

**Dear Guest,**

**Greetings!**

Welcome to The Zuri Kumarakom, Kerala Resort & Spa. We are delighted to have you stay with us and we will do our utmost to make your stay a memorable one, in our own unique way. Zuri in Swahili means exotic or simply something beyond expectations and we create personalized and tailor made experiences and we are sure that this would be best place where one can unwind, revitalize and rejuvenate the mind, body and soul.

We have an elaborate choice of cuisine, recreation, health, leisure and business facilities. From Kerala parathas to Italian pastas', vegetarian specialties, exotic seafood, to exciting lake ventures, the resort has it all. We have a team of professionals to cater to all your needs and to make your stay with us, extra special.

In keeping with our international standards, we have a host of services and facilities for you. We have prepared this "Directory of Services" to assist you with some of your requirements. We would like you to go through the following pages, so that you can plan your itinerary to make the most of all that we offer.

It is our constant endeavor to upgrade our services and facilities at our Resort. Please contact the guest relations / concierge to know more about the facilities that we have on offer. In case you have any other special requests, please do not hesitate to contact the manager on duty on extension 8307.

We are confident that you will have an enjoyable, relaxing, and pleasant experience in Kerala 'Gods Own Country'. We thank you for choosing to stay at our resort and promise you an unforgettable sojourn in this exquisite retreat and looking forward to having you back with us at the God's Own Spa !

**Enjoy the experience!**

## **The Team and Management**

The Zuri Kumarakom, Kerala Resort & Spa

**Welcome Back**



## DIRECTORY OF SERVICES

### **Air Conditioning**

Your room is centrally air-conditioned with individual temperature controls in every room. Please keep the main door closed for effective air-conditioning, to avoid condensation on the floor and to keep insects away. For your guidance, the temperature can be controlled from 21C - 25C. The air-conditioning cuts off automatically when the doors are opened. Please contact Guest Relations at 8303 if you require any assistance.

### **Activities**

The resort offers a wide range of leisure facilities. These include billiards, cycling and playing cards, fishing facility & badminton. Please contact the reception at extension 8303, for necessary information.

### **Baggage Service**

Our concierge will be pleased to help you with shifting your baggage or storing your luggage.

### **Banks**

Most banks have branch offices in Kottayam city, approximately 15 kilometers from the resort; however, 2 banks ATM is located a kilometer from the resort. Please contact the Guest Relations at 8303 for further information or assistance.

### **Banqueting & Conferencing Service**

Our spacious banquet hall and pre function area provide the ideal setting for any business or informal occasion. Please contact our banqueting & conference in charge at 8901.

### **Baby Amenities**

If you require a baby cot, please contact Guest Relations at 8303 for assistance.

### **Baby Sitter**

If you require the services of a baby sitter, the resort can make arrangements if the requirement is conveyed a day before the baby sitter is required.





## DIRECTORY OF SERVICES

### **Bicycles**

Bicycles are available at the resort porch area near the reception till 1800 Hrs. As a courtesy towards other guests, please do not park the cycles inside your room or drive cycles in the corridors.

### **Billing**

We request you to sign your bills while availing services at our resort. The charges will be debited to your room account and can be settled at the time of departure. We request you to settle your bills an hour prior to your departure. Tipping, however, is at your discretion.

### **Bouquets and Flowers**

In case of a requirement of flowers please contact Guest Relations at 8303 a day in advance, between 0900-1800 hours,

### **Business Centre**

Located near the lobby you can avail secretarial services, photocopying and other business related services between 0900 hours to 1800 hours. In case of a requirement after operation hours, please contact the reception at extension 8303. The usage of internet is complimentary and available round the clock.

### **Candle**

A candle has been placed in your bathroom in case of a temporary power disruption.

### **Car Hire**

For chauffeur driven cars, please contact the travel desk / concierge.

### **Cashier**

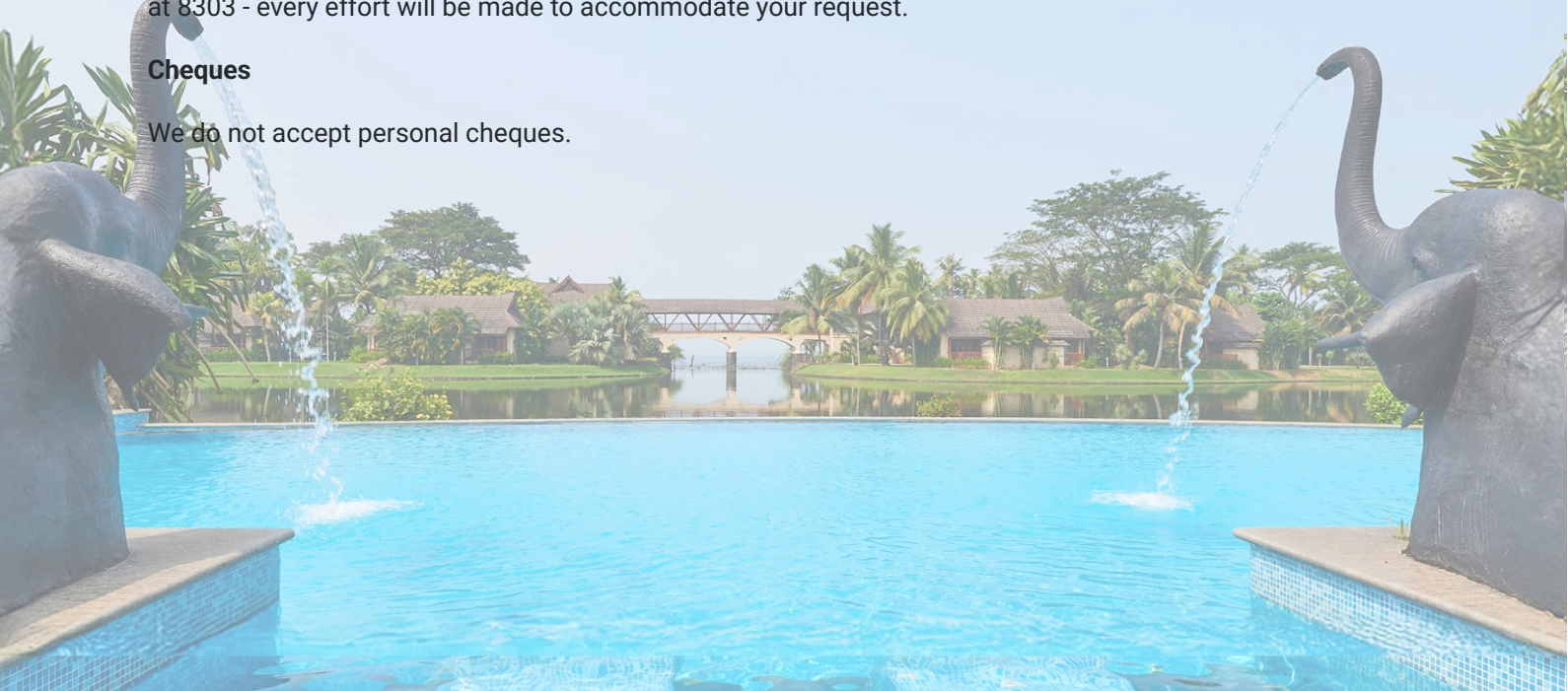
For any billing assistance, please contact the reception at 8303.

### **Check Out Time**

Our check out time is at 11.00AM. If you wish to arrange for a late check out, please contact Guest Relations at 8303 - every effort will be made to accommodate your request.

### **Cheques**

We do not accept personal cheques.



## DIRECTORY OF SERVICES

### Clothes Drying Facility

Please use the cord, which is in your bathroom above the Bath Tub to dry your wet clothes. As a courtesy towards other guests, please do not dry your wet clothes on your balcony / sit out.

Currency Exchange / Credit cards

Foreign currency can be exchanged at the front desk, round the clock. We request you to ensure that a foreign exchange certificate is given to you when you exchange money. We accept Visa, Master and American Express cards.

### Dining Options at the Resort

#### **Laguna Bass Sea Food Specialty Restaurant** – 19.00 hours till 22.30 hours

Overlooking the Vembanad Lake set at the bridge block - Dine at the Laguna Bass and you will appreciate how perfectly we have brought together the mix of International and Indian sea food experience. For reservations, please contact extension 8901.

**Dress code:** *Smart casuals*

#### **Lime Tree (All Day Dining)**

Open round the clock, this is where you savour the food that makes the Lime Tree unique in Kumarakom – freshest salads, the perfect pastas and pizzas and a buffet spread. We have a range of International and Indian cuisines that will leave you deliciously confused. For reservations, please contact extension 8901.

**Dress code** – *Smart casuals*

#### **Trunk Call – The Bar** – 11.00 hours till 22.30 hours

Choice of tit-bits from the menu to a perfect Mojito along with the finest collection of wines and spirits, the Trunk Call lounge overlooking the Vembanad Lake is the place to unwind.

#### **Marquees – Cigar Lounge** – 11.00 hours to 22.30 hours

An exclusive facility for the residents, invites you to walk in leisurely, lounge and enjoy puffs of the choicest cigars along with Single malt and Cognac. For reservations, please contact extension 8907.

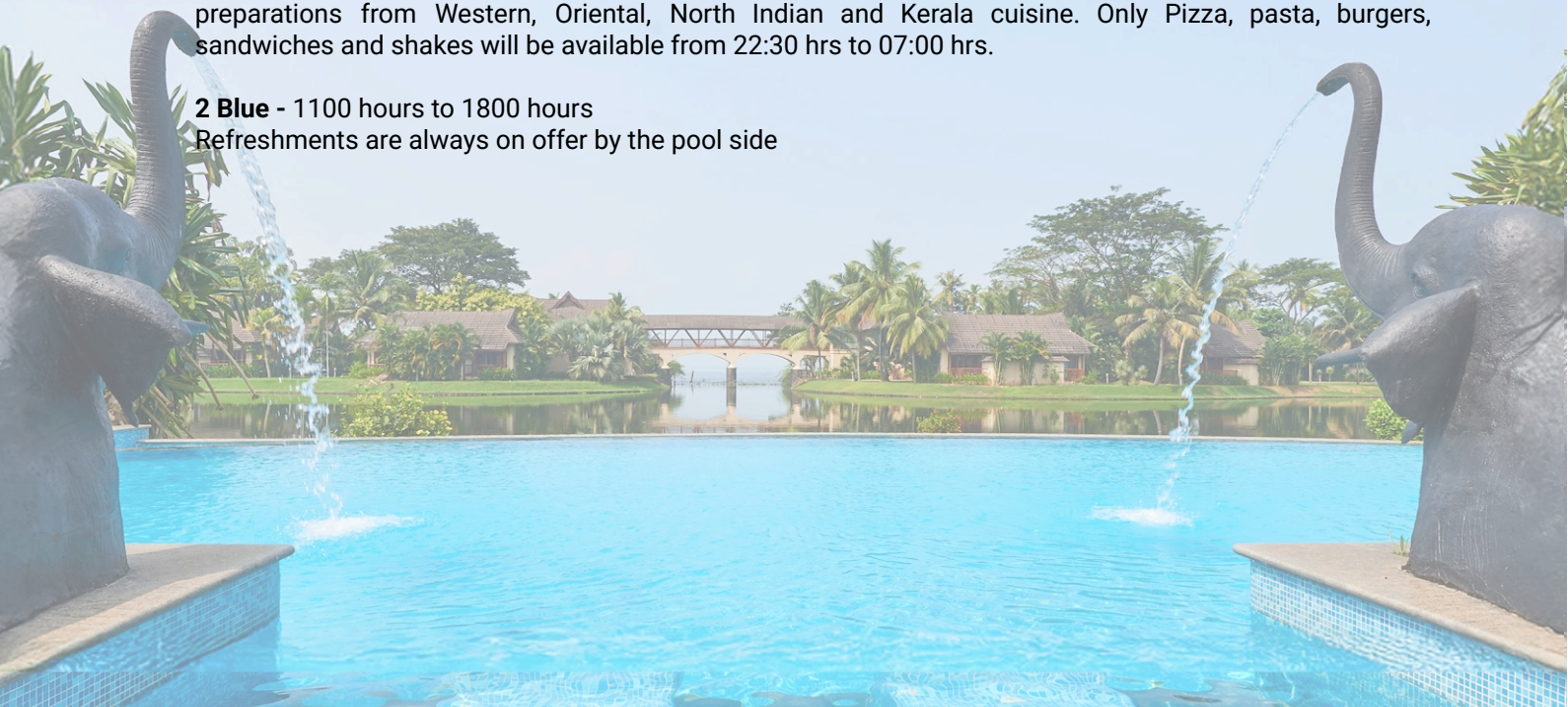
**Dress code** – *Smart casuals*

#### **In Room Dining**- 24 hours

Kindly place your order from the selection of the menu placed in the room. The menu includes preparations from Western, Oriental, North Indian and Kerala cuisine. Only Pizza, pasta, burgers, sandwiches and shakes will be available from 22:30 hrs to 07:00 hrs.

#### **2 Blue** - 1100 hours to 1800 hours

Refreshments are always on offer by the pool side





## DIRECTORY OF SERVICES

### **Drinking Water**

Two bottles of packaged drinking water per day is provided with our compliments in your room. Any additional packaged drinking water can be purchased at all restaurants, bars and In Room Dining.

### **Doctor on Call**

A highly qualified doctor will be on call and if you require medical assistance, please contact Guest Relations at 8303. We can add basic treatment medical costs to your room account or you can settle the doctor's fee directly.

### **Do Not Disturb**

If you wish not to be disturbed, please press the DND indicator on the main power saver panel in your room and also advise the telephone operator to hold any incoming call. Please remember to remove the DND indicator when you leave your room so that your room can be serviced.

### **Data Privacy**

We have adopted privacy policies with respect to the data that we receive from you through the website, the reservation center or by any other means to protect your personal information from loss, unauthorized used, alteration or destruction.

### **Dress Code**

We have a dress code for the lobby and the restaurants. We request you to adhere to the same and not enter these areas in swim wear. Entry to the Lime Tree and the Laguna Bass in shorts or bare feet are not permitted.



## DIRECTORY OF SERVICES

### Electrical appliances

The voltage in the resort is 220 Volts AC.

### Emergency

Please dial extension 9 (our telephone operator) immediately, who will connect you to the Manager on Duty. Please also, refer to the Fire Escape Plan at the back of your door.

### Emergency Exits

In case of emergency evacuation please check the Fire exit plan in your room, which are affixed on the back of your main door and follow the signage in the corridors. For guests on ground floor accommodations, please step out of your room.

### Energy Savers

Please remove your key card from the main power panel when you leave the room or switch off all lights.

### Extra Bed

These are available at an additional charge – please contact reception at extension 9





## DIRECTORY OF SERVICES

### Guest Relations

In case you require any assistance or wish to give us any feedback during your stay, please do not hesitate to contact the guest relations, available round-the-clock in the lobby.

### Gratuities

Tipping to our resort staff and drivers is entirely at your discretion – in case you would like to think of tipping as a reward for excellent service, we recommend that you drop the amount in the tip box kept in the Front Desk or add it into your charge.

### Hair Dryers

Hair dryers are conveniently placed in the bathroom near vanity counter.

### Housekeeping Service

All rooms are serviced once during the day between 0800 hours and 1700 hours - in case you would like to have your room serviced earlier in the day, please press the "make up room" indicator or call Housekeeping at extension 8702. We provide turndown service in all rooms between 1700 and 2000 hours for replenishment of linen and supplies.

### Housekeeping Supplies

A variety of additional supplies - ear buds, hair oil, sanitary napkins, nail cutter, hot water bags, pillows and blankets - are available with Housekeeping at extension 8702.

### Ice Cubes

These are available round the clock and produced from filtered water in ice vending machines in the hotel block, Zuri cottages and Zuri presidential pool villas. Please call Housekeeping for assistance at extension 8702.

### Iron & Ironing Board

Please call Housekeeping at extension 8702 for further assistance.

### Life Guard

Although a pool attendant is available during operational hours at our swimming pool, swimming in the pool is at your own risk. Diving is prohibited in the pool. Please follow instructions for your safety.

### Lost And Found

For enquires regarding Lost and Found articles please contact the housekeeping department at extension 8702.

## DIRECTORY OF SERVICES

### Laundry & Dry-cleaning Services

Laundry & Dry Cleaning pick up is available round the clock. Please fill the laundry order form kept inside your wardrobe, place the items inside the laundry bag and call Housekeeping at 8702. Please press the indicator on the main power panel in your room in case you have laundry to be collected.

**Regular service** - Collection before 1000 hours and returned on the same day or collection after 1000 hours and returned the next day

**Special Service** - Collection after 1000 hrs will be returned on the the next day

**Express Service** - Four hour rush service shall be delivered at hundred percent extra charges, available between 0700 hours to 1600 hours

### Mail

Please drop your mail at our concierge desk. A collection is made daily except on Sundays and public holidays. Charges applicable as per the service provider.

### Medicines

The resort does not have any in-house chemist shop. First Aid boxes are available at the reception. If you need prescribed drugs, please contact the guest relations with the doctor's prescription, who will assist you with procuring the same.

### Minibar

All guest rooms are equipped with a refrigerated Minibar. The consumption will be charged to your room account. Please refer to the mini bar price list. In case of additional requirements, please order through In Room Dining.

### Missing Articles / Damage to Resort Assets

While giving clearance for your room prior to your departure, resort property / assets installed / placed in the room, if found missing or damaged will be brought to your notice and charged to your room at cost. Safe deposit lockers are available in your room and at the front desk, free of charge. We request you to please make use of these and not leave any valuables, unattended in the rooms or public areas. The resort will not be held accountable for loss of any unsecured valuables.

### Newspaper

An English daily newspaper is available at the resort lobby & restaurant.





## DIRECTORY OF SERVICES

### Night Functions & Audio Limits

We do not permit loud music to be played in the resort, especially in our outdoor areas after 2230 hours, as per a government notification. We request you to please keep your television volume low at night so as to not inconvenience other residents.

### Parking

The resort is equipped with a large and spacious parking area where parking is at the owner's risk.

### Parcel / Packing

For any assistance in packing, please get in touch with housekeeping at extension 8702.

### Pets

Pets are not allowed in the resort. We request you to please refrain from feeding animals and birds within the resort premises and in the backwaters.

### Photographer

A still and video photographer can be organized if requests are made a day in advance. Please contact guest relations for details. Charges applicable as per the service provider.

### Room Key Card

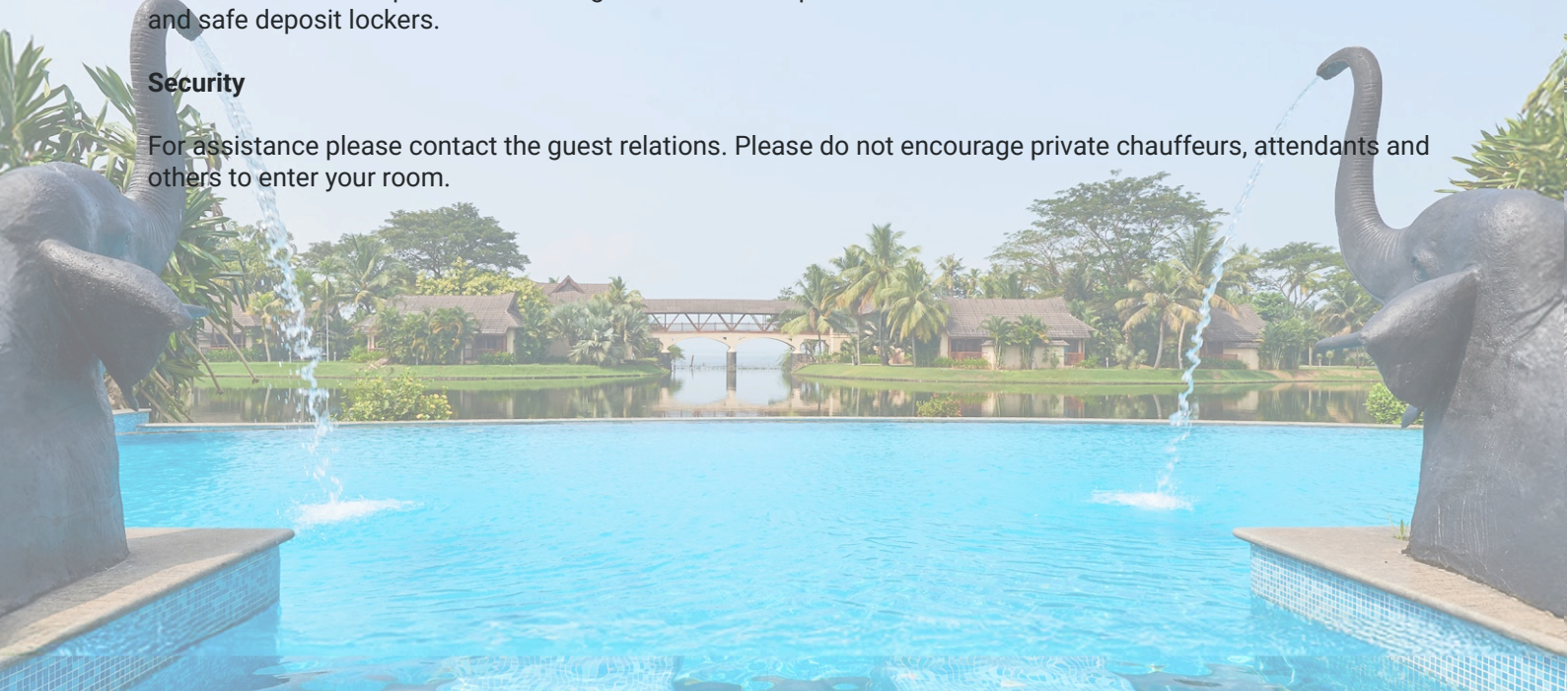
If your room key card is left inside, please contact the reception. Please return your key card to the reception at the time of checking out.

### Safe Deposit Box

All guest rooms are equipped with safe deposit boxes in the wardrobes. Safe deposit lockers are also available at the reception. The management is not responsible for cash or other valuables left in the rooms and safe deposit lockers.

### Security

For assistance please contact the guest relations. Please do not encourage private chauffeurs, attendants and others to enter your room.



## DIRECTORY OF SERVICES

### **Shoe Shine**

Shoe Shine service is available. Please call housekeeping at extension 8702.

### **Sight Seeing**

Please contact the Guest Relations at extension 8303 for suggestions and arrangements.

### **Spa – The Maya Spa**

Maya Spa prides itself in offering exceptional standards in fitness, nutrition and holistic wellbeing. The therapies that we offer namely Ayurvedic, Western and Oriental provide rejuvenating effect to the Body and Soul. To make the experience complete we do offer a wide range of fitness services like fitness evaluation and personal training. To enhance your leisure experience we offer Steam, Sauna, Jacuzzi in our wet areas, exclusive sections for men and women located in the Maya Spa. Please contact the Spa reception at extension 8331 for appointments. Hours of operation: 0800 to 2000 hours

### **Storage**

Arrangements can be made for temporary storage of baggage in the resort. Please contact the concierge for assistance.

### **Swimming Pool**

We have an outdoor swimming pool. Towels are available with the pool attendant who will also assist you in finding a sun lounger. Even though there is a pool attendant on duty, guests swim at their own risk. Swimming is not permitted at night in keeping with local safety regulations. Changing rooms, toilets and showers are available for your convenience. The use of swimming costume is mandatory. Hours of operation: 0700 to 2000 hours.

### **Taxi**

Air-conditioned taxis are available at the reception. Please contact the concierge at extension 8303 for your taxi requirements. The resort is not responsible for any damage of property or injury resulting from the use of the taxi. Charges applicable as per the service provider.

### **Television**

English and local channels are available.





## DIRECTORY OF SERVICES

### Tea & Coffee Making Facilities

Your room features facilities for making tea and coffee. In case you would like to have additional supplies, please contact Housekeeping at 8702.

### Travel Desk

For all your sight seeing and travel arrangements please contact the Travel Desk at extension 8303 between 0900 to 1800 hours.

### Umbrellas

Umbrellas are available outside your room door or at the entrance of the corridor and at the concierge.

### Visitors

As a policy we do not allow visitors in the room except with advance information / permission from Front Office Manager or Manager on Duty at extension 8303. Visitors are not allowed between 1900 hours to 0700 hours under any circumstances.

### Wake Up Calls

Please contact the telephone operator for registering your wake up call. Extension number 9.



## DIRECTORY OF SERVICES

### Safety And Security

The resort has in place a well-planned and proactive security management system to ensure your comfort and safety. If you have any queries or suggestions, please get in touch with our Guest Relations at extension 8303.

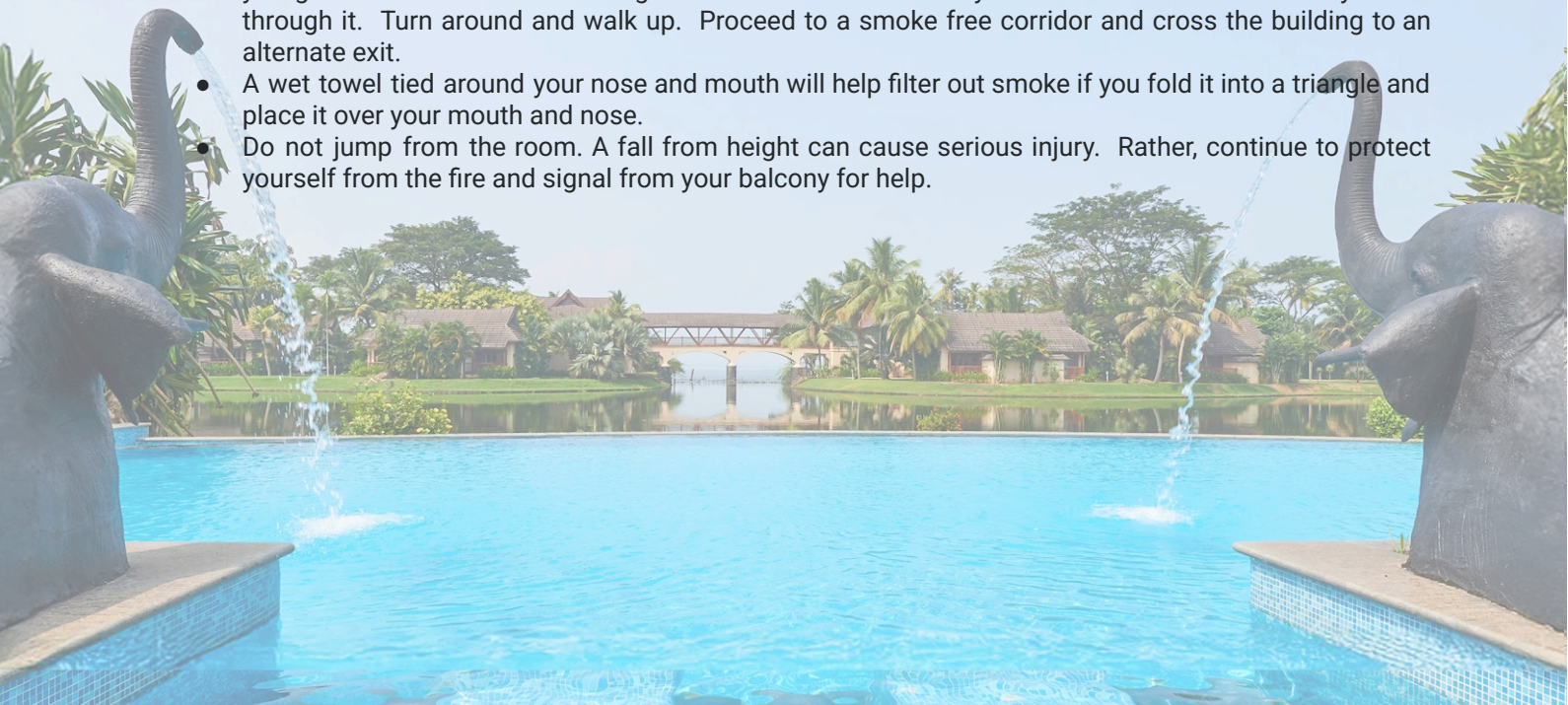
### Emergency Procedure

#### Plan Ahead

- Plan your escape from a fire before you are caught in one. When checking into your room, be sure to know where the fire exit is so that you can find it in the dark.
- Should you decide to leave your room in an emergency, take your key card with you in case you want to get back into the room. Be sure to close the door behind you.
- Do not panic. You can avoid panic by being familiar with your surroundings and by having a specific plan of action to employ should you be involved in a fire. For this reason, we ask that you please read on.

#### If there is a fire

- If there is any indication or even a suspicion of a fire, call the resort operator immediately, or dial the guest relations. Give your name, room number, and a brief description of the situation.
- If your family is with you, determine a meeting place out-doors so you'll know everyone is safe.
- Feel the door with the palm of your hand. If the door is warm, do not open the door.
- If the door is not warm, drop to your knees and slowly open the door, but be ready to slam it shut should a cloud of smoke roll in. If the hallway is clear, head for the exit. Close your door behind you. Take your key card with you.
- Do not stand upright, but crawl or keep low to the floor to avoid smoke and odorless carbon monoxide.
- Stay on the same side of the corridor as your exit, counting the number of doors to the exit.
- When you reach the exit, walk quickly, but cautiously down the stairs, and hold on to the handrail as you go. Smoke will sometimes get into an exit stairwell. If you encounter smoke do not try to run through it. Turn around and walk up. Proceed to a smoke free corridor and cross the building to an alternate exit.
- A wet towel tied around your nose and mouth will help filter out smoke if you fold it into a triangle and place it over your mouth and nose.
- Do not jump from the room. A fall from height can cause serious injury. Rather, continue to protect yourself from the fire and signal from your balcony for help.





## DIRECTORY OF SERVICES

### Safety and Security

#### Traveler's Safety Tips

- Do not answer the doorbell when it rings without verifying who it is. If a person claims to be an employee, call the reception and ask if someone from the staff is supposed to have access to your resort and for what purpose.
- Close the door securely whenever you are in your room and use all of the locking devices provided. Identify visitors through the peep hole before opening the room door
- Do not draw attention to yourself by displaying large amounts of cash or expensive jewelry.
- Do not invite strangers to your room. The hotel does not give out guest information and does not permit entry to rooms other than to the registered guest of the room.
- After 1900 hours, all hotel guests must identify themselves before being permitted to the guest room area. We request all guests to cooperate with this endeavor.
- Keep sensitive documents secured. Do not leave credit cards or personal I.D. cards in the room unless they are in the safe. Do not leave copies of invoices or credit card receipts in your room. Do not leave valuables in your vehicle.
- Do not leave laptops unsecured in the guestroom or meeting rooms.
- Do not throw materials with personal information in the trashcan.
- Place all valuables in the hotel safety deposit box or your in room safe
- Check to see that the inter-connecting room doors are locked.
- If you see any suspicious activity, please report your observation to the management.
- Venturing or even wading into the backwaters or the Lagoon is strictly prohibited.
- Do not avail of boat rides / water sports without ensuring that the boat / water sports equipment is licensed and has all life saving equipments.

#### Medical Emergency

In case you have forgotten or misplaced your prescription drugs, the Duty Manager can guide you to nearest hospital/clinic. If a real medical emergency exists, call the resort operator at "9"