



WELCOME GUIDE

નાભાઈ

લગુ ઇચ્છો હોનરારૂ પ્રભુર ઇચ્છો.
i હોનરાર the પ્લેસર in પ્રભુ
જોહાર the entire પનોરારૂ રહોવેદરૂ.
i હોનરાર the light, love, truth,
beauty and પેસર within પ્રભુ,
હેતુપરૂ it રૂ શોર within લરૂ.
in રોહારોરૂ theરૂર થોરોરૂ,
જરૂ શરૂ પનોરૂ, જરૂ શરૂ the રૂશલરૂ,
જરૂ શરૂ રોરૂ.



THE ATMANTAN PROMISE



Namaste Friends,

The **Atmantan Promise** was made many years ago, when we decided to create a destination that **offers “unparalleled wellness programs” with warm Indian hospitality.**

Unparalleled, as the **wellness here is highly personalised, evidence based & result oriented...** and this is what **gives you the most transformative experience.**

This beautiful, 42 acres of lush greenery, with its magnificent views, is a **land that has crystals underneath it which gives Atmantan fabulous healing frequencies...** all this complements your wellness retreat perfectly.

We are now **ready to welcome you again to this wellness heaven,** we wanted to reinforce that Atmantan is an institution that has been set up with the very **objective of helping you achieve your optimum state of health.** Nothing is more important to us than your health.

The Atmantan Promise has always been to maintain the best standards of health protocols, hygiene and safety. Keeping in mind the current scenario, we assure you again that our measures make **Atmantan SAFE FOR YOU!**

As you arrive back to this crystal valley of wellness, all our colleagues are waiting to welcome and serve you like before... and while **they will all be wearing masks, we are certain that you will hear and feel their smile as they look after you.**

Warm Wellness Regards,
Sharmilee & Nikhil Kapur
FOUNDERS



KEY SAFETY MEASURES

We take **extreme precautions and care at every touchpoint of interaction** and ensure that you **have an unmatched experience in this new normal...**

1) TEAM:

(i) As we start our operations, all **our team members will be residing on our campus**. We have residential accommodation for over 150 team members.

(ii) Our team is sensitised and trained to ensure a safe environment for all. They are all **screened daily for their health including body temperature as they enter the Guest premises**.

2) GUESTS:

We have a 4 layer screening protocol for our guests...

(i) There are pre-arrival screening guidelines that include your health and travel history prior to the arrival.

(ii) Each passenger of the vehicle is screened for temperature at the main entrance of the centre.

(iii) **Doctor's screening** at the Welcome Pavilion prior to check-in.

(iv) In-house guests will be **screened daily as they enter the Wellness Pavilion**.

3) We have **enhanced all our operational standards to the highest level**, so you will find that hours are being spent on the overall sanitisation for your maximum safety.

4) The highest level of disinfection is being carried out with **advanced UV-C machines** (These guarantee a 99% elimination of all surface viruses) & **other spraying technology using medical grade disinfecting agents for all public areas and guest rooms** before check-in.

5) You will notice **our assurance of safety in the SAFE FOR YOU tags** placed at various touchpoints.



PRE-ARRIVAL CHECKLIST

5 MANDATORY TO DOs BEFORE YOU ARRIVE AT ATMANTAN



1) Please **complete the Wellness Questionnaire individually** for each guest and **share all your latest blood reports at least 14 days prior to your arrival.**

2) Complete and send the following documents **24-48 hours prior to your arrival:**

- i) Pre-arrival Screening form (travel and health screening)
- ii) rtPCR test from an ICMR approved lab. The sample should be given not more than 48 hours prior to check-in time and guests are advised to isolate themselves once the sample is given.

3) Do **send us the ID (identification) of all travellers** (every one who will be staying at the wellness centre) prior to the arrival so that we can expedite your check in.

4) Do complete **100% payment before arrival.**

5) Install the **Aarogya Setu app** - for all passengers (including your chauffeur). In accordance with the government recommendations, only passengers showing a Green colour (low risk of infection) will be permitted on the premises.

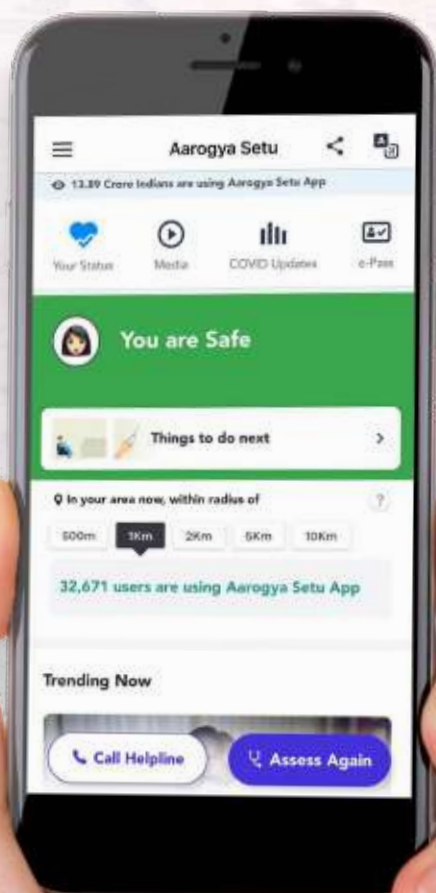
Special Note: Atmantan Wellness Centre has the right to request you to take the COVID Antibody/PCR/CBNAat test on arrival or a day prior at your residence via its ISO certified laboratory partner. The charges for these test will be shared in advance and are to be borne by the guest. If the results are Positive, then the Centre will request you to reschedule your dates.

SAFE
FOR
YOU



TRAVEL TO DOs:

- 1) When coming in your own personal car, do ensure that **all the passengers are wearing a mask.**
When coming in a hired vehicle, ensure that the **Driver is wearing a mask, carries a sanitiser and has the Arogya Setu App** installed. Also do make sure that **all the passengers are wearing a mask.**
- 2) Carry your **personal mask and sanitiser** for use at all times.
- 3) **Practise social distancing norms** at all times.
- 4) **Avoid having multiple people handle your bags & luggage.**
- 5) You are requested to check for requirement of 'e-pass' at <https://covid19.mhpolice.in>



Available in 11 different languages

**Scan to Download
Arogya Setu**



ARRIVAL AT THE WELCOME PAVILION

- 1) **Temperature scanning of all passengers.**
- 2) **Doctor's Screening** at the arrival lounge for guests prior to check-in.
- 3) Your luggage will be sanitised using advanced spray technology with medical grade disinfectant before it is taken to the room.
- 4) **UV-C Sanitised room card and wellness file** will be handed over to you at check-in.
- 5) **Documents to be signed by you** at the Welcome Pavilion (a sanitised pen to sign these documents will be provided) :
 - Registration card
 - Release form
 - Health declaration form

TAKING CARE OF YOUR CAR...

- 6) We have **suspended valet service** for your personal cars to ensure maximum hygiene. We encourage our guests to self-park their vehicles. (However, if you wish to avail of this service, kindly connect with the duty manager at the Welcome Pavilion.)
- 7) If you wish to avail of **Car Sanitising Service**, kindly connect with the duty manager at the welcome pavilion.



THE ROOM EXPERIENCE :

Your guest room has been **disinfected using:**

- **Advanced UV-C machines** (These guarantee a 99% elimination of all surface viruses).
- **Advanced Spray technology** using medical grade disinfectants.

Your room will be **serviced after every 3 Nights:**

- Your **linen will be changed after every 3 Nights.**

(Should you want a more frequent change in linen, you can request the same of the Housekeeping team. Please note that this being a special request, will be chargeable.)

- Your room will be cleaned as per request.
- There will be pure drinking water (mildly alkaline) in **Glass Water bottles** in your rooms.

The **Atmantan tote bag, mask and refillable water bottle** will be placed in the room. (This is for you to be used during your retreat here.)

No team member will enter your room during your stay without your permission. (There will be no room orientation or turn-down service unless requested)

Laundry Service:

- All Laundry received will be processed after keeping them in a **pre-wash basket for 24 hours.**
- Every guest laundry batch will be **laundered individually and separately.**
- **Express Laundry** will be offered within an 8 hour delivery window at a 100% surcharge.



WELLNESS IN THE NEW NORMAL :

We believe that **our body has an inherent ability to heal by itself naturally** when we facilitate its innate power of healing. With **an integrated approach to healing, we focus on treating the root cause of the disease and not the superficial symptoms.**

As we restart our operations, we invite all like-minded individuals who are looking at **improving their immunity, treating their existing co-morbid conditions like diabetes, hypertension, autoimmune conditions** etc. and we address other concerns such as **detox, weight loss and emotional healing too.**

You will be carefully **guided and monitored by our team of doctors** who ensure you achieve your wellness goals during your stay with us.

We will only be serving **fine dining vegetarian cuisine** for the next few months in our restaurants. These are **prescribed meals** and will complement your program and help you regain your vitality.

All our popular **fitness and holistic activities will continue being offered by adhering to the social distancing norms.**

We have **taken the required precautions to offer the therapies** keeping in mind the safety of our guests and the employees.



Tips to prepare as you come to the the Wellness Pavilion :



1) Report before time for your treatments. Since we are taking additional sanitising precautions after each therapy, you are requested to arrive 30 mins prior to your appointment time. We encourage you to use this time by taking a steam in the changing room.



2) The Kriyas will be conducted by appointment only. Delays will lead to cancellation of your Kriya treatment. You also have an option of purchasing the Kriya set that consists of:

- Eye wash cups
- Rubber tube for sutra neti
- Jala neti pot



3) Book slots for Group activities - We will be conducting group fitness and wellness activities as per social distancing norms. Hence, there will be limited seats for each class. You are requested to book your seats at the Wellness Reception in advance.



4) While we offer slippers for your use in the wellness pavilion (changing & treatment room), we encourage you to use your personal slippers.



5) Yoga mat - while we offer sanitised Yoga & exercise mats, you are welcome to carry your own mats. We provide cleaning & disinfection services on a chargeable basis.



THE DINING PAVILION:

The Atmantan cuisine philosophy follows the truth of the quote, **'let food be thy medicine, and medicine be thy food'** proclaimed by Hippocrates, the Father Of Medicine.

We believe wholesome, organic, seasonal, local and nutritionally dense ingredients are the basic building blocks of a healthy cuisine and we use these to prepare **mouth watering, nutrient dense dishes for you.** (Our own organic farms supply to Atmantan's kitchens as well.)

- We will only be serving **fine dining vegetarian cuisine** for the next few months in our restaurants. These are **prescribed meals** and will complement your program and help you regain your vitality.
- The restaurant has been sanitised using the highest level of disinfection with **advanced UV-C machines** (These guarantee a 99% elimination of all surface viruses) & **advanced spray technology** using medical grade disinfecting agents.
- Your table is prepared by **disinfecting all the surfaces using FSSAI recommended disinfecting agents**
- All Plates and cutlery has been sanitised.
- All meals will be served in the restaurant's Dining Pavilion only.

Tips to prepare as you come to the the Dining Pavilion:

- 1) While sanitisers are available at the entrance of the pavilion, we encourage you to **wash your hands with soap** before you eat. (20 sec soap wash).
- 2) Wait for the restaurant Host to seat you.
- 3) Atmantan dining philosophy is to facilitate a **mindful dining experience**. The dining pavilion is a **NO DEVICE ZONE** and hence we would appreciate if you adhere to this policy and not use your device while at dining.
- 4) The **team will be wearing a mask and visor**, and taking your order from a 3 feet distance.
- 5) You will be **served à la carte** as per the doctors prescription at your table.



GENERAL GUIDELINES:



1) **Avoid touching your Eyes, Nose and Mouth** as much as possible as these are direct entry points for all infections (we have signage showing the same as a reminder for you at the resort)



2) We have provided **sanitisers in key areas** in the wellness centre. However we encourage you to **wash your hands with soap** at every possible opportunity.



3) You are advised to **wear a mask** in public areas.

4) Do ensure **social distancing norms** in the wellness centre.



5) **Elevators** - our elevators in the wellness and dining pavilion are only for guests with walking/movement difficulties. (We encourage only 2 passengers ride each elevator at a time, the elevators display standing norms as well)



6) **Buggy service** - The buggy driver will be wearing a mask and safety visor as he/she drives you. (We are a wellness centre and we encourage you all to walk and get fitter, however the buggy is available for guests with walking difficulties. Please do allow 30 minutes for the same to be arranged upon request.)



7) There are various **Water filling stations** in the Wellness Pavilion, do use them to replenish drinking water in your bottles.



8) The **entire team will be wearing masks and other PPE** (personal protection equipment) as and when necessary for your maximum safety.



9) The centre will offer amenities and facilities as permitted by the local & State administration.



Atmantan is SAFE FOR YOU

This pandemic is a universal reminder for all of us to get healthier. Being in the best possible **personal health is the strongest armour we can all wear!**

We pride ourselves on curating result oriented and transformative wellness programs for all our guests and we continue to bring this to you in the new normal as we stay committed to your wellness and safety. Our integrated wellness protocols help provide you with **true wellness of the *atma* (soul), *mana* (mind) and *tann* (body).**

WE WELCOME YOU TO THIS CRYSTAL LAND OF PRANA. Here you can get stronger & healthier and take on the new normal as the best versions of yourself.

And we promise you, as always, we are here for you.

