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Policy & Procedure:

Any item removed from the hotel premises has to be accompanied by an authorized Gate Pass and must be taken out through the Security Office.

Different Type of Gate Passes

- Returnable Gate Pass

These passes are used for Hotel property that is being taken off the premises and to be returned at a specified date. These passes are serialized, should be completed in triplicate and duly signed by Department Head and approved by the General Manager/Resident Manager/Financial Controller.

They are used on the following occasions:

- On loan to another hotel
- Items gone for repair
- Items sent as samples
- For outside catering functions

- Non Returnable Gate Pass

These passes are used for items being removed from the Hotel, which have not to be returned. These should be serialized, completed in triplicate and duly signed by Head of Department and approved by General Manager/Resident Manager/Financial Controller.

These are used on the following occasions:

- Lost & Found items not claimed by the guest
- Articles given by a Guest accompanied by letter
- Items bought through the Hotel


- Departmental/Team member Pass

These passes are used for items not belonging to the hotel and which are not being returned. These should be serialized and be duly signed by Head of Department.

These are to be used on the following occasions:

- Perishable articles which have been left in Guest rooms.

All Returnable and Non Returnable gate passes should be entered into the Gate Pass Register. Security is responsible for updating articles that are returned and every month informs the concerned Department about pending Gate Passes.

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All gate passes for the removal of articles must bear the name and signature of the person removing it and should be routed through Receiving and Security.

All gate passes issued on a Returnable Gate Pass must be returned through the Receiving Department and the department concerned.

Any personal articles brought in by Team members, Contractors, Suppliers must be shown to and recorded by Security at the Team member entrance, failing this, articles may not be removed from the Hotel.