



A Senior Luxury Living Home

Operational Rules & Guidelines for Residents

Snehaneer Senior Living Facility

(Effective from 20 September, 2025)

At **Snehaneer Senior Living**, we are committed to creating a safe, comfortable, and respectful community for all our residents. These operational rules are designed to ensure smooth daily living, fairness, and harmony across the facility.

1. Food and Kitchen Services

- **Nutritious Menu:** Residents are provided with healthy, balanced meals designed to suit geriatric needs. Options are offered for breakfast, lunch, and dinner.
- **Vegetarian Policy:** Vegetarian meals are available, though there is **no separate vegetarian kitchen or dining area**.
- **Meal Timings:**
 - Morning Tea & Biscuits: 6:30 am – 7:00 am (served in rooms)
 - Breakfast: 8:30 am – 9:00 am (dining lounge)
 - Morning Fruit: 10:00 am – 10:30 am (served in rooms)
 - Lunch: 12:30 pm – 1:00 pm (dining lounge)

- Afternoon Tea & Biscuits: 4:30 pm – 5:00 pm (served in rooms)
- Early Evening Snacks: 5:30 pm – 6:00 pm (served in rooms)
- Dinner: 8:30 pm – 9:00 pm (dining lounge)

Room Service

- Residents are encouraged to dine in the lounge.
- Room service is available only for residents with medical/physical restrictions or assistance needs (Aya).
- A **service charge** applies for room service and will be billed monthly.
- Residents must be present in their rooms during meal delivery.

2. Guest Policy

- **Stay:** Guests can stay overnight based on prior booking (minimum **7 days' notice** by email). Accommodation is subject to availability and current rates.
- **Meals:** Requests for guest meals must be made **at least 24 hours in advance**.
- **Visiting Hours:** 10:00 am – 4:00 pm only. Maximum **two guests per room** at a time. Larger gatherings may be held in the reception lounge.
- **Restrictions:** Guests are not allowed to bring cooked food. Fruits and dry snacks are permitted.

3. Conduct and Behavior

- **No Alcohol or Smoking:** Strictly prohibited in rooms and across the campus.
- **Courtesy to Staff:** Residents and guests must maintain respectful behavior towards all staff. Complaints should be directed to management.
- **Tipping Policy:** Tipping staff individually is not allowed. Appreciation may be made via a central fund at the front desk.

4. Resident Guidelines

- **New Residents:** A checklist of personal items (dentures, glasses, mobility aids, slippers, etc.) must be provided before moving in. Jewelry and large sums of cash are discouraged.
- **Footwear:** Non-skid slippers/shoes are mandatory within the facility.
- **Travel:** Residents leaving the facility must inform the front desk (preferably 7 days in advance) with details of travel, contact number, and return date.
- **Energy Conservation:** Residents are requested to turn off lights, fans, and geysers when not in use.
- **Room Decoration & Furniture:** Prior approval is required for modifications or additional furniture. Costs will be borne by the resident.
- **Laundry & Linen:** Residents are responsible for their own personal linen and clothes. Laundry/cleaning services may be arranged at extra cost.
- **Bed & Mosquito Net Service:** Available on request at extra cost (Morning: 6:30–7:00 am | Night: 8:00 pm).

5. Facility Usage

- **Garden:** Residents should not pluck flowers. Flowers will be arranged for the temple.
- **Newspaper Service:**
 - Facility-subscription newspapers are available in the lounge.
 - Personal subscriptions can be arranged via front desk and billed monthly.
- **Electricity Use:**
 - Sub-meter reading applies for personal electricity consumption.
 - Only approved appliances (AC, fan, lights) may be used. Items like irons, kettles, and heaters require prior approval.
- **Generator Use:**

- Provides backup for one tube light and one ceiling fan per room, plus essential facility services.
- No generator backup between **12:00 am – 5:00 am**.

6. Crisis Management & Natural Disasters

- **Power Supply:** Backup generator managed with priority to water pumps, STP, lights, and essential appliances.
- **Staff Support:** Attendants may stay on campus to ensure uninterrupted service.
- **Food Supply:** Meals will be arranged from stocked items if markets are closed.
- **Resident Cooperation:** Residents' understanding and cooperation during emergencies are essential for community safety.

Closing Note

These rules are designed to ensure the **safety, comfort, and dignity** of every resident. By following these guidelines, residents contribute to maintaining a peaceful and supportive living environment at **Snehaneer Senior Living**.

For further details, please call us at **+91.9830924906** or email us at **snehaneerliving@gmail.com**