dining for assistance or refer to the In Room Dining menu placed in your room (dial 44).

GRAB & GO EXPRESS BREAKFAST

Available Monday - Sunday, from 6am to 7am at Café Plus multi-cuisine restaurant. Please inform Front Desk at night before 22:00 hours to book your Grab & Go Express Breakfast (dial 22).

GUEST FEEDBACK

We value your opinion. By telling us what you liked about your stay and how we can improve, you are helping us to deliver a superior experience to you and future guests of Best Western Hotels & Resorts. You will receive electronic guest feedback survey form via Medallia on your registered email post check-out. Would appreciate your time to complete the survey.

ICE CUBE

Hotel guests may request ice cube by contacting In Room Dining (dial 44).

INTERNET ACCESS & CONNECTION INSTRUCTIONS

High Speed internet access is available in all rooms, lobby and restaurant without any charges. You may access this service by connecting your Mobile /Laptop to Best Western high speed network connections, accessing the internet using your browser. You can get your password from front desk team at the time of check-In. For any support assistance contact Front Desk round the clock (dial 22).

IRON AND IRONING BOARD

An iron and ironing board may be obtained free of charge by contacting the Housekeeping (dial 33).

LAUNDRY

Kindly follow instructions on the laundry sheet before use. In the event of any loss or damage to a garment in the laundry, the liability of the hotel shall be limited to a sum not exceeding 3 times the cleaning charges of the garment. Please call Housekeeping for assistance (dial 33).

GUEST DIRECTORY

MINI BAR

A mini-bar containing beverages and snacks are available in your room on chargeable basis. Please be advised that for safety reasons our products are stamped. Please do not replace any items as you will still be charged for the items you consumed from the hotel. Please call Housekeeping for assistance (dial 33).

NEWSPAPER

Newspapers are available at the lobby for 24 hours. Contact the Front Desk if you would like one delivered to your room (dial 22).

NORMAL SERVICE

Your room will be serviced daily. If you have any special requests or requirements please contact the Front Desk and we will endeavour to meet your requests(dial 22).

PETS

Apologies, we do not allow pets in hotel premises.

PHOTOCOPY AND FAX SERVICE

Photo copy and fax services are available 24 hours a day. The hotel fax number is +91 1892-295102. Charges apply for incoming/ outgoing fax. Please contact the Operator for more details (dial 9).

RESERVATIONS

Dial Front Desk "22" for assistance (or) Dial Toll Free 000 800 4402474 (or) go online to www.bestwesternindia.com to book your stay.

SAFE DEPOSIT BOXES

Electronic safe is placed in your room. We request you to kindly make use of these and not leave any valuables unattended in the room or public areas. The hotel will not be accountable for loss of any valuables.

SECURITY

Fully trained security personnel patrol the hotel round the clock. However, the management advises all guests to use the peephole before opening the door, the safety latch and double lock when in the room.

SHOE SHINE

Please call Housekeeping for assistance (dial 33).

Forget Something

We want your stay with us to be comfortable. Please remember We have complimentary toiletries available If you need them. Just give us call at the Front Desk 9/22/33

GUEST DIRECTORY

TELEVISION

We have placed 43" Smart TV's in your room has been programmed to offer a wide variety of entertainment and current news channels (local & international) TV Channel guide is inbuilt and can be accessed via remote control. In the event of signal deterioration or any unforeseen reason, there is a malfunction, please call Housekeeping for assistance (dial 33).

TELEPHONE DIALLING INSTRUCTIONS

Dial room no to obtain another guest room.

Dial 00 for local calls charged at a rate of Rs. 5 per minute.

Dial 00 + City Code + Number for STD calls charged at a rate of Rs. 50 per minute

Dial 0 + 00 + Country Code + Region Code + Number for ISD calls charged at Rs.100 per minute.

VISITORS

In the interest of hotel security, visitors should be requested to leave guest room by 22:00 hours at the latest. Unregistered guests are not allowed into the guest room floors. Please ensure that any visitors register at the front desk before proceeding to your room.

WAKE-UP SERVICES

Please contact the Front Desk to schedule a wake-up call (dial 22).

WORSHIP

Places of worship are located at some distance from the hotel. For details please contact Front Desk (dial 22).

SAFETY AND SECURITY PROCEDURES

Your safety and the security of your personal effects are of utmost concern to us. We urge you to take advantage of the following suggestions:

PREVENTION

- It is advised, not to smoke in the guest rooms. Smoking in the guest rooms is not allowed. INR 5000/- recovery fee per incident will be charged for smoking in guest rooms and applied to your guest folio, A designated smoking area is outside, at the main porch.
- Exercise caution when using matches or any other combustible material.

FIRE SAFETY

The hotel is protected by the most up-to-date prevention devices and alarm systems. Please make yourself aware of the emergency procedures listed here to further enhance your safety and security.

- Locate two exits nearest to your room. Be sure they are unlocked and unblocked. Then count the doors between your room and exits so you'll have a reference point if it is smoky or dark.
- When you hear an alarm, ACT, don't simply investigate.
- If there is fire in your room, move out and close the door. Alert your neighbours. Once out, report the fire.
- If the fire is not in your room, leave if you can. First, feel the door. If it is cool, open it slowly and go to the nearest exit. Crawl if there is smoke. Fresher air will be closer to the floor. Take your keys so you can go back to your room if you can't use the exits.
- Hold the handrail while walking down the stairs.
- Close the door behind you to protect the spread of fire into the stairwell.
- Reach at the Assembly Point Area located at Main Porch and wait for assistance.

NEVER USE ELEVATOR DURING A FIRE

If your door is hot, don't open it. Your room may be the safest place to be. Seal all cracks with wet towels. Shut off fans and air conditioners. Signal from your window. Call the Instant Emergency Service 22 and wait to be rescued.

HOUSE RULES

The following are Terms and Conditions of the Agreement under Which rooms are permitted to be used by the guest. Hotels is only authorized to accommodate properly registered guest. For this purpose, guest have to present their valid ID card or passport, Visa or travel document, or any other valid proof of Identity to the relevant hotel employee upon arrival.

TARIFF

The tariff is for the room only and is exclusive of any government taxes which may be applicable from time to time.

SETTLEMENT OF BILLS

Bills must be settled on presentation. Cheques are not accepted. Luggage will not be removed from the hotel premises until all bills have been settled. All Services ordered or used during the stay, such as telephone, Mini-bar, Laundry, Room Service Etc. expenses are paid separately. regardless of the total sum of accommodation costs expressed in the reservation card.

COMPANY'S LIEN ON GUEST'S LUGGAGE AND BELONGINGS

In the case of default in payment of dues by a guest, the management shall give the lien on their luggage and belongings, and be entitled to detain the same and to sell or auction such property at any time without reference to the guest. The net sale proceeds will be appropriate towards the amount due by the guest without prejudice to the management's rights to adopt such further recovery proceedings as may be required.

LUGGAGE STORAGE

Luggage may be store in the left luggage room at the guest's sole risk: Luggage may not be store for period of more than two weeks. Unlock articles will not be accepted for custody. No articles will be delivered unless ticket is produced and surrendered, and hotel deeds cleared if any.

HAZARDOUS GOODS

Bringing goods and / or storing of raw or exposed cinema films or any other article of a combustible of hazardous nature and /or prohibited goods and / or goods of abjectionable nature is prohibited

HOUSE RULES

DAMAGE TO PROPERTY

The guest will be held responsible for any loss or damage to the hotel property caused by themselves, their guests or any person for whom they are responsible. Guest who causes damage to the hotel Property on purpose or by accident will have to pay full amount of damage. At the day of check out, the guest is obliged to allow the staff to check in their room and house appliances to prove that they are not damaged. Then only the guest is allowed to depart. All unreported damages will be claimed against the guest.

CHILDREN

For security reasons, It is not appropriate to leave children under 12 years of age without adult supervision in the hotel room or other areas in the hotel premises.

MANAGEMENT RIGHTS

The management reserves for itself the absolute right of admission to any person in to the hotel premises and to request any guest to vacate his/her room at any moment without prior notice and without assigning any reason what so ever and the guest will be bound to vacate when requested to do so. In case of default the management will be entitled to remove the luggage and belongings of the visitor from the room occupied by the guest and lock the room. Rooms are to be occupied by the person to whom the allocation has been made. No visitors are allowed in the room after 22:00 hrs.

RELATION BETWEEN MANAGEMENT AND GUEST

Nothing herein above shall continue or be deemed to constitute, or create any tenancy sub tenancy, or any other right to interact in the hotel premises or any part of portion thereof, in favour of any Guest or resident or visitor, and the Management shall always be deemed to be in full and absolute possession of the whole of the hotel premises.

GOVERNMENT RULES AND REGULATIONS AND APPLICATION OF LAWS

Guest is requested to observe the Government rules and regulations in force from time in respect of registration, alcoholic drinks, fire etc.

AMENDMENT OF RULES

The management reserves the right to add to alter and amend any of the above terms, conditions and rules. Management will be reluctantly compelled to charge for linen or any other items missing from the room at the time of departure. Guest is obliged to observe the provisions of these House rules. In the event that a guest is in breach of these rules, the hotel has the right to cancel the agreed provision of accommodation service before the agreed period has elapsed.

ATTRactions & DISTANCES

From Best Western Plus Revanta McLeod-Ganj

PATHANKOT RAILWAY STATION

- 92 Kms, approximately 2.45hrs minute drive

GAGGAL AIRPORT

- 21 Kms, approximately 45 minute drive

BUS STAND

- 9 Kms, approximately 20 minute drive

MCLEODGANJ MARKET

- 5 Kms, approximately 10 minute drive

ST.JOHN'S CHURCH

- 3 Kms, approximately 5 minute drive

BHAGSUNAG WATERFALL

- 6 Kms, approximately 15 minute drive

LIBRARY OF TIBETAN WORKS & ARCHIVES

- 7 Kms, approximately 15 minute drive

DALAI LAMA TEMPLE

- 5 Kms, approximately 10 minute drive

DAL LAKE

- 2Kms, approximately 5 minute drive

BRIJESHWARI TEMPLE KANGRA

- 26 Kms, approximately 60 minute drive

DHARAMSHALA CRICKET STADIUM

- 11Kms, approximately 25 minute drive

NADDI SUNSET POINT

- 3 Kms, approximately 10 minute drive

Revanta

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McLeod - Ganj, Distt. Kangra, Himachal Pradesh, India -176219
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