

# **How Indian hotels are winning over solo women travellers**

For a woman travelling alone, a hotel is more than just a place to stay. It's a space that must offer peace of mind, thoughtful service, and a sense of being cared for. Across India, conscientious hoteliers are responding to this need with practices that go beyond physical security, crafting environments of trust, empathy, and comfort.

## **Safe and Secure**

Safety is now a multi-layered commitment, blending discreet security with gestures of respect and personalisation. At Radisson Blu New Delhi Dwarka, every detail is designed with the solo woman traveller in mind.

“From the moment she walks in, every detail is curated to make her feel special. We welcome female guests with a flower tiara and an amenities kit with mini skincare essentials. For guests valuing privacy, we offer a dedicated woman butler, along with a female gym trainer to ensure comfort,” shares Rakesh Sethi, General Manager. Services are personalised—whether room preferences, food choices, or wellness routines—so that every guest feels at home.

Similarly, CGH Earth has woven safety into the very fabric of its operations. “It's an end-to-end ecosystem of care, from room placement and reliable transfers to curated excursions led by trained staff. We consciously build a trust spectrum that begins when a guest plans her journey and lasts until her safe return,” explains Radhakrishna Sheno, Assistant VP Operations.

## **Thoughtful Personalisation**

Hotels are rethinking guest journeys for women travellers, integrating safety and empathy at every touchpoint. At Andaz Delhi by Hyatt, women guests are identified in advance to enable discreet, personalised care.

“Room allocations avoid corner or interconnecting spaces, and we maintain constant communication via WhatsApp or email,” says Hardip Marwah, General Manager. “In-room services are minimised and accompanied by women staff wherever possible, ensuring comfort and peace of mind.”

Novotel Chennai Chamiers Road takes a structured approach. Female “heartists” (guest service associates) act as single points of contact throughout

the stay. Rooms are placed close to elevators, hourly security patrols are standard, and after 9:00 p.m., staff attending solo women guests are accompanied by security. “We even try to allocate rooms for solo women travellers on the same floor for added reassurance,” notes Amit Gera, General Manager.

## Experiences with Care

Beyond safety, women travellers also seek meaningful, enriching experiences. At Gateway Bekal, solo guests are offered curated excursions with women guides, boutique shopping tours, and spa treatments by female therapists. “From wellness to cultural immersion, we design every element so women can explore, relax, and conduct business with confidence,” shares J Gopalakrishnan, General Manager.

At The Westin Gurgaon, New Delhi, the emphasis is on empowerment through design and wellness. “From spacious Aura Rooms to elevated wellness offerings, our purpose-driven approach ensures every solo female guest feels secure, seen, and cared for,” says Vasant Ravindran, Hotel Manager.

Similarly, Hilton Garden Inn Mumbai International Airport focuses on warmth and inclusivity. “We assign women staff for added comfort, host wellness sessions in the gym, and curate special dining menus celebrating our women travellers,” notes Aman Dhoundiyal, General Manager.

## Beyond Comfort: Creating Belonging

What unites these approaches is a recognition that true hospitality for solo women travellers is not just about comfort or convenience, but about belonging and respect. From security protocols to curated cultural experiences, hotels are reframing luxury and service through the lens of trust, empathy, and empowerment.

For women navigating unfamiliar terrain, these thoughtful practices ensure not only safety but also a deep sense of being seen and valued—a difference that transforms a stay into an experience of genuine care.