



# Your Guide to Services



443 Udyog Vihar, Phase V, Gurgaon, Haryana 122 016, India

T +91 124 245 0505 E [reservations@tridenthotels.com](mailto:reservations@tridenthotels.com)



Welcome to Trident, Gurgaon. We are delighted to have you with us. From state-of-the-art facilities to warm and friendly service, at Trident, Gurgaon you can be sure to find everything you need for a delightful stay.

This directory is designed to acquaint you with the many facilities that the hotel has to offer and to assure you of the finest service standards that reflect the rich Indian traditions of hospitality.

Our team is committed to looking after your every need. If we can be of any assistance, please feel free to call any of us.

We wish you a most enjoyable stay.

Yours sincerely,

Prakash Jayadevan  
General Manager

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# About Trident, Gurgaon



# About Trident, Gurgaon

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In the heart of bustling Gurgaon, Delhi NCR, lies an oasis where you can smell the fresh grass, hear the birds sing and simply pause for pleasure. Trident, Gurgaon welcomes you in its warm embrace with magnificence and style.

Domestic Airport	11 kms	35 minute drive
International Airport	8 kms	20 minute drive

Designed by Thai architect, Lek Bunag, Trident, Gurgaon is spread over seven acres. The hotel blends the natural elements and luxury of space, water and light into its design. You will also find influences of Moroccan, Mughal and Rajasthani style in its architecture. The hotel features gardens, courtyards and reflection pools, lending it a resort-like ambience. The sense of calm filters through the entire hotel - the spa, swimming pool, the palm courtyard, the restaurants and the main lobby. And just when you think you have savoured every sight there is, the hotel transforms itself when the stars come out, when fire torches sparkle in the hotel's reflection pools to create a dramatic setting.

The beige dome-like traditional exterior houses 136 contemporary rooms and suites, furnished with all the modern amenities for discerning guests, including complimentary high speed Internet for up to four devices.

Located just 30 minutes from Delhi international airport, Trident, Gurgaon is also conveniently close to Gurgaon's best 5 star attractions. From its skyscrapers which house leading Fortune 500 companies to its fashionable malls, golf courses, cafes and entertainment centres.

Our hotel offers a range of wellness and luxury recreation facilities at the Trident Spa and fitness centre. Work up an appetite, and take your pick of our fine dining restaurants, which serve a wide selection of the best local and international cuisine. Our late night bar is a wonderful setting to end a busy day.

Whether you are looking for leisure hotels in Gurgaon, booking a holiday with your family or your friends, or even a business hotel in Delhi NCR, Trident, Gurgaon deals and offers are curated to give you the best value, meet your every need and create memories that will last a lifetime.

Trident, Gurgaon ranks amongst the best hotels in Gurgaon, Delhi NCR. It was awarded coveted "National Tourism Award" for the "Best Hotel in the 5-Star Category", in 2017.

We are conscious of our carbon footprint. Our hotel is 100% solar powered for all its electricity needs.



# Restaurants & Bars



# Restaurants and Bars

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## **CILANTRO**

The hotel's spacious all-day dining restaurant, under a magnificent crimson and gold dome, has a contemporary ambience. The main restaurant has seating for 64 people and the broad verandah outside, overlooking landscaped gardens and water bodies, can comfortably seat 40. The restaurant serves fine Mediterranean, Thai and Indian cuisine and its central feature is a wood-fired pizza oven, along with live pasta stations and hot and cold food stages.

Open from 7:00 a.m. to 11:00 p.m.

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## **SAFFRON**

The speciality Indian restaurant is a study in classic elegance, black granite floors contrasting with walls in red and gold leaf and brilliant thekri work. Its central feature is a mirrored column encircled by up-lit wooden pillars finished in gold leaf, casting a warm glow over the space. The restaurant seats 42 persons and serves Northern Indian cuisine.

Open for dinner from 7:00 p.m. to 11:00 p.m.

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## **KONOMI**

The fine taste of Japan is characterized by the modern yet contemporary ambience. Greek Thassos marble sushi counter is where the culinary artists will create masterpieces you will love to taste. The restaurant is situated at the lobby level, adjacent to Cilantro.

Open for lunch from 12:30 p.m. to 3:00 p.m. and for dinner from 7:00 p.m. to 11:00 p.m.

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## **THE BAR**

Arched doorways lead to the lobby Bar and Lounge, where sophisticated décor creates the perfect ambience for a relaxed drink or an informal meeting. The Bar offers a fine selection of spirits and light snacks.

Open from 9:00 a.m. until midnight

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## **THE POOL BAR**

The Pool Bar is located by the pool side and is adjacent to the Fitness Centre. It offers a view of water cascading gently down textured walls to the swimming pool, while flame torches in the evenings add a touch of drama. The Pool Bar serves a selection of light snacks and beverages. Service is also available by the pool.

The Pool Bar is open from 9:00 a.m. to 6:00 p.m.



# About Gurgaon





# About Gurgaon

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Gurgaon is one of the four major satellite cities of Delhi located about 30 kilometres south of the Capital, in Haryana. A sleepy suburb just a few years ago, Gurgaon today has all the trappings of a growing, modern commercial centre, branded as the 'Millennium City'.

Due to its proximity to Delhi, Gurgaon has gone through the same turbulence and transformation as the capital - from the glorious era of the Mughals in the medieval period to the British rule in early 19th century.

From a land of farmers and soldiers, Gurgaon is now a new-age corporate centre, home to many Fortune 500 companies, banks and IT majors. Gurgaon was voted the 'Best City in India' to work and live in, according to a survey by Business Today magazine. Gurgaon has the third highest per capita income in India and boasts of some of the best shopping malls in Asia. The city is well connected by rail and metro to the entire National Capital Region. Strategically linked to the historical cities of Jaipur and Agra by road, Gurgaon has much to offer to business and leisure travellers.

# Places of Interest



# Places of Interest

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## **ARCHAEOLOGICAL MUSEUM, RED FORT, OLD DELHI**

Situated in the historic Red Fort, this museum exhibits objects that date back to the Mughal period. On view are manuscripts that demonstrate the fine art of calligraphy, paintings, textiles and costumes. One section of the museum has a collection of relics from the 1857 war, India's first war of independence. Other memorabilia include maps and weapons.

Timing: 9:00 a.m - 5:00 p.m, daily. Closed on Government holidays.

Attractions: Paintings, textiles and costumes.

## **CRAFTS MUSEUM, BHAIRON ROAD, PRAGATI MAIDAN**

The Crafts Museum complex is a charming oasis in the midst of the hustle and bustle of Delhi. Mud huts with painted walls and thatched roofs, and courtyards where one can see craftsmen at work are some of the elements that add to the ambience. Within the museum are examples of traditional Indian crafts -wooden carvings and images, metal ware, clay and terracotta pots, toy images, folk and tribal paintings, jewellery and textiles.

Timing: July to September: 09:30 a.m - 5:00 p.m.; October to June: 9:30 a.m - 6:00 p.m.

Closed on Monday and National holidays.

Attractions: Indian crafts, woodcarvings, metal ware and paintings.

## **GANDHI MUSEUM, OPPOSITE RAJ GHAT, RING ROAD**

Situated opposite the Raj Ghat, the memorial of Mahatma Gandhi, is the Gandhi Museum. Dedicated to the Father of the Nation, the museum displays his personal belongings. There are five pavilions that house sculptures, photographs and paintings of Gandhiji and depict the history of the Satyagraha movement.

Timing: 10:00 a.m - 5:30 p.m. Closed on Mondays.

Attractions: Personal memorabilia, sculptures, paintings and photographs, entertainment and recreation

## **NATIONAL RAIL MUSEUM, SHANTI PATH, CHANAKYAPURI**

The Rail Transport Museum is a must for rail enthusiasts. Its pride is a model of India's very first railway train, a steam engine that made its maiden journey in 1853 from Bombay to Thane. The locomotives are displayed in the open although there is a museum, which depicts the history of the railways in India. Its displays include the oldest locomotive in the world, still in working condition, the Vice Regal Dining Car (1889), the Prince of Wales Saloon (1875), the Maharaja of Mysore's Saloon (1899) and the Maharaja of Baroda's Saloon (1886). The royal saloons are distinguished by their elaborately designed interiors. To enter the royal saloons one has to buy a ticket. The star attraction is the Fairy Queen, built in 1855, which is considered to be the best-preserved steam locomotive engine of that period. Children can enjoy a ride on the miniature rail track.

Timing: 9:30 a.m - 5:30 p.m.

# Places of Interest

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## **NATIONAL MUSEUM, JANPATH LANE, CONNAUGHT PLACE**

One of India's most prestigious institutions, the galleries of the museum follow a chronological sequence. The Indus Valley Gallery displays objects excavated from Mohenjodaro and Harappa, such as terracotta images and pots, jewellery, seals, bronze and copper implements and sculptures. There is a famous bronze statue of the Dancing Girl. The National Museum also has a rich collection of sculptures. All the major dynasties are represented including Maurya, Sanga, Satavahana, Gupta, Pallava, Chalukya, Pala and Sena. Also on view are sculptures from Gandhara and Mathura. The Bronze Gallery has some superb pieces from the Chola and Pallava periods.

Timing: 10:00 a.m - 5:00 p.m. daily. Closed on Mondays and Government holidays.

Attractions: Sculptures, Statues, Pottery, Jewellery, etc.

## **NATIONAL GALLERY OF MODERN ART, JAIPUR HOUSE**

The stately Jaipur House is the location for the National Gallery of Modern Art. On display are paintings, sculptures and graphic art dating from the mid-19th century to the present day. Highly acclaimed works by renowned Indian artists are exhibited here. They include old masters like Rabindranath Tagore ('Advent of the Rainy Season', 'Twilight' and 'Landscape'), Nandalal Bose, Ramkumar Kinkar and Binod Behari Mukherjee among others. There are also works by Raja Ravi Varma, Amrita Shergill's 'Self Portrait', 'Two Women', 'Musicians' and 'Bathers', Jamini Roy's 'Krishna and Balarama', 'Kiran' and 'Yasoda' and 'Krishna'. The exhibits also include works by major contemporary artists like Maqbool Fida Hussain, Vivan Sundaram, J. Swaminathan, Ghulam Mohammed Sheikh and Bhupen Khakhar.

Timing: 10:00 a.m - 5:00 p.m. Closed on Mondays and Government holidays.

Attractions: Paintings, sculptures and portraits.

## **NEHRU MUSEUM, TEEN MURTI BHAVAN, TEEN MURTI MARG**

Formerly the residence of the late Jawaharlal Nehru, the first Prime Minister of India, Teen Murti Bhavan was converted into a museum after his death. It is a fascinating repository of information about the history of India's struggle for independence and the life of Jawaharlal Nehru. The beautiful colonial building has teak panelled rooms with high ceilings, spacious verandas and lush gardens.

Timing: 9:30 a.m - 4:45 p.m. Open from Tuesday to Sunday.

Attractions: Newspaper clippings and photographs relating to the Independence movement.

## **SHANKAR'S INTERNATIONAL DOLLS' MUSEUM, NEHRU HOUSE, 4, BAHADUR SHAH ZAFAR MARG**

This museum houses about 6,000 dolls collected from over 85 countries. A third of the collection has been gathered from different parts of India. Each doll is resplendently dressed in costumes that represent the country or the region it comes from.

Timing: 10:00 a.m - 05:30 p.m. Closed on Mondays and Government holidays.

Attractions: A collection of about 6,000 dolls from over 85 countries



# Places of Interest

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## **SANGEET NATAK ACADEMY, RABINDRA BHAVAN, FEROZE SHAH ROAD**

India's premier institution for music ('sangeet'), dance ('natak') and the performing arts, the Sangeet Natak Academy is more a resource centre than a museum, with a large audio-visual archive. The Academy arranges performances by renowned veterans as well as by talented artists of the younger generation. A gallery also displays an extensive collection of folk and classical musical instruments, masks and costumes, while its library houses a collection of rare books.

Timing: 9:30 a.m - 6:00 p.m. Open Monday to Friday.

## **RASHTRAPATI BHAVAN**

The residence of the former Viceroy of India and presently the official residence of the President of India, Rashtrapati Bhavan or the Vice Regal Palace as it was earlier known, is one of New Delhi's famous landmarks. This copper domed palace has 340 splendidly decorated rooms. Designed by Sir Edwin Lutyens, it was completed and occupied in 1929.

Spread over an area of 330 acres, it has an elegant Mughal garden, which is open to the public once a year in February. The Durbar Hall (audience chamber) has a massive dome, 8 meters in diameter with golden pillars, white marble walls and flooring and a stone sculpture of the standing Buddha. It is used for ceremonial functions.

## **CENTRAL SECRETARIAT**

The British, who shifted the capital of India from Old Delhi to New Delhi, built the present Rashtrapati Bhavan and the two adjoining blocks. In 1929-30, the Secretariat Building was completed. The building designed by Sir Herbert Baker, consists of the North and South block.

## **SULTANPUR BIRD SANCTUARY**

Founded by noted ornithologist Dr. Salim Ali, the sanctuary is situated 25 kms from Gurgaon and 46 kms from Delhi. Once a stretch of marshy land, it now attracts and houses hundreds of species of migratory birds. In winter, birds migrate from as far as Siberia and Europe. Darters, egrets, shovellers, gadwalls and geese can be easily spotted in the sanctuary. Sultanpur is home to teals, kingfishers, lapwings, sandpipers and demoiselle cranes. The sanctuary has hideouts, watchtowers and a museum and is a popular tourist destination. Guest houses, restaurants and family cottages are available.

Timing: 9:00 a.m - 5:00 p.m.

## **QUTAB MINAR**

Qutb-ud-Din Aibak laid the foundation of the world famous Minar, which is situated on Aurobindo Marg, near Mehrauli. He only succeeded in raising the first storey. The remaining storeys were eventually completed by his successors.

# Places of Interest

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## **DARGAH (TOMB) OF HAZRAT NIZAM-UD-DIN AULIA**

This tomb is situated in the old Nizamuddin Bazaar. Chisti Hazrat Nizamuddin Aulia was born in Bukhara and came to Delhi, where he became a renowned Sufi mystic. The tomb has a shrine of the saint who died in 1325 and the graves of Jahanara, the daughter of the Mughal emperor Shah Jahan, and Amir Khusru, a renowned Urdu poet. The tomb has an onion-shaped dome and attracts large crowds and it is worth paying a visit to this shrine, especially on Thursday evenings, to hear the 'qawwalis' - devotional songs sung by the male followers of the Sufi saint.

## **HUMAYUN'S TOMB**

This lofty mausoleum is located in the centre of an enclosure and rises from a podium with arched openings. Humayun's widow Hamida Begum built the tomb in 1565. It is the first significant example of Mughal architecture in India characterized by high arches and a double dome. The design represents the first 'tomb-in-a garden' complex in India. It is open every day from sunrise to sunset. Entry is free on Fridays.

## **PURANA QUILA (OLD FORT)**

Situated off Mathura Road, near the Delhi Zoo, it occupies an ancient mound, which conceals the ruins of the city of Indraprastha, described in the Mahabharata. Sher Shah Suri demolished the city of Dinpandh built by Humayun and on the same site, built this citadel. It is irregularly oblong in plan with bastions on the corners and on the western wall. Its ramparts cover a perimeter of nearly 2 kilometers. It has three main gates - on the north, south and west. The west gate is used as its present entrance. The gates are double storied, built with red sandstone and surrounded by chhatris.

The Old Fort is open every day from sunrise to sunset.

## **LAL QUILA (RED FORT)**

A masterpiece of architecture and a popular tourist attraction, it is situated in Old Delhi. The fort is enclosed within red sandstone walls, from which it derives its name. It is situated opposite the Jama Masjid - Delhi's biggest mosque.

# Telephone Services



# Telephone Services

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## ROOM-TO-ROOM CALLS

Press '2', followed by the room number you wish to call. To ensure guest privacy, this facility is only available from 09:00 a.m. to 11:00 p.m. beyond these hours; please contact the Operator by touching '0'.

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## LOCAL CALLS

To make a local call, please touch '9' followed by the local telephone number.

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## LONG DISTANCE CALLS (DOMESTIC)

Please dial 9, city code, followed by the local number.

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## LONG DISTANCE CALLS (INTERNATIONAL)

Please dial 9, then the international code 00. Next dial the country and city codes, followed by the local number. Please dial 9, city code, followed by the local number.

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## MESSAGES

When the message light on your room telephone is activated, please touch the 'Messages' button to retrieve your message.

\*Please note that a surcharge is levied on all calls.

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## VOICE MAIL

This facility enables you to receive all voice messages that have been left behind by callers in your absence. All incoming messages are stored on Line 1 only.

1. A flashing light on your telephone indicates that there are pending messages for you.
  2. To retrieve messages, press the message key and follow the voice prompt to access your messages.
  3. To skip from one message to another, press any key on your telephone at any time during the message transmission. The voice prompt will guide you further.
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# Telephone Services

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## **CALL AND MESSAGE FORWARDING**

Dial 0

Should you be expecting an important call or message and will not be present in your room, please inform the Operator.

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## **WAKE-UP CALL**

Dial 0

Please contact the Operator

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## **EMERGENCY SERVICES**

Dial 0 or 555

In the unlikely event of a fire or an emergency situation, please dial 0 or 555 or the emergency button immediately. A fully trained in-house emergency team will respond at once. For more information, please turn to the Safety & Security section of this directory.

Should you discover a fire in your room or in another area, please follow the steps below:

- Dial 0 or 555 to inform the telephone operator.
- Specify the object on fire and its location. You could also activate the Fire Alarm switch located near the Fire Exit staircases on the floor.
- Inform the Operator if any person has been injured to enable us to arrange immediate medical assistance.
- Lock the room door behind you and descend downwards from the nearest staircase, indicated by EXIT signs.
- DO NOT USE ELEVATORS.
- DO NOT RUN.

At ground level, assemble as directed by the Fire Warden or Hotel officials. You are advised to carefully study the layout map provided on the back of your room door.

The hotel has installed Automatic Fire Doors on the floor to restrict smoke and flames from spreading in case of fire. These doors will close automatically on activation of smoke detectors on the floor. The Automatic Fire Doors can be opened manually towards the corridor, should you encounter any on the floor.

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# Guest Facilities



# Guest Facilities

SERVICES	EXTENSION
<b>AIRCONDITIONING</b> For your personal comfort, all guest rooms and suites have individual thermostatic control switches, enabling you to regulate your room temperature. All rooms are air-conditioned with wall-mounted, individual temperature controls. By default, the display shows the set room temperature in °C. The air-conditioning settings can be adjusted as follows: <ul style="list-style-type: none"><li>• To alter the temperature setting desired in a room, press “°F/°C” up/down. Based on ambient temperature conditions, the desired setting may not always be achieved.</li><li>• To cycle through the actual (Room) and desired (Set) temperature setting, press “DISPLAY”.</li><li>• To cycle through the air circulation settings, press “FAN”. The fan speed can be set to low, medium or high.</li><li>• To switch the air-conditioning off, or to switch to automatic mode press “OFF/AUTO”. The auto mode overrides the fan speed setting and automatically adjusts the air circulation to best achieve the desired temperature in the room</li></ul>	Dial 46
<b>BANKS</b> Most banks are open from 10:00 a.m to 2:00 p.m on weekdays and 10:00 a.m to 12:00 noon on Saturdays. For information on the nearest Automated Teller Machine, please contact the Concierge.	Dial 42
<b>BAGGAGE SERVICE</b> Please press 'Baggage' on your telephone for delivery or pick-up of any item or luggage.	Dial 41
<b>CELEBRATIONS</b> Just a few ways in which we will be pleased to make this day memorable: Champagne or wine Gift-wrapping Greeting cards Romantic dinner for two Special Spa treatments	Dial 46
<b>CHILD SERVICES</b> Housekeeping will be pleased to provide baby cots in your room at no additional cost.  The hotel offers a reliable baby-sitting service. A minimum eight hour notice is required if you wish to avail of this service. Charges are levied at Rs. 300/- per hour. Additional travelling charges are levied for babysitters working between 8:00 p.m. to 7:00 a.m. Meals for the babysitter for the duration of service will be charged. Babysitting requests will be accepted only for children six months and older. Please contact our Duty Manager for assistance.	Dial 47

# Guest Facilities

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## CHECK-IN AND CHECK-OUT

Dial 49

Check in time is 2:00 p.m. and check out time is 12:00 noon. However, we appreciate that this may not always be convenient. For assistance please contact the Front Desk. An additional 50% of the daily room rate will be charged for extended checkout up to 05:00 p.m. For departures beyond 05:00 p.m. a full days room charge will apply. Bills can be settled in cash, travellers' cheques or with a credit card. We do not accept personal cheques.

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## CONCIERGE

Dial 49

Our Guest Assistants pride themselves on their ability to assist you in many ways:

Airline services, Mail and Courier services, Audio Visuals    Messages, Area & Regional Maps, Recreational activities, Baby sitting, Religious services, Baggage services, Restaurant reservations, Car rentals, Room reservations, Doctor or Dentist, Sight-seeing, Gift Wrapping, Toiletries, First-aid supplies, Transportation, Florist, Umbrellas, Limousine services, Wheelchair.

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## EMBASSIES AND CONSULATES

Dial 42

Please contact the Concierge for addresses and telephone numbers of Diplomatic Missions in India.

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## CREDIT CARDS

Dial 42

The hotel accepts American Express, Diners Club, Master Card, Visa and JCB cards.

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## CURRENCY EXCHANGE & TRAVELLERS CHEQUES

Dial 42

The Hotel, like all banks, is legally allowed to exchange foreign currency to Indian Rupees. It is not allowed to change Indian currency back into foreign currency. We would like to caution you against changing money from any unknown individual or organisation, as the currency notes may be counterfeit. Please insist on an encashment certificate while exchanging currency at the Front Office Cashier.

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## DATA AND INTERNET

Dial 40

Guest rooms and public areas have high speed wireless internet facilities. Please call the Business Centre to have your laptop configured to use the wireless internet facility.

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## DRINKING WATER

The tap water in the hotel is filtered and safe to drink. Mineral water is available in the Personal Bar in your room. A bottle of complimentary mineral water is also placed on your bedside table.

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# Guest Facilities

<b>DOCTOR</b> The hotel doctor is on call round-the-clock and can reach the hotel within 25 minutes. Please contact the Concierge for assistance. The doctor will be able to arrange for the services of a specialist physician if required.	Dial 42
<b>ELECTRICITY SUPPLY</b> Power sockets in your room are of 220 volts. The shaver socket in your bathroom is adjustable to 115 volts. We have complete power back-up supported by two automatic switchover generators.  An adaptor is available by the writing table in your room. Should you need an additional adaptor, please contact Housekeeping.	Dial 42
<b>FITNESS CENTRE</b> Located adjacent to the Spa, the Fitness Centre is open all 24 hours and features a range of state-of-the-art cardio-vascular and strength equipment. Please note that children under 15 are not allowed unattended in the Fitness Centre.	Dial 43
<b>FLASHLIGHTS</b> Flashlights have been provided in your wardrobe.	Dial 47
<b>FLOWERS</b> Should you wish to arrange for a bouquet of flowers, please contact Housekeeping.	Dial 42
<b>FOOD DELIVERIES</b> Outside food deliveries are not accepted by the hotel. They need to be collected by the guests themselves from the main porch.	Dial 42
<b>GOLF</b> DLF Golf & Country Club facilities are available to hotel guests upon payment of a green fee. For details, please call the Concierge.	Dial 42
<b>GRATUITIES</b> The hotel does not levy a service charge. Should you wish to leave gratuities for the staff, please place the gratuities in a sealed envelope and leave the envelope at the Front Desk. We do not encourage gratuities to individual members of the staff. If any staff member(s) have given you exceptional service, please mention their name(s).	Dial 42

# Guest Facilities

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## HOUSEKEEPING

Dial 47

Your room will be serviced twice daily - once between 8:00 a.m. and 4:00 p.m. and again for turn-down service between 5:00 p.m. and 9:00 p.m. Please contact Housekeeping for urgent service or you may place the card on the doorknob outside your door in the morning for your room to be serviced.

If you prefer your room being serviced at specific times during your stay, please call Housekeeping.

For the added comfort and convenience of our guests, the limited quantities of the items below are available on request:

- Heating pads
- Heaters
- Rollaway beds
- Adaptors

We apologize if the item you wish is not available.

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## HOTEL RESERVATIONS

Dial 1407

We shall be pleased to handle your room reservations for other Trident properties or any other hotel. Please contact the Concierge for assistance.

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## ICE

Dial 45

Please contact In Room Dining should you require a bucket of ice cubes in your room.

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## IN-ROOM DINING

Dial 45

The menu has offerings from International, Indian and Oriental cuisine, along with an extensive choice of sandwiches, burgers and snack items. The menu also features a section dedicated to 'Light & Healthy' food and a wine and beverage selection. Certain selections are available 24 hours.

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## IN-ROOM ENTERTAINMENT

Dial 42

A selection of Digital Versatile Discs (DVD) is available with the Concierge. This facility is available in Deluxe rooms and Suites, free of charge. Please contact the Concierge for the list of our movies. The Concierge will be pleased to deliver the desired movies to your room.

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## LAUNDRY, DRY CLEANING AND PRESSING

Dial 48

Laundry will be returned on the same day if given before 10:00 a.m. To have your laundry collected, please hang the laundry card outside your door or call the Laundry between 7:00 a.m. and 9:00 p.m. For requests after 9:00 p.m., please contact Housekeeping.

Ironing service is available 24 hours a day.

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## LOST & FOUND ITEMS

Dial 48

Please contact Housekeeping for any articles you may have left behind in your room or any other area of the hotel.

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# Guest Facilities

<b>BUSINESS CENTRE</b> A full range of services and equipment is available. Office and meeting rooms can also be arranged. Please contact the Business Centre for details and assistance.	Dial 40
<b>MANAGER ON DUTY</b> Duty Manager is available 24 hours a day. Should you require any assistance, please contact Operator on extension "0".	
<b>MINI BAR</b> Your room is equipped with a mini-bar. Replenishments are made and charges are raised daily as per consumption. Please advise the Cashier of any consumption on the day of your departure to facilitate your check-out. For replenishments, please call Housekeeping.	Dial 42
<b>NEWSPAPERS</b> We have a subscription with the Press Reader app which you can access via a QR code shared during check-in. Please contact the Concierge should you need any further information.	Dial 42
<b>NON-SMOKING ROOMS AND SUITES</b> The Front Desk would be pleased to assist you in moving to a suite or room on your smoking preference, subject to availability.	Dial 42
<b>PACKED MEALS</b> Please contact In-room Dining for any assistance.	Dial 45
<b>PETS</b> Pets are not permitted in the hotel.	
<b>ROOM KEY</b> Please close the door when leaving your room and keep your room key with you till you check-out. When visiting our restaurants and bars, please carry the room key-card booklet issued to you on arrival. Please return the key to Cashier or Bell Desk on departure. Please contact Reception in case your key has been misplaced.	
<b>SAFETY</b> Guests are advised to keep their room doors closed at all times. For additional safety, please use the safety latch and double lock on your door.	
<b>SECURITY</b> Security personnel are on duty 24 hours a day. We advise you to make use of the safety latch before retiring for the day. For your security, all visitors in the room from 10:00 p.m. onwards are requested to register at the Reception. We also advise you to please use your personal safe, located inside the wardrobe, to store your valuables, currency and important travel documents.	

# Guest Facilities

<b>SEWING KIT</b> Please contact Housekeeping for any further assistance.	Dial 47
<b>SHOPPING</b> The Sandouk boutique, adjacent to the lobby, offers a select range of gifts, luxury products, finely embroidered pashminas, and a variety of exquisite paintings. It is open from 7:00 a.m. till 11:00 p.m. For information on shopping outside the hotel, please contact the Concierge.	Dial 42
<b>SIGHTSEEING AND TOURS</b> Please contact the Concierge to arrange sightseeing tours.	Dial 42
<b>SWIMMING POOL</b> The outdoor swimming pool is open to resident guests from 6:00 a.m. to 7:00 p.m. The pool is heated in the winter months.	Dial 43
<b>TRAVEL ASSISTANCE</b> Please contact Concierge should you wish to have your flight reconfirmed. We will be able to assist you with all your travel enquiries, reservations, ticket re-confirmations and other air travel formalities.  The International Terminal of the Indira Gandhi International Airport is a 20-minute drive from the hotel while the Domestic Terminal is a 35-minute drive. We suggest that you allow a further 120 minutes for international and 60 minutes for domestic check-in formalities.  Please contact the concierge to arrange for a chauffeur driven car.	Dial 42
<b>LIMOUSINE &amp; TAXI</b> Chauffeur driven limousines are available for both airport arrival and departure. They are also available at hourly or daily rates. Please contact the Concierge for assistance.	
<b>TRIDENT SPA</b> The Spa experience by Trident offers a range of treatments ranging from Ayurveda to aromatherapy in private therapy suites. The Spa is open from 11:00 a.m to 08:00 p.m. Please refer to the Spa menu for details on the treatments or contact the Spa to make an appointment.	Dial 43
<b>UMBRELLAS</b> In the event of inclement weather, please collect umbrellas from the Concierge	Dial 42
<b>WORSHIP</b> Please contact the Concierge for information on places of worship	Dial 42



# Business Services



# Business Services

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## TRIDENT MEETINGS

Whether an important Board Meeting or a conference for two hundred persons, we have the perfect setting at Trident. Unobtrusive and professional service helps to make your business meetings both productive and memorable. The private meeting facilities include four meeting rooms and a Boardroom. The meeting rooms are designed with state-of-the-art conference audio-visual aids. With its elaborate yet thoughtfully designed conference halls and rooms,

Trident offers many options to choose from when planning your conference. Our professional conference coordinators will personally assist you with any specific requirements

Venue	Area in Sq. Ft.	Seating Capacity					
		Theatre	Class room	U-Shape	Sit Down	Board Room	Cocktails
Narmada	450	24	12	14	12	14	20
Yamuna	450	24	12	14	12	14	20
Kaveri	1159	65	36	26	24	22	60
Godavari	1159	65	36	26	24	22	60

For further information or assistance, please touch 1409 on your telephone.

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## FACILITIES & SERVICES

- Four meeting suites with natural lighting and beautiful views of the reflection pool and green pastures.
- Wired and wireless broadband internet access.
- An a la carte menu or set working lunch menus which can be pre-ordered.
- Video conferencing facilities (prior notice required for set-up).
- Selection of computer related and audio-video equipment available.

# Safety & Security



# Safety & Security

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## **SAFETY**

Trident is equipped with state-of-the-art fire detection systems from Johnson Controls to ensure your safety. Smoke detectors from Honeywell International have been installed in all areas of the hotel, including guest rooms. The fire detection system is monitored at all times.

In the unlikely event of a fire:

Telephone the hotel Operator immediately to report the fire by touching '55'.

If possible, close the doors around the fire, to prevent it from spreading further.

Do not try to fight the fire unless you are certain there is no risk and the fire is very small.

Leave your room, take the room key and close the door after you.

Go to the Reception area.

Please use the fire exit. Do not use the elevators.

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## **EMERGENCY EVACUATION AREA**

In case of fire, the fire exit staircases will be the only means to exit the building. A 'refuge area', is a secure zone with access to fresh air, where people can safely congregate when the staircases are filled with smoke or when asked to leave in phases.

The Hotel has refuge areas located at the courtyard. The refuge area is indicated with signage on the fire exit door leading to it. Guests are advised to move to the refuge area in the following circumstances:

1. The Fire Exit staircase is filled with smoke and it is not possible to use the staircase to evacuate the building.
2. You are unable to move downwards due to health or other physical problems.

Guests are requested not to panic in a refuge area, since they would be evacuated with the help of the Fire Brigade or once the staircases are safe to use.

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## **FIRE DOOR**

Automatic fire doors are installed throughout the hotel, including the guest room corridors, to contain the spread of fire and smoke in the event of an emergency. These doors are designed specifically to check the transmission of heat, smoke and fire. Each guest room corridor of the hotel has automatic fire doors at four locations, which assist in isolating a section in the event of a fire. These are held open electronically and are connected to the central fire alarm system of the hotel.

Upon activation of a smoke alarm or upon manual activation of a fire alarm, the concerned fire doors will shut automatically. The hotel's emergency response team will arrive shortly to investigate the cause of the alarm. If it is a false alarm or once the situation is under control, they will reset the fire doors in their original open position.

# Safety & Security

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## **IF YOU FIND A FIRE**

- Activate the nearest alarm
- Call the Hotel Telephone Operator on extension 0 or 555.
- Leave the building if possible using the exit staircase; DO NOT USE THE ELEVATORS

## **IF EVACUATING UPON HEARING THE FIRE ALARM**

- Take your room key card and move cautiously.
- Feel the door and handle with the palm of your hand. If the door or handle is hot or abnormally warm, don't open it. If the door is not hot, open it carefully, but be ready to close it immediately if you see excessive smoke or flames on the other side.
- If there is smoke in the corridor, stay as low as possible. Crawl on your hands and knees, if necessary. There are self-glowing signs at skirting level to guide you.
- Proceed to the nearest emergency exit. Always stay calm. If it gets hot as you go down, do not proceed.
- If your exit is blocked or the fire is on the lower floors, go back to your room or to the emergency evacuation area and wait for help to come.
- Never attempt to use the elevator in case of fire.
- Most fatalities occur from inhalation of smoke and poisonous gases, not from burning. Always stay as low to the ground if there is any smoke present.

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## **IF YOU MUST REMAIN IN YOUR ROOM**

- Don't panic. You can stay in your room and still survive a fire.
- Turn off the air-conditioning.
- Fill the bath-tub with water (as a water reserve only).
- Phone in your location to the hotel telephone operator. Wedge wet towels and sheets around door seals and air vents. Use the waste basket to bail water from the bath-tub if smoke seeps in.
- Remove drapes from the window.
- If smoke still enters your room, make a tent over your head with a wet blanket. As a last resort, if the air becomes too smoke-laden, it may be necessary to allow some fresh air in. If absolutely necessary, break a window with furniture available in the room. Do not break a window if smoke or flames are rising outside from a lower floor.

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## **IF A FIRE STARTS IN YOUR ROOM**

- Evacuate your room immediately. Switch off the air conditioning. Take your room key card with you.
- Close the door securely behind you.
- Activate a fire alarm and notify your immediate neighbours
- Call the hotel telephone operator from the nearest phone and then walk to safety via the closest emergency exit.
- DO NOT USE THE ELEVATORS



# Safety & Security

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## **SAFETY TIPS**

Please observe the location of fire exits, and in the unlikely event of fire or smoke, stay calm and proceed to the nearest exit, staying beneath the level of smoke. To avoid further accidents, notify any disability or illness upon check-in or as soon as possible afterwards. If an emergency should arise in your area, the hotel personnel can extend special assistance immediately.

Please call the hotel operator if you observe a fire or smoke in any part of the hotel.

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## **SECURITY**

Your room door is fitted with an additional security device – the safety latch. This latch is activated from inside your room. It is recommended that you use this feature whenever you are in your room, especially at night.

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## **YOUR VALUABLES**

The hotel cannot be responsible for valuables left in your room. A safe is provided in each room with an electronic number lock. Please store all valuables, currency and important travel documents inside it.

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## **PLEASE NOTE**

The information and recommendations contained in this directory have been compiled from sources believed to be reliable and to present the best current opinion on the subject. There is no warranty, guarantee or representation as to the absolute correctness or sufficiency of any representation contained herein. It must not be assumed that all acceptable safety measures are contained in this directory, or that other additional measures may not be required under particular or exceptional conditions. All hotel staff on the guest floors may be identified by their uniforms. If you are in doubt of any person's identity trying to gain access to your room, alert the hotel operator.

Please utilise the view port and door safety catch on the room door for your additional security.

# Reservations



# Reservations

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## International Sales Offices

France

T : 00 800 1234 0101

Germany

T : 49 6174 249 1872

United Kingdom

T : 44 20 7222 0606

United States of America

T : 1 212 223 8800

Egypt

T : 20 6 5344 0777

UAE

T : 800 018 0600

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## TRIDENT HOTELS

### Trident, Agra

Fatehabad Road, Agra 282 001, India

T +91 562 223 5000

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### Trident, Bandra Kurla, Mumbai

C-56, G Block, Bandra Kurla Complex, Mumbai 400 051, India

T +91 22 6672 7777

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### Trident, Bhubaneswar

CB-1, Nayapalli, Bhubaneswar 751 013, India

T +91 674 230 1010

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### Trident, Chennai

1/24 G.S.T. Road, Chennai 600 027, India

T +91 44 2234 4747

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### Trident, Cochin

Bristow Road, Willingdon Island, Cochin 682 003, India

T +91 484 308 1000

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### Trident, Gurgaon

443, Udyog Vihar, Phase V, Gurgaon 122 016, Haryana, India

T +91 124 245 0505

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### Trident, Hyderabad

HITEC City, Near Cyber Towers, Madhapur, Hyderabad - 500 081, India

T +91 40 6623 2323

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### Trident, Jaipur

Amber Fort Road, Opposite Jal Mahal, Jaipur 302 002, Rajasthan, India

T +91 141 267 0101

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### Trident, Nariman Point, Mumbai

Nariman Point, Mumbai 400 021, India

T +91 22 6632 4343

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### Trident, Udaipur

Udaipur 313 001, Rajasthan, India

T +91 294 243 2200

# Reservations

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 [tridenthotels.com](https://tridenthotels.com)

 **Reservations**

[reservations@tridenthotels.com](mailto:reservations@tridenthotels.com)

 **Reservations (Toll-free)**

## **India**

1800-11-2122

## **North America**

USA : 1-866-706-5888, 646-558-7087

Canada : 1-866-569-5125

## **Europe**

Austria, Belgium, Denmark, France, Ireland,

Germany, Italy, Netherlands, Norway,

Portugal, Spain, Switzerland and

United Kingdom : 00-800-1874-3368

Sweden : 020-798-872

Russia : 8800-301-7198

## **Asia / Pacific**

Australia : 1800-807-891

Hong Kong : 800-968-395, 8-526-963-5173

Indonesia : 00-1803-016-1773

Japan : 00531-650-440

Malaysia : 1800-806-372

New Zealand : 0800-880-373

North China : 10800-714-2074

Singapore : 001-800-1874-3368, 31-57-3064

South China : 10800-140-2098

Thailand : 001-800-1874-3368

## **Middle East & Africa**

Egypt : 0-800-000-9245

Saudi Arabia : 800-814-4409

South Africa : 80-098-2616

UAE : 8000-18-2431

For reservations through GDS,  
please use the code 'TH'.

# Trident Privilege

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Our loyalty programme is truly rewarding. Enjoy a wide spectrum of privileges with each tier. Start earning points from your first stay. Redeem your points for free room nights at Trident Hotels in India or for airline miles of leading airlines in India and overseas.

For further information on Trident Privilege, please contact:

Trident Privilege Programme Center  
7, Sham Nath Marg, Delhi 110 054, India  
**T** +91 11 2389 0657   **F** +91 11 2389 0653  
**E** [tridentprivilege@tridenthotels.com](mailto:tridentprivilege@tridenthotels.com)  
Website [www.tridentprivilege.com](http://www.tridentprivilege.com)