"**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 The 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 way.

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A

Adaptor

The 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

The 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

The Palace fleet of limousines has only BMW's, please contact the Concierge for transportation requirements.
We also provide Inova's

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 of 24 hours on the same is a prerequisite and the service will be subjected to the 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 in our Grand Ballroom, Royal Ballroom and meeting rooms.

Bar

The tranquil and tastefully designed lobby lounge bar is at the lobby level. Enjoy the best of Single malt, fine Cognacs and signature cocktails at The Library Bar
Weekdays: Open from 05:00 pm to 01:00 am.
Weekends: Open from 03:00 pm to 1:00 am.

Bathrobe

Placed in your 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.

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.

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

Bhagavad Gita

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

Boutique

A boutique showcasing full range of luxury items and souvenirs located on 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, an office, two Internet workstations and secretarial services. All meeting rooms are equipped with state-of-the-art technology and are available 24 hours.

Butler Service Ambassador

At your service round the clock, your Butler would assist you with onward travel arrangements, suggested itineraries for your stay in Chennai, packing, unpacking, shoeshine, laundry service or any assistance that you may require. Butler service ambassador is available round the clock, on call

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/ Foreign exchange

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

Check-out

Our check out time is 12 noon. A charge of 50% of your daily rate will be billed to your account, should you wish to extend your stay beyond 10:00 pm. The full room rate will be applicable for extensions beyond 10:00 pm. Please contact 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
Lotion	Wet wipes

Disposable Diapers
Talcum Powder

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

Churches and Cathedrals

A list of city churches and cathedrals is 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 oversea

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.

Dialing Room to Room

To connect to a guest room, kindly contact palace service.

Dining Out

The Concierge would be pleased to suggest restaurants within the city and make the 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 turn down 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 up to 1.5 hours to come. As an alternative, Apollo Spectra Hospital is round the corner).

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 adaptors 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 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 applicable

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F

Fire Emergency guidelines

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.

SPA

This exclusive Spa features eleven treatment rooms including an exclusive couples treatment suite. The Spa, which comprises passive as well as active-levels, combines treatment rooms with relaxation areas, with spacious thermal suites for men and women. The Spa treatments in beautifully done up suites-with vitality pools, an aroma steam.
Heat experiencing timings: 0700 Hours to 2300 Hours
Treatment timings: 0800 Hours to 2300 Hours
Location: Ground Level
Age: 16yrs

Florist

Flower arrangements and bouquets are available on request on a chargeable basis. Please contact Guest Relation.

G

Games and Sports

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

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, Kovalam Hyderabad and Coorg.

I

Ice Service

Ice will be provided on request in your room. Please call Private Dining.

International and Intercity Direct Dialing

For dialing 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. LAN cable 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 in all rooms, placed inside your wardrobe.

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 it within the bag. In absence of a filled form, hotel may not process the request.
Normal service: Laundry collected before 10:00 am will be delivered the same day between 06:00 pm and 08:00 pm. Laundry received after 10:00 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 hours with 100% surcharge will be leveled
Laundry 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 items will be passed to Housekeeping for safekeeping.
3 months for non-valuables
1 year for Valuables
Any perishable item will be discarded within 24 hours.
Please contact Palace Service for assistance.

M

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.

N

Newspapers

Times of India and Economic Times is available on request.

O

Operator

Please use the one touch button on your room telephone or dial 0 for any operator’s assistance.

P

Palace Service

Our signature single contact center 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 service at the main porch. 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 on the Palace premises.

Photocopying Services

Please contact the Business Centre for further assistance.

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.

Breakfast: 07:00 am to 10:30 am on all days
Lunch: 12:30 pm to 3:00 pm (Monday - Saturday)
Dinner: 07:00 pm to 11:00 pm on all days
Sunday brunch: 12:30 pm to 3:30pm

Jamavar

Revel in flavorful Indian specialties that span the sub-continent, like the Dal-e-Jamavar, the Raan-e-Jamavar, Galouti Kebabs, Fish Curry, and a variety of Biryanis.

Lunch: 12:00 pm to 3:00 pm (Monday - Saturday)
Dinner: 07:00 pm to 11:00 pm all day
Sunday brunch: 12:00 pm to 3:30pm

China XO

The restaurant is equipped with a live dim sum station, a traditional woodfired Peking duck oven and a Chinese tea counter to bring you the finest and most authentic Eastern fare.

Lunch: 12:00 pm to 3:00 pm (Monday - Saturday)
Dinner: 07:00 pm to 11:00 pm all day
Sunday brunch: 12:00 pm to 4:00pm

The Lobby Lounge

Serve light refreshments and traditional afternoon tea.
09:00 am to 11:00 pm

The Library Bar

From historic sea passages to contemporary cocktail crafts, The Library Bar transforms journeys of trade into experiences of flavors, inviting discovery one chapter at a time

Monday - Friday: 05:00 pm to
01:00 am Saturday - Sunday:
03:00 pm to 01:00 am

The 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 09:00 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, safety latch and contact the Duty Manager when in doubt.

Shoeshine

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.

The Spa

Heat experiencing timings Open from 07:00 am to 8:00 am daily
Treatment timings: 08:00 am to 11:00 pm daily

Located at the Ground level (press 'G' in the elevator), The SPA offers a peaceful haven from the hustle of the city. Personalized 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 are 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.

Age: 16yrs

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

Torch

A torch is placed in your wardrobe for your convenience

Taxi Service

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

Telephone

A telephone is placed on the writing table in 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.

Currently in most of the rooms, writing table IP telephones are removed & We are in the process of fixing Analog phones.
Hence, once after fixing the telephone in all the rooms, communications can be shared. Until that, the line can be removed from directory.

Television

The television channel guide is placed on the armoire.

Temples

A 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.

W

Wake-up Call

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

Y

Yoga

Our spa will be pleased to schedule Yoga sessions, for an additional charge. 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 dialing a local number, please dial '9' followed by the local number. For example, if you were to call a number 6665 1234 in Chennai you should dial: 9 6665 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 dialing, 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 use one 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 Dialing, 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 use one touch on your telephone instrument.

International Dial Codes

For your convenience the international dial codes are listed below:

COUNTRY/CITY	COUNTRY CODE	CITY CODE
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
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
UAE	971	
Abu Dhabi		2
Dubai		4
Sharjah		6
UK	44	
Birmingham		121
Bristol		117
Edinburgh		131
Leeds		113
Liverpool London		151 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
+91 (80) 2521 1234
The Leela Palace Chennai
+91 (44) 6665 1234
The Leela Palace Jaipur
+91 142 6350 000
The Leela Palace New Delhi
+91 (11) 3933 1234
The Leela Palace Udaipur
+91 (294) 670 1234
The Leela Bhartiya City Bengaluru
+91 (80) 4545 1234
The Leela Ambience Convention Hotel Delhi
+91 (11) 7172 1234
The Leela Gandhinagar
+91 (79) 690 21234
The Leela Ambience Gurugram Hotel & Residences
+91 (124) 477 1234
The Leela Mumbai
+91 (22) 6691 1234
The Leela Ashtamudi, A Raviz Hotel
+91 (474) 275 1111
The Leela Kovalam, A Raviz Hotel
+91 (471) 6691111
The Leela Hyderbad
+91 (40) 4887 1234
The Leela Coorg, Forest Sanctuary
+91 (98) 4591 1234

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 must 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 it along the bottom of the door.
- Block vents that emit smoke.

- Stay low if there is smoke in the room.
- Keep a wet cloth over your nose and mouth.
- Stayz