



Safety of women travellers at CGH Earth is an end-to-end ecosystem of care

Her Comfort, Their Commitment

As solo women travellers soar, hoteliers are doing their bit to make them feel safe, secure and enjoy their stay.

By Bindu Gopal Rao

When a woman is travelling alone, she's not just looking for a place to stay; she's looking for peace of mind, thoughtful service, and a sense of being cared for – and conscientious hoteliers are ensuring just that.

Safe and secure

When it comes to safety, hoteliers leave nothing to chance. It is not just about physical security but also about ensuring female guests feel genuinely safe and respected throughout their stay.

Radisson Blu Dwarka takes the comfort and safety of solo women travellers very seriously. "From the moment she walks in, every detail is curated to make her feel special. We welcome our female guests with a delicate flower tiara and a curated amenities kit that includes mini skincare essentials, just the kind of little luxuries that make a big difference. For high-profile guests or those who value an extra layer of privacy, we offer a dedicated woman butler to look after their needs discreetly. We also have a woman gym trainer on board so guests can comfortably stick to their fitness routine. On top of that, we make it a point to personalise services, whether it's room preferences, food, or wellness experiences, so every

woman feels right at home," says Rakesh Sethi, General Manager, Radisson Blu New Delhi, Dwarka.

Doing it right

"Safety for us is a multi-layered practice that starts with staff sensitisation, where the teams are trained to be respectful, observant, and discreet, ensuring every guest is treated with dignity and empathy. At CGH Earth, the well-being of solo women travellers is seamlessly woven into the fabric of our hospitality. It's an end-to-end ecosystem of care, where no detail is too small to be overlooked—from room placement to personal assistance and tailored experiences. We have consciously built a trust spectrum around their experience—one that begins the moment they plan their journey with us and continues until their safe return. This includes reliable airport and railway station pick-up and drop-off services, thoughtfully curated guided excursions, and immersive experiences that are both safe and enriching. Every activity is led by seasoned, trained staff who ensure the highest standards of care while upholding the guest's freedom and the sanctity of the experience," says Radhakrishna Shenoi, Assistant Vice President of Operations, CGH Earth.

"We have consciously built a trust spectrum around their experience—one that begins the moment they plan their journey with us and continues until their safe return."

- Radhakrishna Shenoi



Radhakrishna Shenoi, Assistant Vice President of Operations, CGH Earth.



At CGH Earth, the well-being of solo women travellers is seamlessly woven into the fabric of its hospitality



Rakesh Sethi, General Manager, Radisson Blu New Delhi, Dwarka.



Amit Gera, General Manager, Novotel Chennai Chamiers Road



Hardip Marwah, General Manager, Andaz Delhi, by Hyatt

Personal touch

At Andaz Delhi, by Hyatt, women's safety is a thoughtfully integrated part of the guest experience. Solo women travellers are identified in advance to ensure personalised, secure arrangements. Guests receive discreet, proactive communication from a dedicated team via WhatsApp or email. In-room services are streamlined with minimal staff movement, and all staff entries are closely monitored.



A woman heartist provides in-room dining orders or housekeeping services as per requests or service standards at Novotel Chennai Chamiers Road



J Gopalakrishnan, General Manager, Gateway Bekal



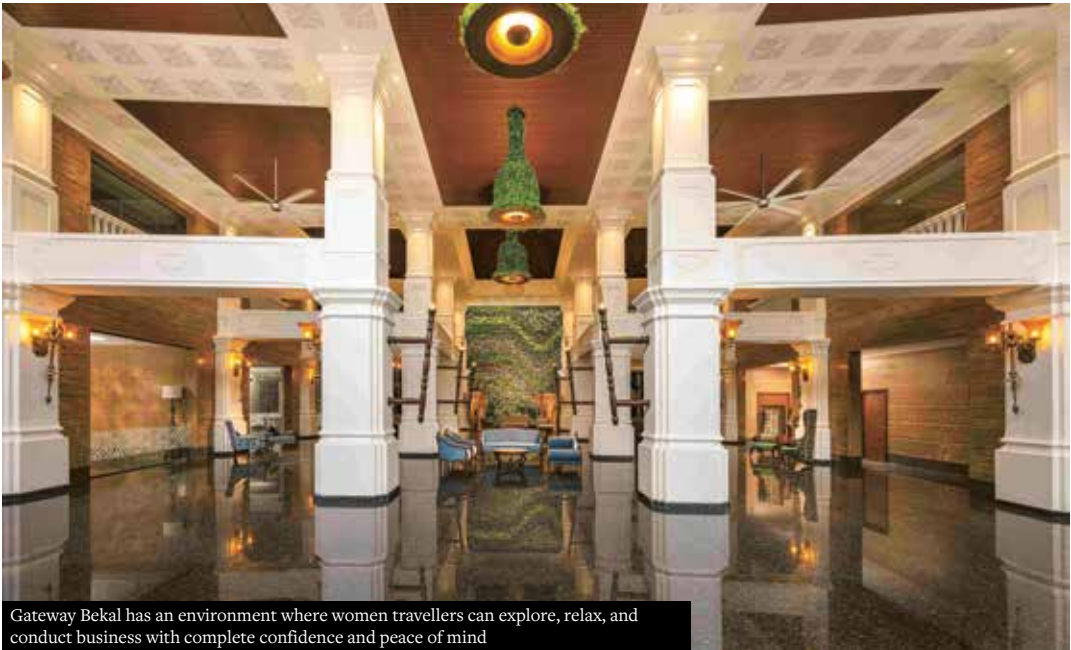
Aman Dhoundiyal, General Manager, Hilton Garden Inn



Vasant Ravindran, hotel manager of The Westin Gurgaon, New Delhi



At Andaz Delhi, by Hyatt, women’s safety is a thoughtfully integrated part of the guest experience.



Gateway Bekal has an environment where women travellers can explore, relax, and conduct business with complete confidence and peace of mind

“Room allocations avoid corner or interconnecting spaces and are placed near elevators for added security. A discreet incognito list helps staff track solo women guests while respecting privacy.”

- Hardip Marwah

“Every measure reflects Andaz Delhi’s deep commitment to creating a safe, empowering environment for women. Safety measures for solo women travellers are thoughtfully planned and consistently implemented. Room allocations avoid corner or interconnecting spaces and are placed near elevators for added security. A discreet incognito list helps staff track solo women guests while respecting privacy. The Guest Experience Team maintains constant communication via WhatsApp or email before, during, and after the stay. In-room services are streamlined with minimal staff entry and pre-informed to area managers. Wherever possible, all-women service is extended; for example, if engineering support is needed, a female colleague accompanies the technician, ensuring comfort, discretion, and peace of mind,” says Hardip Marwah, General Manager, Andaz Delhi, by Hyatt.



From design-led room categories to elevated wellness offerings, The Westin Gurgaon, New Delhi has created a hospitality ecosystem conducive for women

Betting on service

The comfort and safety of single women guests are one of the top priorities of hoteliers. Women-focused safety initiatives have naturally been exceptionally well-received, with guests consistently expressing appreciation for the thoughtful attention to their specific needs.

“We designate a lady heartist (guest service associate) as the point of contact for the duration of the entire stay, starting from the check-in process to checkout. In case the artist is unavailable, the duty manager gets the handover of her stay. Guest rooms are always assigned close to the elevator. A woman heartist provides in-room dining orders or housekeeping services as per requests or service standards, respectively; if not, security goes alongside the heartist to guarantee the safety of the single lady traveller. Our security team conducts hourly patrols throughout the property, and after 9:00 p.m security personnel accompany the team member for any guest request. And most importantly, we try to allocate all the rooms on the same floor for all the solo lady travellers, with rooms located close to the guest elevators for added convenience and safety,” says Amit Gera, General Manager, Novotel Chennai Chamiers Road.

Experiences matter

Solo women travellers discover a world of personalised experiences designed with their unique needs in mind. “We offer curated local experiences and cultural immersion opportunities, including guided city tours with women guides and excursions to trusted local boutiques. Our spa services feature women therapists and wellness programmes tailored for women travellers seeking relaxation and rejuvenation. Business facilities feature dedicated meeting spaces and professional networking

“From design-led room categories to elevated wellness offerings, we have created a hospitality ecosystem where comfort and empowerment go hand in hand.”

- Vasant Ravindran

opportunities, while our concierge team offers curated recommendations for safe dining venues, premier shopping destinations, and enriching cultural attractions. These thoughtful touches complement our elevated experience, creating an environment where women travellers can explore, relax, and conduct business with complete confidence and peace of mind,” says J Gopalakrishnan, General Manager, Gateway Bekal.

Vasant Ravindran, hotel manager of The Westin Gurgaon, New Delhi, adds, “We recognise that solo women travellers seek more than just safety—they seek assurance, autonomy, and thoughtful experiences. Rooted in our wellness philosophy, we’ve embraced a purpose-driven approach to ensure every solo female guest feels secure, seen, and truly cared for. From design-led room categories like our spacious Aura Rooms to elevated wellness offerings, we have created a hospitality ecosystem where comfort and empowerment go hand in hand.”

Aman Dhoundiyal, General Manager, Hilton Garden Inn - Mumbai International Airport, adds, “We focus on thoughtful hospitality tailored for our women travellers. From assigning women staff for added comfort to curating seamless check-ins and prompt service, every touchpoint is designed with care. We also host occasional wellness sessions in our gymnasium, offering a safe, inclusive space to unwind. On select days, our culinary team celebrates women travellers with special dining menus at Together & Co — highlighting regional favourites and comfort dishes. These small, meaningful gestures aim to create an experience that’s warm, respectful, and truly welcoming.” At the end of the day, true hospitality goes beyond comfort—it must create a sense of belonging and safety. For a solo woman traveller, especially in unfamiliar terrain, that feeling of being seen, understood, and respected makes all the difference. 