

WE CARE

For your Safety & Well-being

We have all missed you.
Looking forward to welcoming you back.


EVOLVE BACK
RESORTS

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Namaskara!

Greetings from all of us at Evolve Back.

For over 25 years, Evolve Back has been delivering unforgettable holiday experiences, while preserving the purity of nature and culture of the land. Over these years, we have won a whole range of awards and accolades, many of them on your recommendations.

But what is closest to our hearts is the wonderful relationship we have built with each one of you over the years... earning your trust. As we say – we have welcomed many guests... but we have always said our good byes as friends.

Today, as we prepare to welcome you back, this special relationship remains as important as ever. We continue to build on our relationship, with your safety and wellbeing, at its core.

With the implementation of our new hygiene protocols, We, at Evolve Back, have taken all possible steps to provide a safe environment for you and your family to enjoy a memorable holiday. These Protocols have been formulated in consultation with the best of public health experts, and they are continuously evolving in keeping with the latest revelations in this fields.

We will leave no stone unturned to ensure an extra level of protection for you and your loved ones.

We really look forward to welcoming you back once again.

Warm Regards,

George Ramapuram
Managing Director



Pre – Arrival

- New online self check- in facility
- Online Declaration
- Online communication of our safety and hygiene protocols



Guest Transfers

- Sanitization of all high-risk touch points in the vehicle
- Chauffeur wearing protective gear (mask)
- Minimal interaction between chauffeur and guests
- Hand sanitizer in all vehicles



Check-In

- Checking of body temperature on arrival with a Non-contact Clinical Infrared Thermometer
- Face Masks provided for your use
- Non-contact greeting by our staff using our signature 'Namaskara' greeting
- Disinfecting all baggage at time of check-in
- Hand sanitization after luggage delivery



Housekeeping

- Sanitization of all high-risk touch points in the room prior to check-in
- Room keys placed in key card holders in the rooms after sanitization
- All room amenities sanitized before being placed in the room
- All printed stationary removed from the room
- AC filters cleaned and disinfected at increased frequency
- Jacuzzi and bath tubs sanitized both post departure and pre check-in
- Chlorine dosage in swimming pools monitored and maintained between 1.25 to 1.50 ppm
- Soiled and clean linen transferred in different hampers to avoid cross contamination



Internal Transfers

- Frequent sanitizing of buggies
- Hand sanitizers available in all buggies
- Driver wearing protective gear (mask)



Public Spaces

- Frequent sanitization of all high-risk touch points in all public spaces
- Frequent hand sanitization by all staff members
- Sanitizer available for guest use in all public areas including buggies
- Social distancing norms (min 2 meters) between seating in all public areas
- Social distancing norms (min 2 meters) between games & facilities in the Activity Center and Gym



Dining

- Hourly washing and sanitization of the kitchen
- Restaurant floors mopped using appropriate disinfectant / water above 60 degrees, after every meal period
- All major touch points in the Restaurants & Bars disinfected every 3 hours
- Social distancing norms (min 2 meters) between tables



Experiences

- All equipment / vehicles etc. sanitized before and after every session
- Social distancing norms (min 2 meters) during all experiences
- Sanitizers available during all experiences
- Exclusive experiences on offer



Check Out

- Contactless bill payment
- E-Invoice sent via email
- Online feedback



Testing of Staff

- All staff members at the resort are tested for COVID 19 every 30 days
- If found positive – treated for the virus at a designated facility or quarantined at our dedicated quarantine facility (as per advice of a Doctor)

In addition to the 30 day COVID 19 test, the following SOP is observed on a daily basis:

- Temperature and COVID 19 symptoms check for all staff at the time of entry
- Staff members with above normal temperatures or other symptoms are denied entry into the resort
- The said staff members and their primary contacts are immediately isolated and undergo COVID 19 testing
- If found negative – to report for duty
- If found positive – treated for the virus



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