SAFETY FEATURES OF THE HOTEL

Shangri-La Hotel, Bengaluru is an internationally recognised five-star hotel. The staff and management of the hotel are highly committed to providing a safe and secure environment.

GUEST SAFETY & SECURITY
Shangri-La Hotels and Resorts would like to assure every guest of our commitment to their personal safety and security.

WATER
The hotels locked water tanks hold 850,000 litres of potable water which allows the hotel to operate for 48 hours without resupply. In addition the hotel holds 450,000 litres of recycled water to be used for flushing water requirements, cooling tower requirements and gardening.

ELECTRICITY
The hotel has two separate incoming supply lines from the local municipal government electricity supply company, as well as standby diesel power generation plants capable of producing 3,500 kVA. To meet emergency power requirements the hotel is provisioned for uninterrupted power supply for 90 minutes.

HOT WATER
Our 24-hour hot water generation system is equipped with steam generators with a standby capacity to deal with any emergency. Solar power is also used to heat our water.

FIRE EMERGENCY
We have an advanced fire alarm system equipped with a network of locators, smoke detectors, heat detectors, beam detectors, duct detectors, fire sprinklers, fire hydrants and fire extinguishers. Our hotel is well equipped to meet any fire emergency with all necessary fire safety procedures and equipment in place, with a 24-hour manned fire control centre and emergency response team.

EMERGENCY PUBLIC ADDRESS SYSTEM
Our emergency public address system is automated and integrated with our fire alarm system. The public address system can also be manually operated to raise any emergency call.

FOOD
The hotel has extensive storerooms and refrigeration which contains food supplies for many days. In the event of an emergency, the hotel has in stock sufficient fresh food and dry goods.

PREPAREDNESS
The hotel has a comprehensive crisis management plan. The plan contains procedures on how to address a multitude of emergencies. In the event of an emergency, the hotel’s well-trained management team and emergency response team will address the situation. Regular training on various emergency scenarios are carried out on a regular basis.

• The hotel is conveniently located on the fringe of the central business district and is connected by freeway to the city’s international airport.
• The hotel is 19 stories high and commands 360 degree panoramic views of Bangalore.
• The entrance to the hotel is protected by retractable bollards and all cars are screened by a sophisticated under-vehicle scanning system.
• All luggage will be scanned before entering the hotel via separate corridor to a centralised baggage room and distributed to the rooms by a dedicated lift.
• An advanced bar code patrol system is used in the security procedures of the hotel. This provides 24-hour random patrols of all areas of the hotel, supporting a 24-hour manned digitised CCTV control room and manned hotel entry and exit points.
• The nearest police station is within walking distance from the hotel.

The security department maintains strong links to all emergency services. A direct emergency line connects the hotel and the local district police station and fire brigade.

SHANGRI-LA
HOTELS AND RESORTS

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