

## "Atithi Devo Bhava"

In Sanskrit, the language of the Gods, this means a guest is the incarnation of God.

While this is a cliché to some, it is a credo to us. Perhaps the most time-honored of all Indian traditions, the spirit of these three words permeates to the very core of everything we offer you. That is why we strive to ensure that coming to a Leela Hotel feels like coming home.

And what better way to feel at home, than to share your experiences of the Leela Life with members of the community! So, whether you want to recommend a dish not on a menu or even share a secret view from one of our hotels, we'd like you to go ahead... and live The Leela.

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# a

## Adaptor

Palace rooms and suites are equipped with multi-pin sockets for standard international electrical appliances. Should you require additional adaptors, please contact Palace Service.

## Air Conditioning

Palace rooms and suites feature individual climate control panels which may be adjusted to your comfort level.

## Airlines

Our Concierge will be delighted to assist you with your travel arrangements. Concierge services are available round the clock.

## Airport

Anna International Airport and Kamaraj domestic is approximately 16 kilometers or a 45 minutes' drive from the Palace. Guests travelling to international destinations should reach the airport three hours prior to the flight departure time and one hour for guests travelling within India.

## Airport Limousine Service

Palace fleet of limousines has only BMW's, please contact the Concierge for transportation requirements.

# b

## Baby Cribs

The Palace offers cribs and baby care products for the comfort of your child. Please contact Palace Service who will be pleased to assist you.

## Babysitting

Concierge will be pleased to make babysitting arrangements on a chargeable basis. Prior notice on the same is a prerequisite and the service will be subjected to availability of the babysitter.

## Baggage Service

The Bell staff will be pleased to assist you with collecting, storing, weighing, repairing and retrieving your luggage. Please contact **the** Palace Service.

## Banqueting

Our Catering Sales team would be pleased to assist you with any corporate or social events at our Grand Ballroom, Royal Ballroom and meeting rooms. Requirements in terms of seating arrangements, cuisine, beverages and themes may be customized to suit your requirements.

## Bar

The tranquil and tastefully designed bar overlooks the Bay of Bengal. Enjoy the best of single malt Whiskies, fine Cognacs and signature cocktails at Library Blu, located at the lobby level.

Open from 05:00 pm to 01:00 am.

## Bathrobe

Placed in room for your comfort.

## Beauty Salon

Walk into The Salon between 10:00 am to 08:00 pm, an exclusive luxury grooming boutique, for the ultimate hair and beauty care experience. Styling gets redefined here. Enjoy a Paris based Wella's Scalp treatment rituals and pamper your nails with OPI. The 2300-sq. ft. salon houses a one-of-its-kind Men's Grooming room—it's that special space for your privacy that you always needed while getting pampered.

Men can get expert advice on beard and moustache grooming in addition to styling, in tandem with the latest trends, and tips on caring for their hair. For those with bridal requirements, we even have a VIP room, a one-stop shop, dedicated to all kinds of individual preferences.

Located at the 'Ground' level. Please contact the Concierge for more details.

## Bhagwad Gita

To rejuvenate your spiritual senses, the sacred Hindu scripture, Bhagwad Gita is placed in your bedside table drawer.

## Boutiques

A full range of luxury boutiques is available in our Shopping Arcade, located in the Ground Floor.

## Breakfast

An extensive breakfast buffet is available at our All Day Dining restaurant, Spectra, situated at the Lobby Level, from 07:00 am to 10:30 am.

## Business Centre

The Business Centre, located on the first floor, has at your disposal 3 Boardrooms **and** an office and two Internet work stations **and secretarial services**. All meeting rooms are equipped with state-of-the-art technology and are available 24 hours.

## Butler Service

At your service round the clock, your Butler would assist you with onward travel arrangements, suggested itineraries for your stay in Chennai, packing, unpacking, shoe shine, laundry service or any assistance that you may require. Butler service is available for all Suites and Royal Club rooms only on call or round the clock.

# C

## Call and Message Forwarding

If you are leaving your room and are expecting a call or a message, please advise the Palace Service where you may be located. Your calls or messages will be forwarded to you at that location.

## Cashier

Located at the Lobby level, we would be pleased to exchange foreign currencies and traveller's cheques. We regret that we are unable to cash personal cheques and coins.

## Check-out

Our check out time is 12 noon, however should you wish to extend your stay up to 4:00 pm (subject to availability), will be with our compliments. A charge of 50% of your daily rate will be billed to your account, should you wish to extend your stay beyond 4:00 pm till 10:00 pm. The full room rate will be applicable for extensions beyond 10:00 pm. Please contact the Reception should you require a late check-out.

## Children's Services

We provide a full range of amenities for babies and toddlers which include:

Baby Bath	Safety pins
Blankets	Shampoo
Cribs	Soap
Diapers	Sterilizers
Disposable Diapers	Talcum Powder
Lotion	Wet wipes

Please contact Palace Service, who will be pleased to assist you

## Churches and Cathedrals

List of city churches and cathedrals are available at the Concierge.

## Cigarettes

Selection of international and Indian cigarette brands is available at the bar, restaurants and through Private Dining. Please be advised that smoking in public areas is prohibited as per Government regulations.

## Courier Services

The Concierge would be pleased to assist you with any parcels that you may wish to send within India or overseas.

## Credit

There is a credit limit of 100,000 at the Palace for our guests. When this limit is reached a copy of your bill will be presented to you for settlement.

## Credit and Debit Cards

We accept all major international credit and debit cards such as Visa, MasterCard, American Express, and Maestro.

# d

## Dentist

If you require the services of a dentist kindly contact the Concierge, who will be pleased to arrange an appointment for you.

## Dialling Room to Room

In order to connect to a guest room, please dial '2' followed by the concerned room number. Room to Room dialling between 10 pm and 7 am will be routed through the Palace Services by dialling '707'.

## Dining Out

The Concierge would be pleased to suggest restaurants within the city and make necessary arrangements.

## Drinking Water

Whilst tap water is potable, we provide four bottles of Aujasya water bottles daily, which will be replenished during the morning and evening service.

Should you require additional bottles of water, please contact your Butler or Palace Service.

## Doctor

A doctor is available on call round the clock (Doctor may take upto 1.5 hrs to come. As an alternative, Apollo Spectra Hospital is round the corner). A certified nurse, however, is available on premises between 09:00 am to 06:00 pm from Monday - Saturday. Please contact the Duty Manager or Palace Service for assistance.

## Do Not Disturb

To ensure your complete privacy, incoming telephone calls may be barred upon request. Please contact Palace Service for assistance.

## Duty Manager

Our Duty Manager is available round the clock through Palace Service should you require any assistance.

# e

## Electricity

The local voltage is 220V. Multi-pin sockets and power **converters** are available on request.

#### Electronic Safe

A personal safe has been installed in the wardrobe for your added convenience and security. The Palace is not liable for the loss of personal valuables in the guest rooms or public areas of the hotel. Additional safes are available at the Reception.

#### Events and Entertainment

Our Concierge would be delighted to update you with the latest events in the city, such as art exhibitions, theatre, drama and music concerts.

#### Extra Bed

Extra beds are available for children below the age of 12 years and above will be on chargeable **basis** subject to availability. Please contact Palace Service for assistance, Charges applies.

## f

#### Facsimile Service

Facsimile service is available round the clock at **the** Palace service.

#### Film Processing

Our Concierge will be pleased to assist you with developing photographs.

All our guest rooms are equipped with smoke detectors and sprinklers. Should you notice a fire please immediately contact Operator on Emergency phone number '555' and give details of its location and extent. Please do not use the elevators during evacuation and follow the fire exit signs marked on the plan located at the back of your main entry door and as indicated on the floor corridors or public areas.

A torch is placed in your wardrobe for your convenience.

#### Fitness Studio

The Fitness Centre is located on the 'B1' level and offers state-of-the-art equipment and changing facilities with steam room. Open from 6:00 am - 10:00 pm daily. The gym can be opened post the mentioned hours, without the gym trainer. The same can be requested through Palace Services, with a prior notice of 20 minutes.

**Florist**  
Flower arrangements and bouquets are available on request. International orders and deliveries may also be arranged. Please contact Concierge.

## g

#### Games and Sports

Board games are available on request. Outdoor sport activities may be reserved at professional sporting centres within the city. Please contact Concierge for further assistance.

#### Gratuity

The Palace does not levy any service charge. Should you wish to leave any gratuities, please leave them in a sealed envelope at the Reception. We do not encourage gratuities to individual staff members and endorse distribution of gratuity amongst the entire service team of the Palace.

If you wish to specially recognize any staff member, we request you to please mention the individual's person's name on our feedback form.

## Guides

Our panel of international language speaking guides are available through our Concierge to make your tour of the city a memorable and enriching experience. This service is on a chargeable basis and advance notice is required. Charges for the same will vary on the duration, destination and number of attendees of the trip.

# h

## Holy Bible

The Bible is placed in your bedside table drawer for your convenience.

## Hotel Reservations

Please contact the Reception should you wish to stay at our Palaces, Hotels and Resorts located in Bengaluru, Jaipur, New Delhi, Udaipur, Gandhinagar, Gurugram, Mumbai, Ashtamudi and Kovalam.

# i

## Ice Service

Ice will be provided on request in your room. Please call Palace service.

## International and Intercity Direct Dialling

For dialling international and domestic calls, please call the Palace Service or refer to the telephone service & International Dial codes Section of this directory.

## Internet

All guest rooms and public areas are enabled with wireless internet connectivity. For a wired internet connection, please connect your laptop to the Internet Protocol phone located on your writing desk.

There is a provision to connect your laptop to the television for which an additional cable is available with the Concierge.

## Iron and Ironing Board

Available on request round the clock, please contact Palace Service.

# k

## Keys

For added security your room key is electronically programmed. Should the key be misplaced please contact Reception, A fresh key will be issued on producing valid photo identification.

# l

### Laundry, Dry Cleaning and Pressing

Laundry, Dry Cleaning and pressing bags along with laundry forms are placed in the wardrobe of your room. Kindly complete the form and place within the bag. In absence of a filled form, hotel may not process the request.

Normal service: Laundry collected before 10:30 am will be delivered the same day between 06:00 pm and 08:00 pm. Laundry received after 10:30 am will be delivered the next day in the evening between 06:00 pm and 08:00 pm at regular charge.

Express service: Round the clock service, Laundry will be delivered within 4 hrs, with 100% surcharge.

Super Express service: Round the clock service, Laundry will be delivered within 3 hrs, with 150% surcharge.

Pressing service available 24 hours.

### Limousine Rental

The Palace has an impressive fleet of limousines available for rent. Please contact the Concierge for further details.

### Lost Luggage

Please contact the Concierge who would be pleased to assist you in tracing your misplaced luggage. Palace Service will provide you with a lost luggage kit and toiletries.

### Lost and Found

Any lost and found item will be passed to Housekeeping for safe keeping. Please contact Palace Service for assistance.

## m

### Maintenance

We hope that your stay with us is enjoyable and that our services and facilities exceed your expectations. Should you find that we have overlooked anything during the upkeep of your room; your comments would be most appreciated.

### Maps

Printed city maps are available at the Concierge.

### Messages

Messages can be delivered to your room by the Concierge. Please contact Palace Service or Concierge for further assistance.

### Minibar

The minibar is located inside your room armoire and will be replenished during morning and evening service. Please contact Private Dining for additional requirements.

### Mobile Phones

Arrangements for mobile phones and local connections can be made through the Concierge, subject to validation of necessary documents by the service provider.

## n



## Newspapers

Newspaper would be delivered to the room between 0400 hrs to 0500 hrs, as per your preference. We have 'Times of India' and 'Economic Times' available. The preference can be informed to the Palace Service team.

# O

## Operator

Please touch 'Palace Service' on your room telephone for any Operator assistance.

# p

## Palace Service

Our signature single contact centre for all guest services. Available round the clock, please contact our Palace Service associates for any assistance that you may require during your stay.

## Parking

The Palace provides valet parking service at the main entrance. Vehicles are parked at owner's risk and the management does not accept any responsibility for vehicles or the valuables left inside.

## Pets

Pets are not permitted in the Palace premises.

## Photocopying Services

Please contact the Business Centre for further assistance.

## Photographer

A professional photographer may be arranged with prior notice through the Concierge.

## Pillows

For your comfort, we are pleased to offer you a pillow menu to suit your requirements. Please contact Palace Service for further assistance.

## Private Dining

The Palace provides a fine dining experience within the luxury and convenience of your room.

# q

## Quran

Religious text of Islam, Holy Quran is available upon request. Please contact Palace Service.

# r

## Restaurants and Bars

The Palace offers a wide array of food and beverage options.

### Spectra

Open 24 hours

The All Day Dining restaurant overlooking the Bay of Bengal serves an extensive menu of local and international cuisines, including daily breakfast, lunch buffets and theme dinner buffets on Wednesday and Friday.

Dinner : 07:00 pm to 11:00 pm on all days

Lunch : 12:00 pm to 3:00 pm (Monday - Saturday )

Sunday brunch : 12:00 pm to 3:30pm

Breakfast : 07:00 am to 10:30 am on all days

### Jamavar

Dinner : 07:00 pm to 11:00 pm on all day

Lunch : 12:00 pm to 3:00 pm (Monday - Saturday )

Sunday brunch : 12:00 pm to 3:30pm

Royal Indian cuisine served in an elegant setting, always an exquisite dining experience.

### China XO

Dinner : 07:00 pm to 11:00 pm on all day

Lunch : 12:00 pm to 3:00 pm (Monday - Saturday )

Sunday brunch : 12:00 pm to 3:30pm

### The Lobby Lounge

Open from 08:00 am to 09:00 pm

Serves light refreshments and traditional afternoon tea.

### Library Blu

Open from

Monday - Friday : 05:00 pm to 01:00 am

Saturday - Sunday : 03:00 pm to 01:00 am

This intimate bar serves single malt Whiskies, fine Cognacs and signature cocktails.

### **The Leela palace Cake Shop**

Serving the finest selection of gourmet delights, The Leela Palace Cake Shop offers an array of alluring handcrafted chocolates, healthy breads, macaroons, pastries and candies to enhance taste buds of all age groups , Open from 10:00 am to 11:00 pm

# S

### Security

The Palace is constantly patrolled by our security officers and closed-circuit television cameras are in use in public areas. Please use the door viewer and safety latch and contact the Duty Manager when in doubt.

### Shoe Shine

Please contact Palace Service who would be pleased to assist you.

### Shopping

Chennai provides you with a wide array of India's art and handicrafts. Please contact the Concierge for shopping recommendations.

### Sightseeing and Excursions

The Concierge would be pleased to arrange tailor-made itineraries within the city or for a destination of your choice.

### Spa

Open from 08:00 am to 09:00 pm daily.

Located at the Ground level (press 'G' in the elevator), The SPA offers a peaceful haven from the hustle of the city. Personalised well-being therapies are offered with a comprehensive treatment menu that fuses the latest scientific research in European wellness with ancient eastern therapies. The SPA therapists provide head-to-toe treatments for radiance, vitality and purification with spa products from Breathe Aromatherapy.

Our expansive thermal suites separate for men and women, feature deep, dynamic vitality pools with lounge beds and body jets, shimmering glass mosaic steam rooms, state-of-the art circular oak-wood saunas, stimulating rain showers and luxurious relaxation areas.

The private spa suites is a highlight of the spa which offers steam shower and living area with a glass sliding door that opens up to its own terrace overlooking lush gardens. intertwining luxury and nature effortlessly.

### Swimming Pool

Open from 07:00 am to 09:00 pm daily

Our 30 meters long, 4 feet deep swimming pool is located on the 3rd Floor. Light snacks and refreshing drinks are available. A separate pool of 10 meters with 2 feet depth for children is also available next to the main swimming pool.

# t

### Taxi Service

Radio taxis are available through the Concierge. Palace will not **guarantee** the quality and service standard as the service is **outsourced**.

### Telephone

An Internet Protocol telephone is placed on the writing table of each room. Cordless handsets are additionally placed on the bedside tables with touch buttons for guest services.

Hands-free speaker telephones are fitted in the bathroom for your convenience.

### Television

The television channel guide is placed on the armoire.

## Temples

List of prominent temples is available at the Concierge.

## Ticketing

Our Concierge would be pleased to assist you with your onward travel arrangements.

# U

## Umbrella

Umbrellas are available at the Bell desk.

# V

## Voicemail

Your room telephone is equipped with voicemail messaging for your convenience. Please follow these instructions to retrieve your voice mail messages:

1. Press the 'Messages' button on your IP phone on the writing desk
2. Listen to the announcement
3. Press "2" for message retrieval
4. Listen to your message
5. Press "1" to repeat the message or press "3" to delete

Please contact the Palace Service for assistance.

# W

## Wake-up Call

Please call the Palace Service in case you wish to place a wake-up call.

# y

## Yoga

Our Concierge will be pleased to schedule Yoga sessions, for an additional charge. A prior notice of 24 hours is recommended.

## Telephone Services

### Telephone Instructions

Each room is equipped with two telephone lines which run on a parallel line.

### Local Calls

When dialling a local number, please dial '9' followed by the local number. For example, if you were to call

a number 3366 1234 in Chennai you should dial: 9 3366 1234.

For connecting to a mobile number, please dial: '9' followed by the ten digit mobile number.

#### Domestic Calls

The telephone in your room is connected to domestic direct dialling, allowing you to make domestic calls without going through the operator.

How to make a Domestic call

- Dial "9" to obtain the dial tone
- Dial the city area code
- Enter the telephone number

Example: 9 022 6691 1234

For further information please touch 'Palace Services' on your telephone instrument.

For connecting to a mobile number outside of Chennai, please dial: "9" followed by "0" before the ten digit mobile number.

Example: 9 0 99253 12563

#### International Calls

The telephone in your room is connected with International Direct Dialling which allows you to make overseas calls without going through the telephone operator.

To make an IDD call

- Dial "9" to obtain the dial tone
- Dial "00" for international access
- Enter the country code
- Enter the area code
- Enter the telephone number

Example

- To call San Francisco, USA 873-2229

9	00	1	415	873-2229
Outside Line	International Code	Country Code	Area Code	Local Number

- To call London (inner) United Kingdom 437-6558

9	00	44	207	437-6558
Outside Line	International Code	Country Code	Area Code	Local Number

Charges will begin only when the telephone you are calling is answered. The cost of the call will be automatically added to your room bill.

For further information, please touch 'Palace Service' on your telephone instrument.

#### International Dial Codes

For your convenience the international dial codes are listed below:

COUNTRY/CITY	COUNTRY CODE	CITY CODE
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AUSTRALIA

61

Adelaide		8
Brisbane		7
Canberra		2
Darwin		8
Melbourne		3
Newcastle		2
Perth		8
Port Headland		8
Sydney		2
Victoria		3
Hobart		3
AUSTRIA	43	
Linz		732
Salzburg		662
Vienna		1
Innsbruck		512
BELGIUM	32	
Brussels		2
Antwerp		3
CANADA	1	
Montreal		514
Ottawa		613
Quebec		418
Toronto		416
Vancouver		604
COUNTRY/CITY	COUNTRY CODE	CITY CODE
GERMANY	49	
Bonn		228
Dusseldorf		211
Frankfurt		69
Hamburg		40
Hanover		511
Munich		89
West Berlin		30
FRANCE	33	
Paris		1
Lyon		562
Marseille		491
HONG KONG	852	
Hong Kong (Island)		5
Kowloon		3
INDONESIA	62	
Bali		361
Jakarta		21
Surabaya		31
ITALY	39	

Genoa		10
Milan		2
Rome		6
Venice		41
JAPAN	81	
Hiroshima		82
Kobe		78
Osaka		6
Tokyo		3
Yokohama		45
COUNTRY/CITY	COUNTRY CODE	CITY CODE
MALAYSIA	60	
Kuala Lumpur		3
Ipoh		5
Penang		4
NEPAL	977	
Kathmandu		1
NETHERLANDS	31	
Amsterdam		20
Rotterdam		10
The Hague		70
NEW ZEALAND	64	
Auckland		9
Wellington		4
Christchurch		3
SINGAPORE	65	
SOUTH AFRICA	27	
Cape Town		21
Durban		31
Johannesburg		11
Port Elizabeth		41
SWITZERLAND	41	
Berne		31
Geneva		22
Zurich		44
Lausanne		21
Lucerne		41
COUNTRY/CITY	COUNTRY CODE	CITY CODE
UAE	971	
Abu Dhabi		2
Dubai		4
Sharjah		6
UK	44	
Birmingham		121

Bristol	117
Edinburgh	131
Leeds	113
Liverpool	151
London	71 - 81 - outskirts
Manchester	161
Glasgow	141

USA	1	
Boston		617
Portland		503
Chicago		312 / 779
Houston		713
New York City		718
Philadelphia		215
Austin		512
St. Louis		314
Dallas		214
Miami		305
New Orleans		504
Colorado		719
Phoenix		623
Los Angeles		213
San Francisco		415

## Leela Palaces, Hotels and Resorts

The world's most gracious hotels are synonymous with "The Leela".

The Leela Palace Bengaluru  
 The Leela Palace Chennai  
 The Leela Palace Jaipur  
 The Leela Palace New Delhi  
 The Leela Palace Udaipur  
 The Leela Bhartiya City Bengaluru  
 The Leela Ambience Convention Hotel Delhi  
 The Leela Gandhinagar  
 The Leela Ambience Gurugram Hotel & Residences  
 The Leela Mumbai  
 The Leela Ashtamudi, A Raviz Hotel  
 The Leela Kovalam, A Raviz Hotel

## Emergency Fire Procedures

For your safety please read the following instructions carefully:

### PRECAUTIONS

- Fire exit map is located behind the guest room door. Kindly understand and remember the location of the nearest fire exit
- Keep your key card always inside the key card socket.
- Ensure cigarettes are properly extinguished.
- Do not smoke in bed.

### ACTION IN CASE OF FIRE

- Stay calm
- Immediately notify the operator on 555 (emergency phone number).



- Touch your guest room door, if hot, do not open.
- Fix a wet cloth over your nose and mouth.
- Keep yourself wet.
- If you leave your room take your room key and proceed to the nearest fire exit.
- Stay beneath any smoke by crawling if necessary.
- Do not use the elevators.
- Go downstairs and leave the building by using the fire exits clearly visible above your head.
- Close all doors behind you.
- If you cannot go down, go back to your room.

#### EMERGENCY STEPS TO FOLLOW

If you have to stay in your room:

- Dial 555 or press the Emergency Button on your phone, give your room number to the operator and explain that you are in your room.
- Fill the bathtub with water.
- Wet the bed linen and place along the bottom of the door.
- Block vents that are emitting smoke.
- Stay low if there is smoke in the room.
- Keep a wet cloth over your nose and mouth.
- Stay calm.