



# Operational Guideline with Health Protocol for Tourism Sector





## ACKNOWLEDGEMENTS

COVID-19, the most catastrophic pandemic of the century with its multi-faceted cascading effects, has come as a game-changer, making health and safety of our people and clients the top most priority. In short, destinations will now compete for the best health and safety protocols in place to build upon the confidence of the travelers.

We would like to extend our sincere gratitude to the **Ministry of Culture, Tourism and Civil Aviation (MoCTCA)** for their patronage and guidance in the creation of this document and spearheading a series of evaluation meetings. We are very grateful to the **Ministry of Health and Population, Nepal**, WHO, UNWTO, EU and various National and International Health, Tourism and related Organizations for the publication of COVID-19 safety guidelines which form the base reference of this document.

NTB would like to sincerely thank the **Tourism Associations, Nepal's Industry professionals** and various local and overseas individuals for their solid inputs after many rounds of consultations, deliberations and discussions to provide practical and workable advice to give a final shape to this publication. As the end-users of this publication, it was essential to ensure that their expertise and involvement was largely reflected in every sector.

Our sincere appreciation also goes to Prof. Seth Sicroff, Nepal Editor and Expert, Harvard University, USA, for his overview and counsel to ensure that the protocols would be at par with the global standard for the 'New Normal'.

We are confident that this publication will be instrumental in providing improved travel-confidence towards Nepal and ensure a memorable positive lifetime experience for our valuable guests.

Last but not the least, our special thanks goes to the NTB Team for their active role in every step of the production.









Government of Nepal  
**Ministry of Culture, Tourism and Civil Aviation**  
Singhadurbar, Kathmandu, Nepal



17 June, 2020

Ref. No.:



**Yogesh Bhattarai**  
Minister

**MESSAGE**

Today, all of us are in the middle of the COVID-19 pandemic which has taken a heavy toll on humanity and economies worldwide. Nepal is also having difficult times due to growth of infection and deaths across the nation. It has deeply impacted our economy and devastated our tourism, hospitality and aviation sector. To combat this crisis, Government of Nepal has taken initiatives and has adopted effective strategies to contain the spread of the virus and open up economy. This has been substantiated by policies, programs and budget for the fiscal year 2077/78 BS which provision significant packages for relief and revival of the industries most affected by this pandemic. Human resources laid off from their job stations need job retention while the services stalled should resume and tourism and aviation activities should gradually begin. Government has paid due attention for the survival and revival of the industry and has made all possible efforts to mitigate the crisis. With our collective efforts, we hope to come out of this crisis soon to embark on the phase of new normal in tourism and aviation sectors which require new parameters and patterns of service delivery to meet new demands and requirements from the potential travelers from around the world.

Keeping all this in mind in line with WHO guidelines, Nepal Tourism Board has launched this "Covid-19 Safety and Hygiene Protocol for Tourism Industry" which includes various sectors and sub-sectors of the industry. It has meticulously laid out protocol covering a wide range of guidelines from a big behavioral change on the part of service providers as well as service receivers to new global standards of hygiene and sanitation. I hope this protocol will be extremely important for all tourism professionals and stakeholders in the new context and will be handy for all. This protocol should be strictly abided by all concerned across the nation.

Due to our world-class tourism destinations and eclectic products and activities, tourism of Nepal will soon revive and thrive. We have learned a lot of lessons from this crisis, be it in precautionary measures or in containment of the spread of the disease. Tourism sector, being very vulnerable to such circumstances, will be extra alert on health and hygiene issues. I am hopeful that future of our tourism industry will be safe and bright. I wish this protocol a great success.

Yogesh Bhattarai







Government of Nepal  
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15 June, 2020

**MESSAGE**

The world has embarked on a monumental level of predicament with tourism activities coming to a complete stall due COVID-19 pandemic.

For Nepal, 2020 would have been a year of prosperity and growth in tourism sector, had there not been this horrendous scenario of the pandemic. The tourism industry was gearing to welcome 2 million foreign tourists in 2020. Intense preparations were made by the Government and private sector both in expansion and up-gradation of infrastructure vis a vis promotion and investment.

We are now at the threshold of the biggest crisis in the history of world tourism, with "social distancing, sanitizing, staying safe at home" as the new norms. This new normal is expected to have tremendous impact on the global outbound tourism which stood at 1.4 billion in 2019 and was expected to reach 2 billion by 2030. We are now navigating against new waves to survive and sustain through these trying moments.

However, Nepal's tourism sector stands fully prepared and responsive in the middle of the crisis. The Government, private sector and Nepal Tourism Board, in coordination with Kathmandu-based diplomatic missions worked round the clock during the early days of the lockdown to ensure safe evacuation of thousands of international tourists from different parts of the nation and repatriation to their respective countries.

To ensure safety to tourists as well we the industry and the public, we have come up with "Covid-19 Safety and Hygiene Protocol for Tourism Industry". The protocol guidelines aim to support the industry in gaining back confidence of clients from the domestic and international markets, and in mitigating the crisis among professionals and the industry at large.

I appreciate Nepal Tourism Board for creating this relevant dossier prepared with feedback from the private sector. Government of Nepal Ministry of Culture, Tourism and Civil Aviation requests all concerned for their cooperation so that the guidelines are strictly adhered to as we move together towards the path of recovery. Let us stay strong through cooperation and collaboration.

Kedar Bahadur Kulkarni  
Secretary







12 June, 2020



COVID-19 has brought the world to a standstill since March 2020. The global pandemic has wreaked havoc on human health and crashed economies worldwide, with government-mandated lockdowns that brought tourism to a complete halt. In these unstable times, Nepal's tourism industry has borne the brunt of the crisis, and has now implemented all appropriate measures to prepare for a phased-in reopening and full recovery in the near future.

The current crisis, meanwhile, has changed travel in ways that will endure for the foreseeable future. The "new normal" will be that holiday destinations must compete on the basis of health and safety. In preparation, the Nepal Tourism Board (NTB) has published "COVID-19 Safety and Hygiene Protocols for the Tourism Industry" to minimize risk for both consumers and providers of tourism services.

"COVID-19 Safety and Hygiene Protocols for the Tourism Industry" is the result of a rigorous effort by the NTB in coordination with government agencies as well as the private sector. The Protocol, which includes detailed guidelines for the operation of hotels, restaurants, tourism offices, transportation, packaged tours and adventure activities, is supplemented with environment-friendly recommendations for sustainable and responsible tourism practices.

I would like to thank the Ministry of Culture, Tourism and Civil Aviation (MoCTCA) for their vision and guidance. I am also grateful to our tourism associations and to the individual industry professionals who contributed the detailed and thoughtful advice that will make the Protocol effective and practical. While every effort has been made to ensure the document is accurate and pertinent at the time of publication, we will be issuing updates as global and local circumstances and medical knowledge evolve.

The competence of our response to COVID-19 is essential to our role as stewards of both our environment and our economy. I expect the private sector of Nepal's tourism industry to take ownership of this ground-breaking Protocol, which you in fact designed, and to implement it rigorously and conscientiously. Our collaboration will tell the world that we prioritize above all else the safety and health of our tourists and of our own people, which this pandemic has demonstrated are inseparable. This is the message that must echo from our airports to our high peaks, from lodges to luxury hotels, from tea shops to tented expeditions: Nepal has met the challenge, and we are open for business. Now more than ever, Nepal is ready to show you the time of your life.

We have endured the worst, and we shall rise again like a phoenix.

**Dr. Dhananjay Regmi**  
Chief Executive Officer

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## P R E F A C E

COVID-19 has been declared a once-in-a-hundred-year catastrophe. Its impact is predicted to be bigger than the 2015 Nepal Earthquake, 2008 global financial crisis, 2001 SARS epidemic, 9/11, Gulf War, Kuwait War or any other war in the Middle East. To emerge out of this catastrophe, we will have to reinvent ourselves and rethink our way of doing business. The New Normal in choosing a destination will not be only the unique attractions but also the health, hygiene and sanitation protocols a destination has put in place.

COVID-19 has hugely impacted the Tourism and Hospitality sector worldwide. In Nepal, it has been estimated that the sector will take considerable time to bounce back to the condition that it was before the outbreak with innumerable businesses and jobs at stake.

### SAFE TOURISM IN UNCERTAIN TIMES:

Considering the looming crash in economy and job losses, once the Lockdown reopens, the Hospitality sector will have to look into reopening with safety and hygiene protocols in place. Keeping in mind that the health and safety of people: employees and guests is our first and foremost priority, safety guidelines and protocols need to be implicitly followed once the Lockdown is removed. The guidelines and H.H.S Protocol for following sectors are presented on the sections as follows:

1. Re-start Protocols
2. Hotels
3. Restaurants
4. Tourism Office Management
5. Transportation Providers
6. Tour and Adventure Activities



In light of the COVID-19 pandemic, many businesses remain shuttered or operating at reduced levels. The ultimate decision to allow employees to return to “in-person” work will likely involve a staggered, multi-faceted, **jurisdiction-by-jurisdiction** approach.

In preparation for reopening, companies will need to implement workplace safety protocols, which could include providing masks, social distancing measures, physical workspace modifications, and screening and tracing protocols. Additionally, companies will need to have written policies and enforcement mechanisms to ensure compliance with those protocols. Companies will also need to prepare for bringing workers back into the workforce, which will require both strategic and administrative planning.

COVID-19 has awoken massive awareness in the improved environment since lockdowns have reduced human activities, be it cleaner water in rivers, or enhanced air quality allowing the Himalayas to be viewed from well beyond Nepal’s borders.

With renewed focus on sustainability in the post-COVID-19 scenario, in addition to the HHS protocols, we have also recommended “**Green Tips**” - environment friendly measures to promote responsible and sustainable tourism practices by the Industry. A key incentive for tourists to select a destination will be sustainability in tourism and environmentally sound hygiene standards for disinfection.

Well-managed, sustainable tourism operations in all market segments will be received with increased receptivity by potential visitors. This will positively complement Nepal’s magnificent natural environment, rich culture and warm, friendly people.

The Protocols and sustainable tourism guidelines are attempting to cover the entire tourism value chain, so that an equally high acceptable standard is maintained all across the value chain. A handy printable sector wise Checklist for easy reference is at the end of the document. This is a living document and updates will be made as and when necessary.

Regulation and monitoring of the Protocols and sustainability guidelines will be an essential part of the implementation and will be carried out in the Central, Provincial and Locals levels as per procedures laid out by the Authorities.

Keep Safe! Practice Safety Guidelines!



# SECTION I: Re-Start Protocol



## Re Entry Mode

In the **first phase**, businesses are strongly encouraged to continue remote work, returning to “in-person” work in phases. For businesses that do reopen “in-person” operations, common areas should remain closed and strict social distancing protocols should be enforced. Non-essential travel should remain limited. Special accommodation provision is recommended for workers who are at high risk. In the **second phase**, businesses should continue to encourage remote work and, for “in-person” operations, keep common areas closed. Moderate social distancing protocols should be enforced and businesses can resume business travels per company requirement. Provision for special accommodations for high-risk workers should continue. During the **third phase**, in provinces and region with no evidence of a rebound of COVID-19 cases, employers can resume unrestricted “in-person” staffing of worksites.

## Phase 1

The beginning of the Lockdown March 24 2020 to official notification from the Government of Nepal for "only offsite remote work".

## Phase 2

This is illustrated by the partial opening of the property from the officially announced date onwards with half the work force in attendance and the other half working from home. This phase could last till the time the Government announces a complete control over the virus and things returning to normal.

## Phase 3

We enter this phase when the Government lifts all restrictions and things return to normal. The full work force of the company would attend work but with strict hygiene discipline in place.

While making a decision to enter the third phase of work the following factors must be taken into consideration.

- **Status of critical infrastructure in the community and area**  
Has there been any impact on the water supply, electricity, energy and transportation during the Lockdown? Have these shortcomings been mitigated? Is public transportation available for the staff to commute, if not what arrangements can



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be made. Ideally, ask teams to avoid public transportation. Switch to ride sharing amongst teams, cycling or walking instead!

The community around the business needs to be taken into confidence while opening. Their ideas and concerns must be discussed and a common platform must be agreed upon the modalities of opening and operation.

- **Status of the healthcare system**

In case of a health emergency it is imperative that the health care system around the business is close to baseline level and is operating to provide routine care.

- **Scientific and regulatory indicators**

We should address regulatory and non-regulatory requirements. We also have to make sure that such regulations are guided by available and reliable data.

- **Status of supply chain**

The business has to make sure that transportation issues have been mitigated. It's vital that the supply chain partners of the business have returned to normal and are capable of supplying goods and services.

- **Local ordinances**

We have to adhere to all local ordinances and make sure that the restrictions on opening and social gatherings have been lifted.

- **Travel**

The business has to take into consideration as mentioned earlier about the travel of the employees and the supply chain partners.

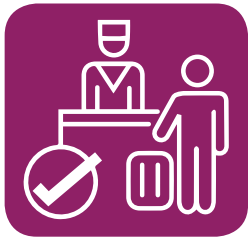
The decision on when to have staff return is also dependent on our organizational mission and risk tolerance. There is no single matrix for the items above as they will vary from organization to organization and jurisdiction to jurisdiction. The formation of a **Recovery Team** at the business is the need of the hour for formulating a roadmap towards recovery.

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## EMERGENCY PROTOCOL

All companies within the tourism ecosphere will have to adhere to the National Emergency Protocol as established by the Ministry of Health and Population. Each company should also take the National Protocol, and as it changes over time, as the country and the world learns more about the virus, also change the adapted company level protocols and make sure that it is up-to-date.

The ideal way to do this is to assign one member of the team to be the COVID-19 protocol expert.



## SECTION II: Protocol for Hotels

### I. Background

This document has been prepared based on the evidence currently available about Corona Virus Disease 2019 (COVID-19) and is designed to ensure that the accommodation sector can protect the health of its staff and guests alike.

### II. Purpose

This guidance provides recommendations for hotels to prevent the potential spread of the COVID-19 virus and ensure the best level of safe environment for the guests, employees, and business

### III. Management Team

The management of the establishment should develop and adopt an action plan to implement based on these guidelines to prevent the potential threats of spread of the COVID-19 based on the scale applicable to the property.

#### 1. Action Plan

The Management Team, in consultation with local health authority, tourism administration and industry associations should establish an action plan tailored to the situation and implement it in accordance with the recommendations of local and national public health authorities.

#### 2. Mobilization of resources

The Management Team should make sufficient human and economic resources available to ensure that the action plan can be implemented rapidly and effectively. The action plan should also include the provision of equipment and procedures, developed in collaboration with local health authorities, for the management of suspected case(s) and their possible contacts.

#### 3. Supervision

The implementation of the action plan and the effectiveness of the measures undertaken should be evaluated frequently, identify and correct gaps, and adapt the plan to both practical experience and updated knowledge of best practice. A Crisis Team involving members of each relevant department can support Management in the implementation of the action plan and timely identification of required adjustments.

#### 4. Logbook of actions

A logbook of the actions and measures carried out and to record them in enough detail (e.g. including date and time a disinfectant was used, by whom, where, etc.) must be maintained.



## 5. Communication

Communication should be maintained between management, staff, and guests. Providing guidelines to the staff on how they should communicate the action plan to guests and other stakeholders can ensure consistency.

## 6. Training and Information

Management should inform all staff of the measures to be adopted. Training may be needed for specific procedural helps. Strict instructions must be given to all staff to adhere to the protocol guidelines

# IV. Actions to Prevent and Eliminate the spread of COVID-19

## 1. Entry Points/Gates/Premises

- a. Temperature screening of all personnel entering the property by trained personnel wearing appropriate protective gear
- b. For larger hotels, consider a sanitization tunnel for staff, guests, luggage and goods.
- c. Install an information board with COVID-19 safety and precautionary measures in a visible area of hotel
- d. In case of anyone found symptomatic, hotels shall process to refer them to a government designated health facility
- e. Mandatory wearing of Masks by all
- f. At entry point a log book Sheet with name, contact details of the guest date and time of arrival/departure to be maintain for contact tracing.
- g. Provision of COVID-19 audio broadcast in the premises

## 2. Reception/Lobby/Concierge

Reception staff to inform guests about the establishment's policy in terms of the preventive measures established.

Reception desk staff must take all necessary precautions, including physical distancing.

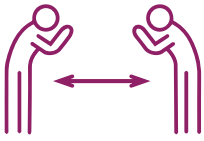
Display of "Respiratory Etiquette" and "Preventive Measures" at visible spot on the wall of the lobby

Complete contact details of the guests, previous 30 days travel records and next destination to be maintained for contact tracing

Reception desk must be equipped with necessary disinfection kit:

- Germicidal disinfectant/wipes for surface cleaning Tissues.
- Face/eye masks (separate or combined, face shield, goggles).
- Gloves (disposable)
- Protective apron (disposable)
- Full-length long-sleeved gown
- Biohazard disposable waste bag
- Lobby / Public areas seating to be reduced to minimum and regular disinfection to be carried out
- Stock masks, gloves and mini sanitizers (complimentary/for sale) for in-house guests.





### 3. Social Distancing Measures, Hand Cleaning, and Respiratory Hygiene

Social distancing includes refraining from hugging, kissing, or shaking hands with guests as well as among staff. It involves maintaining a distance of at least 1 m (3 ft). Hand hygiene means regularly and thoroughly cleaning hands with an alcohol-based hand rub or washing them with soap and water.

Respiratory etiquette means covering mouth and nose with bent elbow or tissue when coughing or sneezing. The used tissue should be disposed off immediately in a bin with a lid.



### 4. Monitoring Guests for Potential Infection

While observing regulations in relation to the protection of personal data and the Right to Privacy, it is advisable to monitor potentially ill guests in the establishment.

Reception staff must treat all this information with discretion, leaving it up to the management and to medical service providers to evaluate the situation and make appropriate decisions.

### 5. Technical and Maintenance Services

#### 5.1 Dishwashing and Laundry Equipment

The proper functioning of dishwashing and laundry equipment should be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.

#### 5.2. Dispensers

Regular checks should be carried out to ensure the proper functioning of soap and disinfectant solution dispensers, hand dryers, disposable tissue dispensers, and other similar devices. The hotel action plan should include installing units to dispense disinfectant gel in the different areas of the hotel, including the public restrooms used by guests and by staff, and other areas of interest (e.g. entrance to the dining hall, restaurants, and bars).



### 6. Restaurants Banquets/ Meeting and Dining Rooms and Bars

6.1 Restaurants, breakfast, and dining room and bar staff should perform personal hygiene like regular hand washing and respiratory hygiene frequently.

6.2 Guests should be reminded when entering and leaving the restaurant, breakfast, or dining room to disinfect their hands with disinfectant gel, preferably located at the entrance to those facilities.

6.3 Buffets and drinks machines

Buffets should be ideally closed or each station should be manned by staff.

**No self service**

#### 6.4 Table Seating

Whenever possible, it is recommended to have a maximum of 4 persons in an area of 10 square metres

Tables shall be arranged such that the distance from the back of one chair to the



back of another chair shall be more than 1 m apart allowing guest to face each other from a distance of at least 1m.

**Consider replacing cloth covered seating surface with leather/ faux leather/ rexine or plastic for frequent and easier wipe downs.**

**7. Recreational areas for adults, children: Casinos, Spa, Gym, Playroom** should be closed for the duration

## **8. Cleaning and Housekeeping**

### **8.1 Cleaning and Disinfection**

The Management should maintain an Action plan backed by Time-sheet with strict monitoring to ensure adherence.

Regular sanitizing and cleaning of lobby, restrooms and all common areas

Regular sanitizing and cleaning of surfaces that come in contact with human touch

Special consideration should be given to the application of cleaning and disinfection measures in common areas (restrooms, halls, corridors, lifts, etc.).

Special attention should be given to objects that are frequently touched such as handles, elevator buttons, handrails, switches, doorknobs, etc.

All cleaning staff to be provided with appropriate protective materials

All cleaning staff should be given additional training in the preparation, handling, application, and storage of cleaning products, mostly bleach, hydrogen peroxide and alcohol.

Disinfect cleaning equipment with appropriate disinfection agent or according to manufacturer's instructions before using for other rooms.

Textiles, linens, and clothes should be put in special, marked laundry bags and handled carefully to prevent raising dust, with consequent potential contamination of surrounding surfaces or people.

All used items must be handled appropriately to mitigate the risk of potential transmission. Disposable items (hand towels, gloves, masks, tissues) should be placed in a container with a lid and disposed off according to the hotel action plan and national regulations for waste management.

Cleaning crews should be trained on use of PPE and hand hygiene immediately after removing the PPE, and when cleaning and disinfection work is completed. All rooms and common areas should be ventilated daily.

In the event of a guest or employee is tested positive for the virus the hotel must carry out a full disinfection programme in conjunction with the local health authorities.

Ensure proper management/disposal of garbage. Eco friendly practices must be followed.

**8.2 Monitoring of sick guests :** Housekeeping and cleaning staff should inform the management or the reception desk of any pertinent incidents, including possibly sick guests in their rooms. They must treat all this information with discretion.

**8.3** Thoroughly sanitize and keep room empty for at least 48 hours after guest checkout





**8.4 Area Per Person:** Plan space management and review metrics like ‘area per person’ to practice physical distancing smoothly. Space management at multiple levels and overall use of interior space must be ‘Social distance’-themed.

**8.5 Gathering/ Meetings:** Restricted to 25 people in a room until further notice from Government of Nepal.

**8.6 Optional Housekeeping Programs**

Guests can voluntarily forego housekeeping services

**8.7 Logistical Suppliers** of goods and services Contractors and suppliers of goods and services should follow safe systems of work and have sanitization systems in place

**9. Points to Consider :**

- 9.1 Reduce the touch points as much as possible eg: leave doors open where possible
- 9.2 Introduce virtual check-ins and check-outs with client identification codes in their mobiles and use of digital keys if possible.
- 9.3 Elevator rides limited to minimum guests from the same car and bell staff to use separate lift.
- 9.4 Temporary halt of room service facilities
- 9.5 Display of COVID-19 etiquette and preventive measures in room TV instead of printed material
- 9.6 Downsizing the contents of a guest room
- 9.7 Facilitation of payment through digital wallet and e-pay
- 9.8 Closing gym/health club facilities
- 9.9 Deep cleaning of rooms after guest check out. Keep room vacant for 24 hours after checkout, re-clean the room, seal for further 24 hours before next guest checks in.
- 9.10 Hotels to maintain a provision of few rooms as Isolation room/s for any suspected case/cases. The room to be thoroughly sanitized and kept vacant for a least 72 hours to eliminate risk.

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### RECOMMENDED GREEN TIPS FOR HOTELS

1. Say no to plastic water bottles- Replace plastic bottles with glass bottles
2. Install built-in refillable shampoo, soap, cream dispensers in bathroom and avoid using plastic wrapped soaps and mini plastic bottled amenities
3. Provide segregated waste bins in every room.
4. Provide a reusable bag for laundry.
5. Keep handy Reusable shopping bags to borrow in rooms.
6. Email invoices.
7. Switch to eco-friendly fluorescent lights/ solar power to reduce electricity use.
8. Keep lights, heating and air-conditioning turned off when the rooms are unoccupied.
9. Put water savers on all taps and showers.



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### RECOMMENDED GREEN TIPS for Smaller Hotels and Homestays

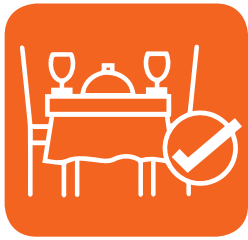
1. Do not use plastic mineral water bottles
2. Do not use plastic Straw
3. Do not use disposable plastic plates and other cutleries
4. Use less water by using low flow toilets
5. Use LED light bulbs for all the lighting fixtures in hotel because they last longer, are durable and energy efficient.
6. If possible, use solar panels for alternative electricity and also for uninterrupted supply.
7. Use locally grown foods to support local farmers, and reduce the gasoline and other costs needed to transport food long distances.
8. Use bulk soap, shampoos, and lotions given to guests instead of individually packaged toiletries to cut down on waste
9. Introduce non-smoking policies in rooms.
10. Discourage Campfires



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### Improved Air Quality

1. Keep room windows open to let in fresh air.
2. Do not use air fresheners because most of these products contain chemicals and artificial aromas.
3. Keep plants in common areas to improve air quality by absorbing toxins in the air
4. Strict non-smoking policy in rooms and common areas.



## SECTION III: Protocol for Restaurants



### PRE-OPENING

#### COMMUNICATIONS and STAFF AGREEMENT

Pre-reopening of the establishment, an online or offline meeting is recommended to make sure that the entire team agrees on the protocols and understands the modifications in the systems. Technical training is highly recommended as well on certain aspects of safety and the SoP.

#### STAGGERED START

A staggered start is highly recommended so systems can sink in, and the chances of infection are less as well.

**Promote Take away and online delivery to minimize risk.**



### CHECKS PROTOCOL

1. **Thermal Checks** - Of employees, Guest and suppliers. This should be kept in a record - offline or online.
2. **Entry Bar** - Employees, Guests or suppliers having symptoms of cough, cold, fever or shortness of breath.
3. **Medical kit** - A full medical kit recommended by health professionals should be available in the premises, with at least two members of the team who know how to use it.
4. Follow established Emergency Government Protocol in case there is a detected infection.
5. Written notice boards should be posted in various places around the premise with regards for safety precautions from COVID-19



### HYGIENE PROTOCOL

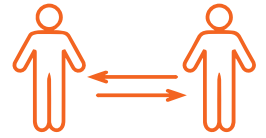
**Hygiene Checklist and Schedule** - Development of a Comprehensive Hygiene Checklist (Refer Annex II) that includes best practices mentioned here. Check list should be adhered to using a Schedule and regularly monitored. This includes Staff Hygiene and Premise Hygiene. This should be available for inspection.



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### PHYSICAL DISTANCING PROTOCOL

1. Maximum occupancy calculated based on current physical distancing guidelines and as per the Notice pasted outside the facility.
2. Tables adjusted to facilitate physical distancing best practices.



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### RECOMMENDED HYGIENE CHECKLIST

#### Working Teams

1. Hand Wash upon entering the premises, after clearing the tables, after transactions, and after every toilet visit. A thorough hand wash every 20 minutes.
2. Scheduled trainings and updates as the situation and guidelines change - recorded and monitored.
3. Cough into armpits or into masks.
4. Strictly follow established and agreed hygiene schedule of the premises.

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#### Guests

1. Use of hand-wash facilities and/or sanitizers upon entry of the premises.
2. Practice Online Payment / self administered Card Payments rather than cash payments.
3. Observe respiratory hygiene (Cough/Sneeze into armpits).

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#### Premises

1. Easy access hand-wash facilities and hand-sanitizers.
2. Opt for easy to clean tables and chairs - wood, plastic, metal or leather for easy sanitation and disinfection.
3. Proper ventilation of the premises and limited use of controlled air appliances.
4. Daily cleaning of working tables and surfaces using the schedule.
5. Toilets and reception areas cleaned and disinfected regularly using a schedule.
6. Availability of clean running water and soap and/or sanitizers in the toilets.
7. Carpets, floors, curtains, linen cleaned and disinfected regularly as per set schedule.



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### RECOMMENDED PHYSICAL DISTANCING CHECKLIST

#### Working Teams

1. Practice Precautions when commuting to work and at work.
2. Use Mask around other team members, Guests and suppliers.
3. Maintain physical distancing in common areas like kitchen and service areas.
4. Table seating should be arranged according to established physical distancing guidelines, unless part of same family or group.

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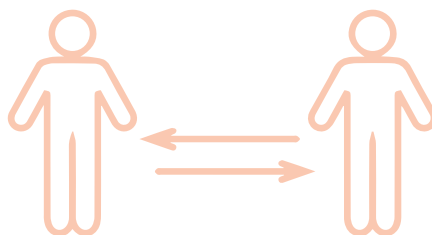
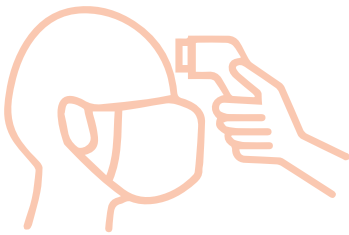
### Guests

1. Note name, contact details, time and date of visit for contact tracing.
  2. Follow recommended maximum capacity guidelines of the premises.
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### RECOMMENDED GREEN TIPS FOR RESTAURANTS

1. Replace plastic straws with paper straws or made of biodegradable material.
2. Avoid the use of single-serve, individually wrapped butter/ margarine/ ketchup/ sauce /mayo/ honey/ jam at breakfast.
3. Do not use plastic plates, cups and cutlery.
4. Provide eco-friendly take-away packing.
5. Responsible disposal of biodegradable and non-biodegradable waste.





## SECTION IV: Protocol for Tourism Office Management

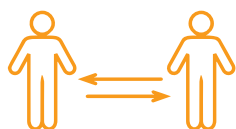
This protocol applies to all types of offices in the tourism ecosphere. A similar standard has to be applied in all offices that run tourism activities in Nepal, in order to ensure a similar level of standard.

### PRINCIPLES AND OBJECTIVES

- **Prioritize employee health and safety:** Do everything to keep employees safe and healthy.
- **Meet Clients'/Partner's needs:** Try and achieve progress while working remotely and continue to meet client's and partners' needs in the face of these historic challenges.
- **Flexibility at work:** Understand the need of the employees by being supportive during COVID-19.
- **Empower staff:** Be fair, equitable and understanding to employees empowering them to make individual decisions based on personal circumstances.
- **Promote Transparency:** Provide and communicate clear return to office plan to manage expectations and individual work planning for effective work results. Well defined job responsibilities should be outlined by the line managers and agreed upon by both line manager and his/ her subordinate.
- **Plan and Learn for the Future:** It is important to draw up or update crisis contingency plans for shutdown and start-up events in the future for the workplace. Teleworking/ working via Zoom for the first time may help us to consider adopting it as a modern, long-term working practice. The experience gained during the COVID-19 pandemic may feed into developing a teleworking /working remotely policy and procedures or revising existing ones.
- **Stay well informed:** The amount of information related to COVID-19 can be overwhelming and it can be difficult to differentiate the reliable and accurate from the vague and misleading. Always check that the original source of the information is an established and qualified provider, such as World Health Organization (WHO).

### REQUEST CLIENTS TO PROVIDE THE FOLLOWING INFORMATION

- Each company should request clients to fill out a Booking Form that not only includes basic emergency details but also physical information such as age, any medical problems, any chronic diseases and their travel history for the last 30 days





- Request clients to enroll in their respective country's Safe Traveler Enrollment Program so they can receive any security or safety updates in case of emergency from their nearest Embassy/Consulate.
- Ensure that the Client has adequate insurance coverage.

#### SCENARIO I:

The lockdown is called off and it is deemed necessary to resume office hours  
(Minimizing Exposure to COVID-19 at work)

- Make a roster so that only essential staff are in the office.
- If there is no business, it is not necessary for everyone to be physically present.
- Carry out only essential work for the time being, postpone all less essential work to later when the risk is lower.
- Suggest one staff from each department if deemed necessary. Otherwise, work from home.
- Schedule online meeting regularly.
- Office opening hours: 10 am to 02 pm.

#### SCENARIO II:

##### IF BUSINESS IS SLOWLY PICKING UP

- Working hours with shorter lunch break
- Encourage food from home
- Rotation of personnel (divide work/staff into first and second half): This way people will slowly get into the habit of coming to work every day.
- Office opening hours: 10 am to 04 pm

#### SCENARIO III:

##### IF LOCKDOWN CONTINUES

- Work from home
- Stay updated via online
- Continue with online meetings, wherever required and possible!

##### SAFETY AND HEALTH MEASURES AT WORKPLACE

- Temperature check during entry and exit in office premises. Daily record to be maintained.
- Do not use biometric attendance.
- Office sanitization by disinfecting surfaces such as tables, door knobs, handles, keyboard, computers, light switches, chairs, etc. to be done minimum twice a day.
- Hand sanitizers to be made available at common areas.



#### SECTION IV: Protocol for Tourism Office Management



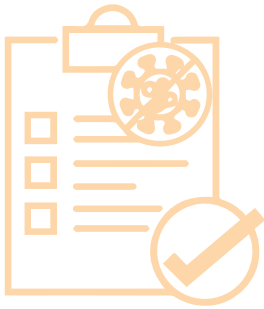
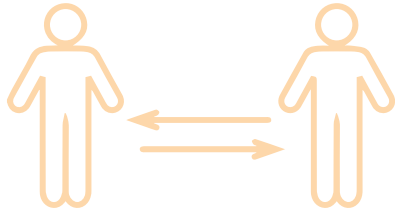
- Personal hygiene: Wash hands frequently with soap and water, use of masks is mandatory (to be checked in reception), gloves to be provided in case.
- Do not use or borrow others belongings such as pens, earphones, water bottles, etc.
- Do not share food or utensils.
- Avoid using elevator.
- Proper ventilation of the premises and limited use of controlled air appliances.
- Help the cleaning service by keeping minimum visible objects in on the tables.
- Out of office visits will not be allowed unless strictly necessary.
- Common areas such as kitchen, balcony, restrooms, meeting room and reception (waiting place) to ensure strict physical distancing.
- Place information boards in visible spots with clear hygiene and safety guidelines.

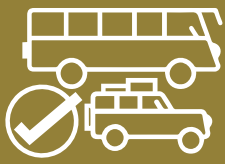
#### RECOMMENDED GREEN TIPS FOR OFFICES



1. Buy eco-friendly office supplies.
2. Avoid use of too much paper. Print only if necessary- preferably double sided printing option.
3. Do not use plastic mineral water bottles. Use reusable water bottles and mugs at work.
4. Email invoices and receipts to Customers/clients and discourage printing of the same.
5. Use energy saving lights. LED lights conserve energy and last much longer than standard light bulbs while brightly illuminating the room.
6. Share printed files with coworkers to cut back on how many copies have to be printed.
7. Have a recycle bin and encourage its use.
8. Turn off electricity, unplug electronics when not in use in order to save energy.
9. Shutdown computers and electronic devices when not in use to save power.
10. Instead of tissues and paper towels, install hand dryers in washrooms.







# SECTION V: Protocol for Transportation Providers



This is a standard protocol for anyone operating vehicles: be it Hotels, Tour Operators or solely vehicle operators. It is important to acknowledge that pandemic planning is not a stand-alone project, but should be integrated with existing crisis management structures and procedures in order to be effective. It is crucial to involve business units directly into this planning. Vehicle operators should take the following precautions to keep themselves and their passengers protected:



- Monitor staff/ guest health more closely than usual for COVID-19 symptoms, such as fever, cough, sore throat or shortness of breath.

Proposed rule of thumb for Passenger per vehicle:

Car: 1/2 Pax + 1  
12 seater Jumbo: 6 Pax + 1  
20-22 seater Coaster: 10 Pax + 1  
35 Seater Bus: 15 + 1



Practice healthy personal hygiene.

- Wash hands often with soap and water for at least 20 seconds. Use an alcohol-based hand sanitizer if soap and water are not available. Cover cough and sneeze with a tissue or your sleeve. Do not use your hands. Immediately throw out tissues and wash your hands afterward. Do not touch your eyes, nose and mouth with unwashed hands. Have tissues and hand sanitizer available in your vehicle for your passengers.
- Do not shake hands. Instead, wave or Namaste. If you do physically interact with a customer, remember to wash hands with soap and water or use hand sanitizer after every interaction.

Clean and disinfect your vehicle routinely. When cleaning and disinfecting:

- Pay special attention to surfaces and objects that are touched often by passengers, such as door handles, window buttons, locks, arm rests, seat cushions, buckles and seatbelts. Also wipe down surfaces that you frequently touch, such as the steering wheel, radio buttons, turn indicators and cup holders.
- Use regular disinfectant products (for example, Clorox, peroxide or alcohol-based multipurpose products) that are appropriate for the surface. Keep the vehicle doors open while cleaning and disinfecting.
- Wear disposable gloves when cleaning and only use them once. Throw gloves in the



trash after use and wash hands immediately with soap and water or use an alcohol-based hand sanitizer. Wait until all surfaces have dried before giving a ride to a passenger.

### Maintain social (physical) distancing while transporting customers.

#### Keeping yourself and your passengers safe

- Companies should share relevant health and hygiene information with passengers before the trip.
- Create more personal space. Keep at least 6 feet (a difficult proposition in small vehicles) of distance between yourself and others, whenever possible.
- Ask passengers to sit in the back to create physical distance. If the vehicle has a partition, close the partition before picking up passengers. If the vehicle does not have a partition, consider putting up a clear plastic barrier between the front and back of the vehicle (note: barrier should not affect rear view mirror visibility).
- Transport only those passengers who are in the same party/ Group. Group rides (also known as “shared” or “pooled” rides) should be avoided at all cost.
- Essential workers are required to wear a face covering at work if they have direct contact with customers or others.
- Staff must wear a face covering when transporting passengers, or when otherwise within 6 feet (a difficult proposition in small vehicles) of customers or others. A face covering is any well-secured paper or cloth (like a bandana or scarf) that covers your mouth and nose. Employers must provide face coverings to employees at employers’ expense.
- Whenever possible, set ventilation to non-recirculated air mode in both the driver and passenger compartment. Open windows if this is not an option.
- Have tissues and hand sanitizers available for your passengers.
- Maintain logbook of all fuel stops, repair and maintenance location for future contact tracing.
- Place multilingual safety information leaflets for your passengers in your back seat.
- High levels of hygiene in all parts of terminals, rest areas (e.g. along the motorways), covered parking facilities, fuelling and charging stations, should be ensured.
- Passenger flow management should be implemented at stations. Where adequate levels of hygiene cannot be ensured, the closing of certain stops or stations should be considered.
- Safe operating practices should be introduced, including, for example, rear door boarding and the use of windows for ventilation as much as possible instead of air conditioning.
- In addition, seating should be optimized to the extent feasible (e.g. families can sit together, while persons not travelling together should be separated).



### RECOMMENDED GREEN TIPS FOR TOURIST VEHICLES

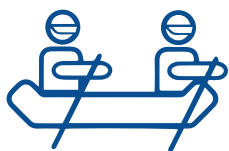
1. Limit the use of Air-Conditioning. Try opening the vehicle window for fresh air instead.
2. Keep waste bins inside the vehicle for segregated waste disposal.
3. Encourage use of refillable bottles.
4. Discourage use of old vehicles to reduce air pollution.
5. Replace plastic bags with paper bags.
6. Use paper sickness bags.







## SECTION VI: Protocol for Tours and Adventure Activities



The Directives issued by the Health and Population Ministry, High Level COVID-19 committee and NTB HHS Protocols to be strictly followed during activities.

These directives and protocols are for the operation of tours and adventure activities, keeping in mind SAFETY of teams, travelers and community.

NOTE: Due to the contact intensive nature of Aqua and Aerial (rafting, kayak, canyoning, bungee jumping, paragliding and others) activities. It is recommended that these activities are offered Only to:

1. *Same group*
2. *People who are travelling together*
3. *Families*

### Overall

All teams working in the conduction of tours and adventure activities should go through a training that includes:

1. Prevention of Infection, Breaking the Chain and Hygiene Protocols
2. Physical Distancing Protocols
3. Emergency Protocols
4. Dynamic Problem Solving
5. Updated First Aid training.

An updated training record should be maintained by all members of the team as proof of the training.

The activity leader should also be trained in passing on the salient points of the training to other members of the team during the course of the operation.

All activity leaders have to maintain a Daily Leader Log according in a pre-established format to record itinerary and points of contact to facilitate contact tracing should the need arise. This could include daily temperature checks and self-administered symptom form by the clients

Daily briefings to include hygiene, physical distancing and emergency protocols. Daily communication when possible with the office to report and get updates on the overall situation, so itinerary can be followed and adapted according to the situation.

First Aid Kits with every Leader containing extra masks, disposable gloves soap and/or sanitizers.

Leaders should be mindful of communities where the tours and adventure activities are happening and minimize chances of contamination.

Activity leaders should work alongside other leaders in a destination to ensure minimal risk of contamination, and maintain a high level of hygiene.

#### CLIENT / TRAVELLER AGREEMENTS

1. Clients should bring their own masks with them to use when traveling.
2. Clients should inform guide/ leader of any symptoms of any sort of illness.
3. Clients should have travel medical insurance that includes helicopter evacuation, and the travel medical company would insure that clients would be medi-vaced out in case of any illness.
4. Clients shall agree to follow the company's health and safety protocol in case of any suspected case of virus transmission or illness within the group or within the area.
5. Clients shall be requested to carry their own sanitizer with them in their packs at all times (they would bring their own on activity with them).

#### TOURING

1. Tour group shall maintain distance from other groups and local communities.
2. In the initial stage, lunchboxes shall be used for in-tour meals, and eventually use a set of restaurants accredited for their hygiene levels and adherence to the restaurant protocol.
3. Tour leader shall ensure group understands the virus protocols of hygiene and physical distancing.
4. Tour Leader always has an updated First Aid kit and has extra masks and sanitizers, and is trained on how to use the kit!.
5. Regular contact with office to know ground situations.
6. Tour Leader is trained regularly on the Emergency Protocol in case there is an outbreak (within the group or in the area where the group is touring).

#### TREKKING, HIKING, MOUNTAINEERING

1. All Trekkers and Mountaineers as with GT and Mountaineering group, FITs should trek with authorized agencies/ licensed guides to ensure safety.
2. Mountaineering/GT/FITs should not make any change in the approved trekking itinerary.
3. Group size should be 2-15 people only.
4. The Tour Leader must report health status of group members in all the health posts that lie in the trekking route, also have health check-up done. These reports are to be submitted regularly to the Agency for future contact tracing.
5. The groups shall mandatory Health check up all the trekkers in Health check posts on trekking route.
6. Group Health Check records including before and after report should be submitted by Agency to the Department Of Tourism (DOT).
7. A clearance letter confirming responsible disposal/ return of non-biodegradable garbage has to be obtained from the local government body or authorized entity in the trekking area.



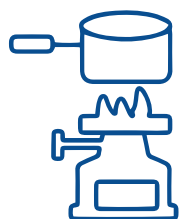
SECTION VI:  
Protocol for Tours and  
Adventure Activities



## CAMPING TREKS

### DINING TENT & CAMP PROTOCOLS

1. Dining tent should be well ventilated and large enough to have 1 meter space between trekkers.
2. Consider ways to get into and out of dining tent without having to use common zip.
3. Plenty of sanitizer in push-top container inside dining tent.
4. Warm washing water and soap provided outside dining tent.
5. Avoid using common towel for drying hands (use medical hand shake).
6. Have separate bowls for clients for snacks so that clients are sharing serving utensils as little as possible.
7. Have guide serve snacks, meals and tea so clients do not share common plates and utensils.
8. Clients and staff inside tent must leave tent when they cough or sneeze, or at the very least cough into their elbow or shirt.
9. Clients must wear masks in dining tent (they should bring their own).
10. The trekking company Should have a full medical kit including lots of extra masks, inhalers, plastic gloves, thermometers and oxygen cylinders.



### KITCHEN TENT, GUIDE & STAFF PROTOCOLS

1. Staff should be well trained to understand hygiene safety and health protocol
2. Staff would wear masks at all times at camp or when shopping for local supplies.
3. Sterilize all utensils, bowls, plates and mugs for use in dining tent (steam for 10 min).
4. Kitchen tent should have plenty of sanitizer (push-top container), soap and water
5. Kitchen tent would have plenty of clean towels for drying all plates, cups and utensils (for clients). Wash after every use.
6. The usual distancing precautions would be observed when shopping for local supplies. Bring own reusable shopping bags and wash when finished shopping.
7. Guide and all staff would set a good example of adhering to the protocol for the clients to follow.
8. Guide should brief both staff and clients about 'H.H.S Protocol' before and during the trek, and make sure that both staff and clients are following these guidelines.
9. Guide should include in the daily briefing anything having to do with interactions with locals or village protocol during that day's trek.
10. Guide should actively keep an eye on the medical condition of all clients.
11. Guides will carry appropriate satellite communications to report any emergency, evacuation of any sick, or potentially infected clients.

### CLIENT PROTOCOLS

1. All clients will be in single tent, except for couples or people who have travelled to Nepal together. Consider providing single tents without charging for single supplement.
2. Clients shall agree (in writing) that they might have to leave the trek if the guide deems this to be medically necessary, possibly with the consent of their travel medical insurance company

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## HIKING & TRAVEL PROTOCOLS

1. The group shall not hand out sweets or other things to kids or locals while trekking or at camp. Although it's certainly possible to keep items brought from home virus-free, if there was a virus outbreak in a village it might be linked to trekking group.
2. The group shall maintain distance from other trekking groups and villagers.
3. The group shall not invite other people into dining, kitchen or personal tents (serve tea or snacks to locals outside all tents).
4. The group shall not enter villagers houses, have encounters with villagers except at a safe distance.
5. Only Namaste, no hugs or handshakes with anyone at any time.



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## LODGE TREKS

1. All clients shall have single rooms, (wherever applicable) except for couples or people who have travelled to Nepal together.
2. All groups shall maintain social and physical distancing as per protocol from other trekking groups, lodge staff and locals.
3. Follow protocol guidelines for shopping, interactions with locals as on camping treks.
4. The guide shall advise clients to only shop from local shops where safety guidelines are being adhered.
5. The guide shall advise clients to strictly follow health protocols in lodges (coughing into elbow or shirt, wearing mask, not handing common condiment containers without clean hands, not touching door handles without clean hands, not using any common towel etc).
6. The guide shall ensure that the lodge owners and staff are maintaining their property as per established guidelines.
7. The guide shall make sure that the kitchen facilities and rooms in the lodges are clean, sanitized and sterilized.



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## AQUA/ AERIAL/ OTHER ACTIVITIES

*Since Aqua and Aerial activities are contact intensive, additional protocols are being considered for maximizing safety during these activities.*

**AERIAL/ OTHERS: To follow same protocols as in Adventure activities for hygiene and safety issues.**

## RAFTING/ CANOEING/ KAYAKING/ CANYONING

### Overall

1. Make available hand sanitizer, mask and glove for staff and clients
2. Code of conduct to be displayed prominently for guest assurance
3. Rafts, Oars, Life Jackets, Vehicle, Kitchen, Dining, Utensils, Tent, mattress, sleeping bags etc should be sanitized as per above protocols

### Protective Equipment

1. Wear Masks, and Gloves, use Sanitizer and other Protective accessories
2. Wash hands after every contact with any objects or surface or as per need
3. Stay at a minimum of 1 meter distance from each other

### On the Raft:

1. Each client shall have minimum 1 m distance inside the raft.
2. Family members shall maintain 1 m minimum distance and as per raft capacity

### A. Camping/Accommodation

*To follow same protocol as in trekking/ camping*

### Others:

1. To maintain 1 m space when queuing up for booking service, boarding the vehicle, meals, boarding the raft, in all areas where service is being received and throughout the entire journey
2. Group distancing shall be determined according to the nature of the clients like FITs, Group, Family and domestic tourists
3. Ensure crowding is avoided and distancing is maintained in all public places.
4. Limited contact to communities when camping..
5. Ensure proper management of Waste/Garbage Materials at camp site.
6. Health check up is compulsory for all the participants at the beginning and the end of the activities in nearby Health check post. It's records should be maintained and submitted to DOT.



## RECOMMENDED GREEN TIP FOR ADVENTURE ACTIVITIES

Leave no trace, only footprints; bring out what you bring in, burn paper but not plastic, leave the campsite the way you found it, or better. Work with each national park or trekking region to have a system like Upper Mustang. Camping groups register at the

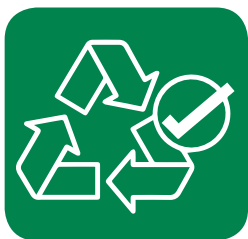


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checkposts with a list of all cans and bottles brought into the park and have to bring the same number back out when they leave.

Involve the staff and trekkers in cleaning up the trails and campsites as they travel through the region. Trekking in these remote mountain regions is a privilege which should be respected, and encouraging the trekkers to get involved will create a sense of responsibility, in a positive way!

- Decant as much as possible from glass and plastic into reusable plastic containers.
- Carry out all cans, bottles and plastic.
- Separate trash in the dining and kitchen tents, burn dry paper trash but not plastics, bury organic waste.
- Make sure the toilet tents have a deep hole and is completely covered when finished! Toilet tents should be away from all springs and water sources, and not in the middle of any flat, potential tent spot.
- Make sure the trekkers are also bringing out their trash, and not putting things like used batteries into the common trash container.
- Encourage staff and trekkers to clean up campsites. We sometimes have a purifying puja - burning juniper - after we've cleaned a campsite so that the staff feels proud of what they have achieved.
- Buy locally as much as possible to support the local mountain economies.
- Encourage trekkers to wash hair and body using a bucket dumped approximatele 3 meters from the stream, or to bring biodegradable soap if they are going to wash in a stream.
- Make sure the camping staff is not putting dish soap into the rivers or streams, but is dumping all soapy waste water away from water sources.
- Discuss respectfully keeping these mountain regions clean with villagers to maintain a sort of 'Beyul'. And discuss appropriate clothing with trekkers, again encouraging them to respect these remote regions.
- Be an ambassador for Responsible Tourism- 'Leave No Trace, only footprints' and ensure sustainable travel.



# SECTION VII: Environmental Friendly Recommendations



SECTION VII:  
Environmental Friendly  
Recommendations

26

## Introduction

### Sustainability in the Post-COVID-19 Scenario

A key incentive for tourists to select a destination will be sustainability in tourism and environmentally sound hygiene standards for disinfection. COVID-19 has awoken massive awareness in the improved environment since lockdowns have reduced human activities, be it cleaner water in Rivers, or enhanced air quality allowing the Himalayan to be viewed from well beyond Nepal's borders.

The Nepal Protocols on tourism safety are designed to be international best practice and to be environmentally sound. It will be of high importance to ensure that the application of these protocols does not diminish the guests' experience of their time in Nepal.

Well-managed, sustainable tourism operations in all market segments will be received with increased receptivity by potential visitors. This complements Nepal's magnificent natural environment, rich culture, and warm, friendly people.

Responsible Tourism is the industry taking responsibility for sustainability actions.

It is essential that all parties fully embrace and understand the reality that sustainability is not an end in itself, or a destination to be reached, but a journey that is ongoing. It is a process of applied thinking and actions resulting, not amenable to yes / no binary checklists.

The tourism industry in Nepal has some world-leading examples of good sustainability practices. The impact of the COVID-19 pandemic has provided a time to pause and recalibrate.

There is no 'one size fits all' formula for enhancing tourism sustainability but each sector of the industry must look at processes, operations, and marketing of its segment through the lens of sustainable thinking.

## NEPAL SUSTAINABILITY in PRACTICE GUIDELINES

### Overall Guidelines

These overall guidelines cover the entire industry and stakeholders in the industry

### Planet / Conservation / The Natural Environment

- Protection of natural habitats
- Waste Management

Operational Guideline with Health Protocol for Tourism Sector

- Building construction, design, materials, sources of supply of materials
- Air, soil, water, noise, and light pollution
- Carbon (CO<sub>2</sub>e) emissions

## 1. ENVIRONMENTAL MEASURES FOR ACCOMMODATION : HOTELS, LODGES, HOMESTAYS

There are many ways for a hotel to be green. Although it's hard to implement every green idea, the eco-friendlier features a hotel has, the greener it becomes. Below are some green living characteristics that you might find in an eco-friendly hotel.

1. Replace plastic water bottles with glass bottles.  
Put glass bottles with water in every room. If you have mini-fridges in the rooms, put a jug with fresh water in the fridge. Put water dispenser in a lobby or even on every floor, so the guests can refill their own water bottle.
2. Install built-in refillable shampoo and soap dispensers in a bathroom and avoid using plastic wrapped soaps and mini plastic bottled shampoos.
3. Add recycling and/or compost bins in every room. Encourage guests to recycle by providing those options in the room. For higher-end properties explain to guests that staff will sort waste in the room bin on sustainability principles.
4. Provide a reusable bag for laundry. Return the bag in the room, once the laundry is done. No more plastic bags.
5. Make changes in the mini-bar. Lots of snacks wrapped in plastic can be switched out with fresh fruits or bakery treats on a plate or more zero waste friendly options.
6. Reusable shopping bag available in a room to borrow. Helps your guests to make their shopping a bit greener and give a good impression about the property.
7. Email invoices. Send a bill to an email address instead of automatically printing it. Or at least give such option to your guests and let them decide.
8. Switch to eco-friendly fluorescent lights to reduce electricity use. Change all the lights in the hotel to energy-saving bulbs. They have the lowest carbon footprint, as they last 5-20 times longer than conventional bulbs. Even better use LED Warmlight bulbs, they save more energy than CFL.
9. Keep the heating and air-conditioning turned off when the rooms are unoccupied! Educate your staff to turn off the lights and heating/air-conditioning when the rooms are unoccupied.
10. Put water savers on all taps and showers. This will help to reduce water consumption. You can find special showerheads that use less water but still maintain pressure. The guests will not notice a difference. But inform the guests that you are using low-flow shower heads to highlight your commitments to sustainability.
11. Install the system that turns off the light in the room automatically. Many hotels use the keycard system as a way to reduce electricity usage. Train housekeeping staff to ensure all lights and electrical appliances are shutdown when room is not in use.





## MAKE FOOD EXPERIENCE IN YOUR HOTEL/RESTAURANT MORE ECO-FRIENDLY

### 1. Replace paper napkins to Cloth napkins.

It's time to stop using paper towels and tissues and replace them with cloth napkins in kitchenettes and in the restaurant. After use just wash them together with the towels and linens. Ensure laundry is done as per hygiene and safety standards.

### 2. NO straws.

Stop purchasing single-use straws, especially plastic ones. Paper straws are a better alternative, however, they are still disposable and require a lot of paper to be made. So best to stop using straws completely or switch to reusable metal or bamboo options.

### 3. No single-serve, individually wrapped products at breakfast

- Jam, butter and honey can be placed in a large dish with lid, ideally, see-through. Provide little bowls for guests to take what they want.
- Ketchup, mayo and other sauces can be provided in glass bottles. You can keep a set on every table or on a serving table where everyone can take what he wants.
- Put jugs with fresh milk on the table, instead of offering those tiny creamers packed in plastic.

### 4. Offer ground coffee and a coffee press, loose tea and a tea strainer instead of instant coffee in plastic sachets.

Use reusable glass canisters for ground coffee and tea in the rooms instead of single-use sachets. The use of locally bred coffees can boost domestic products too. Use Nepalese tea and coffee not other imported brands.

### 5. Avoid using plastic plates, cups and cutlery.

First of all, real plates and silverware at breakfast, make it feel homier. Plus, subconsciously, when people see disposable plates they think of poor-quality which may spoil their whole experience.

### 6. Provide Eco-friendly take-away.

Use only paper cups for beverages and biodegradable food containers. Use sal-leaf plates (tapori) and highlight the local traditions. Use paper bags to package the order.

### 7. Responsible disposal of biodegradable and non-biodegradable waste.



## RECOMMENDED GREEN TIPS for Smaller Hotels and Homestays

1. Do not use plastic mineral water bottles
2. Do not use plastic Straw
3. Do not use disposable plastic plates and other cutleries
4. Use less water by using low flow toilets
5. Use LED light bulbs for all the lighting fixtures in hotel because they last longer, are durable and energy efficient.

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6. If possible, use solar panels for alternative electricity and also for uninterrupted supply.
  7. Use locally grown foods to support local farmers, and reduce the gasoline and other costs needed to transport food long distances.
  8. Use bulk soap, shampoos, and lotions given to guests instead of individually packaged toiletries to cut down on waste
  9. Introduce non-smoking policies in rooms.
  10. Discourage Campfires
- 

### Improved Air Quality

1. Keep room windows open to let in fresh air.
2. Do not use air fresheners because most of these products contain chemicals and artificial aromas.
3. Keep plants in common areas to improve air quality by absorbing toxins in the air
4. Strict non-smoking policy in rooms and common areas.

## 2. ENVIRONMENTAL MEASURES FOR TOUR/TRAVEL OFFICES

1. Buy eco-friendly office supplies.
2. Avoid use of too much paper. Print only if necessary- preferably double sided printing option.
3. Do not use plastic mineral water bottles. Use reusable water bottles and mugs at work.
4. Email invoices and receipts to Customers/clients and discourage printing of the same.
5. Use energy saving lights. LED lights conserve energy and last much longer than standard light bulbs while brightly illuminating the room.
6. Share printed files with coworkers to cut back on how many copies have to be printed.
7. Have a recycle bin and encourage its use.
8. Turn off electricity, unplug electronics when not in use in order to save energy.
9. Shutdown computers and electronic devices when not in use to save power.
10. Instead of tissues and paper towels, install hand dryers in washrooms.
11. Use natural light whenever possible.

## 3. ENVIRONMENTAL MEASURES FOR TOURIST VEHICLES

1. Limit the use of Air-Conditioning. Try opening the vehicle window for fresh air instead.
2. Keep waste bins inside the vehicle for segregated waste disposal.
3. Encourage use of refillable bottles.







4. Discourage use of old vehicles to reduce air pollution.
5. Replace plastic bags with paper bags.
6. Use paper sickness bags.

#### 4. ENVIRONMENTAL MEASURES FOR TREKKING AND OTHER ADVENTURE ACTIVITIES

Leave no trace; bring out what you bring in, burn paper but not plastic, leave the campsite the way you found it, or better. Work with each national park or trekking region to have a system like Upper Mustang. Camping groups register at the checkpoints with a list of all cans and bottles brought into the park and have to bring the same number back out when they leave.

Involve the staff and trekkers in cleaning up the trails and campsites as they travel through the region. Trekking in these remote mountain regions is a privilege which should be respected, and encouraging the trekkers to get involved will create a sense of responsibility, in a positive way!

##### Leave No Trace Principles:

1. The Nepali and international contracting trekking companies should all be Ambassadors for **'Leaving No Trace'**, encouraging and practicing sustainable, ecological travel in Nepal.
2. Decant as much as possible from glass and plastic into smaller reusable containers while packing for the trek in Kathmandu.
3. Carry out bring back all cans, bottles and plastic. The best possible scenario would be Crush cans, separate, and drop at a recycling center.
4. Separate trash in the dining and kitchen tents while on trek, burn dry paper trash but not plastics, bury organic waste. Make sure fires are fully extinguished when the staff leaves camp.
5. Make sure the toilet tents have a deep hole and are completely covered with dirt when leaving camp! Toilet tents should be away from all springs and water sources, and not in the middle of any flat, potential tent spot.
6. Ensure that trekkers are either carrying out or burning used tissue/toilet paper while on the trail (advise them to bring a plastic waste bag and throw waste into the toilet tent pit once at camp) or burying used toilet paper as far as possible from the trail.
7. Ensure that the trekkers are also bringing out their trash, and not putting things like used batteries into the common trash (rubbish) container. The trekking companies should supply each trekker with individual trash bags and/or advise them to bring from home.
8. Encourage staff AND trekkers to clean up campsites. An idea is to have a purifying puja - burning juniper - after the team has cleaned up a campsite so that the staff feels proud of what they've achieved.
9. Buy locally as much as possible to support the local mountain economies.

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Encourage trekkers NOT to bring plastic gifts for children which end up broken on the trail or in the village.

10. Encourage trekkers to wash hair and body using a bucket dumped approx 3 meters from the stream, or to bring biodegradable soap if they are going to wash in a stream.
11. Make sure the camping staff isn't putting dish soap into the rivers or streams, but is dumping all soapy waste water away from water sources.
12. Discuss (respectfully) keeping these mountain regions clean with villagers to maintain a sort of 'beyul'. And discuss appropriate clothing with trekkers, again encouraging them to respect these remote regions.





# SECTION VIII: Cleaning and Disinfecting Guidelines



## Cleaning and Disinfecting Your Facility

### EVERYDAY STEPS, STEPS WHEN SOMEONE IS SICK, AND CONSIDERATIONS FOR EMPLOYERS

#### How to clean and disinfect with Local Disinfectant -Chlorine, Bleach)

- **Wear disposable gloves to clean and disinfect.**
- **Clean surfaces using soap and water, then use disinfectant.**
- **Cleaning with soap and water reduces number of germs, dirt and impurities on the surface. Disinfecting kills germs on surfaces.**
- **Practice routine cleaning of frequently touched surfaces.**
  - More frequent cleaning and disinfection may be required based on level of use.
  - Surfaces and objects in public places, such as shopping carts and point of sale keypads should be cleaned and disinfected before each use.
- **High touch surfaces include:**
  - Tables, doorknobs, light switches, countertops, handles, desks, phones, keyboards, toilets, faucets, sinks, etc.
- **Recommend use: Chlorine/Bleach**

**Follow the instructions on the label** to ensure safe and effective use of the product. Many products recommend:

  - Keeping surface wet for a period of time (see product label).
  - Precautions such as wearing gloves and making sure you have good ventilation during use of the product.
- **Diluted household bleach solutions may also be used if appropriate for the surface.**
  - Check the label to see if your bleach is intended for disinfection, and ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening may not be suitable for disinfection.
  - Unexpired household bleach will be effective against coronaviruses when properly diluted.

**Leave solution** on the surface for **at least 1 minute.**

**To make a bleach solution, mix:**

    - 5 tablespoons (1/3rd cup) bleach per gallon of water
    - OR
    - 4 teaspoons bleach per quart of water

- Bleach solutions will be effective for disinfection up to 24 hours.
- Alcohol solutions with at least 70% alcohol may also be used.

#### FOR SOFT SURFACES SUCH AS CARPETED FLOOR, RUGS, AND DRAPES

- Clean the surface using soap and water or with cleaners appropriate for use on these surfaces.
- Launder items (if possible) according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.

OR

- Disinfect with household disinfectant.
- Vacuum as usual.

#### FOR ELECTRONICS, SUCH AS TABLETS, TOUCH SCREENS, KEYBOARDS, REMOTE CONTROLS, AND ATM MACHINES

- Consider putting a wipeable cover on electronics.
- Follow manufacturer's instruction for cleaning and disinfecting.
  - If no guidance, use alcohol-based wipes or sprays containing at least 70% alcohol. Dry surface thoroughly.

#### FOR CLOTHING, TOWELS, LINENS AND OTHER ITEMS

- Launder items according to the manufacturer's instructions. Use the warmest appropriate water setting and dry items completely.
- Wear disposable gloves when handling dirty laundry from a person who is sick.
- Dirty laundry from a person who is sick can be washed with other people's items.
- Do not shake dirty laundry.
- Clean and disinfect clothes hampers according to guidance above for surfaces.
- Remove gloves, and wash hands right away.\

#### CLEANING AND DISINFECTING YOUR BUILDING OR FACILITY IF SOMEONE IS SICK

- Close off areas used by the person who is sick.
  - Companies do not necessarily need to close operations, if they can close off affected areas.
- Open outside doors and windows to increase air circulation in the area.
- Wait 24 hours before you clean or disinfect. If 24 hours is not feasible, wait as long as possible.
- Clean and disinfect all areas used by the person who is sick, such as offices, bathrooms, common areas, shared electronic equipment like tablets, touch screens, keyboards, remote controls, and ATM machines.
- Vacuum the space if needed. Use vacuum equipped with high-efficiency particular air (HEPA) filter, if available.
  - Do not vacuum a room or space that has people in it. Wait until the room or





space is empty to vacuum, such as at night, for common spaces, or during the day for private rooms.

- Consider temporarily turning off room fans and the central HVAC system that services the room or space, so that particles that escape from vacuuming will not circulate throughout the facility.
- **Once area has been appropriately disinfected, it can be opened for use.**
  - **Workers without close contact** with the person who is sick can return to work immediately after disinfection.
- **If more than 7 days since the person who is sick visited or used the facility, additional cleaning and disinfection is not necessary.**
  - Continue routine cleaning and disinfection. This includes everyday practices that businesses and communities normally use to maintain a healthy environment.

#### CLEANING AND DISINFECTING OUTDOOR AREAS

- **Outdoor areas generally require normal routine cleaning, but do not require disinfection.**
  - Do not spray disinfectant on outdoor playgrounds- it is not an efficient use of supplies and is not proven to reduce risk of COVID-19 to the public.
  - High touch surfaces made of plastic or metal, such as grab bars and railings should be cleaned routinely.
  - Cleaning and disinfection of wooden surfaces (play structures, benches, tables) or groundcovers (mulch, sand) is not recommended.
- **Sidewalks and roads should not be disinfected.**
  - Spread of COVID-19 from these surfaces is very low and disinfection is not effective.
- **Regular cleaning staff can clean and disinfect community spaces.**
  - Ensure they are trained on appropriate use of cleaning and disinfection chemicals.
- **Wear disposable gloves and gowns for all tasks in the cleaning process, including handling trash.**
  - Additional personal protective equipment (PPE) might be required based on the cleaning/disinfectant products being used and whether there is a risk of splash.
  - Gloves and gowns should be removed carefully to avoid contamination of the wearer and the surrounding area.
- **Wash your hands often** with soap and water for 20 seconds.
  - Always wash immediately after removing gloves and after contact with a person who is sick.
  - Hand sanitizer: If soap and water are not available and hands are not visibly dirty, an alcohol-based hand sanitizer that contains at least 60% alcohol may be used. However, if hands are visibly dirty, always wash hands with soap and water.

- 
- **Additional key times to wash hands** include:
    - After blowing one's nose, coughing, or sneezing.
    - After using the restroom.
    - Before eating or preparing food.
    - After contact with animals or pets.
    - Before and after providing routine care for another person who needs assistance (e.g., a child).

#### ADDITIONAL CONSIDERATIONS FOR EMPLOYERS

- **Educate workers** performing cleaning, laundry, and trash pick-up to recognize the symptoms of COVID-19.
- Provide instructions on what to do if they develop [symptoms](#) within 14 days after their last possible exposure to the virus.
- **Develop policies for worker protection and provide training** to all cleaning staff on site prior to providing cleaning tasks.
  - Training should include when to use PPE, what PPE is necessary, how to properly don (put on), use, and doff (take off) PPE, and how to properly dispose of PPE.
- Ensure workers are trained on the hazards of the cleaning chemicals used in the workplace

This is as per the prescribed guidelines from  
**Centers for Disease Control and Prevention (CDC)**



# ANNEX I:

## Hotel Protocol Checklist

### A. ARRANGEMENT AT THE MAIN ENTRANCE

- ☐ Put up notice boards/ info-graphics with clear instructions for Employees and Guests
- ☐ Screening temperature of all entrants to hotel
- ☐ Installing sanitization tunnel (if possible) for people, luggage and goods
- ☐ Compulsory wearing of mask
- ☐ Maintaining logbook with detailed contacts of entrants for future contact tracing
- ☐ Directing entrants with high temperature and symptoms to health care facility

### B. ARRANGEMENT AT RECEPTION/LOBBY

- ☐ Receptionist well informed and updated about COVID-19 and measures
- ☐ Contact and coordinate with health care facilities who are on standby to monitor and treat guests with symptoms
- ☐ Necessary precaution like physical distancing and equipped with protective items like sanitizer, masks, gloves etc.
- ☐ Mandatory recording of guests' travel history of 30 days and contact details
- ☐ Telephone numbers of health authorities, medical centers, public/private hospitals

### C. SOCIAL DISTANCING AND PROTECTIVE MEASURES

- ☐ Disallow physical contact with guests or among staff
- ☐ Ensure maintenance of social distancing of at least 1m (3ft)
- ☐ Ensure staff is alert of anyone showing signs of cough, runny nose or shortness of breath
- ☐ Mandatory practice of cleaning hands with quality hand sanitizer for all guests and staff
- ☐ Mandatory use of face mask, gloves etc
- ☐ Ensure practice of covering of mouth and nose with bent elbow or tissue when coughing or sneezing
- ☐ Practice and ensure disposing tissues and waste immediately in the lobby bin which is sanitized regularly
- ☐ Display of "Respiratory Etiquette" and "Preventive Measures" at visible spots at the lobby

### D. MEASURES TO PROTECT EMPLOYEES

- ☐ Mandatory screening of each staff at the main entrance
- ☐ Strict instructions to all staff to adhere to the protocol guidelines
- ☐ Training the staff on basic protective measures against COVID-19
- ☐ Scheduled lunch breaks and intervals to ensure social distancing among staff

### E. MEASURES TO PROTECT GUESTS

- ☐ Mandatory screening of temperature at the main entrance for all guests
- ☐ Monitoring of guests at all times for possible signs and symptoms of COVID-19
- ☐ On call doctor service available 24/7
- ☐ Placing of hand sanitizers in all common areas
- ☐ Make mask/ gloves available for purchase
- ☐ Regular sanitizing and cleaning of lobby, rest rooms and all common areas
- ☐ Regular sanitizing and cleaning of surfaces that come in contact with human touch



# ANNEX I:

## Hotel Protocol Checklist

### F. MEASURES TO PREVENT SPREAD OF INFECTION WITHIN PROPERTY

- ☐ Close recreation area, swimming pools, gym, health clubs etc
- ☐ Reduce seating in lobby /public area and regular disinfection/ sanitization
- ☐ Ensure space management to maintain physical distance
- ☐ Ensure safe delivery of all items delivered including food, basic supplies, cleaning supplies etc
- ☐ Ensure proper management/disposal of garbage
- ☐ Display of COVID-19 etiquette on room TV
- ☐ Setting isolation rooms in hotel to quarantine guests with symptoms
- ☐ Quarantine guests with symptoms in designated rooms
- ☐ Thoroughly sanitize and vacate the room for at least 48 hours
- ☐ Until further notice, only 25 people to attend conference- seminar with social distancing
- ☐ Install an information board of COVID-19 safety and precautionary measures in a visible area of hotel
- ☐ Provision of COVID-19 audio broadcast in the premises
- ☐ During check-out, keep record of guests' next destination to be visited
- ☐ Medical check-up of guests (from abroad) followed by provision of 14 days quarantine (if required)

### G. TECHNICAL AND MAINTENANCE SERVICES

- ☐ Maintenance/monitoring/optimal operation of dishwashing and laundry machine
- ☐ Ensure devices for sanitizing like soap dispensers, hand dryers, tissue dispensers are working
- ☐ Reduce the touch points (doors, door knobs, vending machines, elevator switches) as much as possible and sanitize regularly
- ☐ Virtual check-in/check-out with client identification codes in mobiles and use of digital key
- ☐ Limit elevator rides to minimum guests from the same car and bell staff to use separate lift
- ☐ Temporary halt of room service facilities
- ☐ Downsizing contents of guest room
- ☐ Payment through digital wallet

### H. MEASURES TO BE TAKEN IN RESTAURANTS, DINING ROOMS AND BARS

- ☐ Ensure practice of hand washing/disinfecting by guests when entering and leaving
- ☐ Request guests to practice "Respiratory Etiquette" on coughing and sneezing
- ☐ Replace buffet with waiter service meals
- ☐ Arrange for seating to allow safe social distancing with recommendation of 4 people for 10 square meters
- ☐ Regular cleaning and disinfecting coffee machines, soda machines etc
- ☐ Replace cloth seating surface with leather/ faux leather/ rexine or plastic for frequent and easier wipe downs

# ANNEX I:

## Hotel Protocol Checklist

### I. MEASURES FOR CLEANING AND HOUSEKEEPING

- ☐ Regular cleaning and disinfecting common areas like restrooms, toilets, halls, corridors, lifts etc as per schedule
- ☐ Extra attention to frequently cleaning of used handles, elevator buttons, handrails, switches, doorknobs etc
- ☐ Training to staff for proper preparing, handling, application and storage of cleaning products
- ☐ Proper storage of soiled linen and laundry items to prevent contamination
- ☐ Safe disposal of used gloves, masks, tissues etc
- ☐ Training cleaning crew on PPE, hand hygiene, disinfection etc
- ☐ Ventilating all rooms and common areas every day
- ☐ Full disinfection in conjunction with the local health authorities if someone in the property is infected
- ☐ Instruction to housekeeping/cleaning staff to stay alert and report any/ all information about potential threat
- ☐ Mandatory use of appropriate protection by all cleaning staff
- ☐ Thorough cleaning/ disinfecting after guest check out and a minimum of 48-hour sealing of the room before next guest can check into it
- ☐ Isolation rooms set aside for quarantine

### J. MEASURES FOR CLEANING AND HOUSEKEEPING

- ☐ Blanket approach not suitable for all, ie a 200-room city hotel and a 20-room lodge have different priorities
- ☐ Accommodation providers will have to adapt as per their property facilities
- ☐ Eco-friendly sanitization options must be available
- ☐ Protocols must stick strictly to what is relevant to COVID-19

### K. FUTURE OF ACCOMMODATION SECTOR

- ☐ Practice sustainable and responsible tourism
- ☐ Switch to alternative energy like solar, electricity etc for operation
- ☐ Use of eco-friendly products for rooms as well as hotel
- ☐ Reuse, repair, recycle all items
- ☐ Practice rainwater harvest
- ☐ Eliminate the use of plastic
- ☐ Limit daily laundry by giving guests the choice
- ☐ Involve/ engage guests in hotel sustainable practices
- ☐ Introduce strict policy of prioritizing environment



## ANNEX II:

# Restaurant Protocol Checklist

### A. PRE-OPENING

- ☐ List of employee who took online/ off line orientation and training regarding new situation and basic protective measures against COVID-19.

### B. DISINFECTION OF COMMON FACILITIES AND ARRANGEMENT OF MEDICAL KIT

- ☐ List of common facility and log book for disinfection
- ☐ Arrangement of medical kit
- ☐ Disinfection common facility on regular basis

### C. ARRANGEMENT AT THE MAIN ENTRANCE

- ☐ Screening temperature (either thermal gun or scanner) of all entrants to restaurant
- ☐ Compulsory wearing of mask
- ☐ Maintaining logbook with detailed contacts of entrants for future tracing
- ☐ Directing entrants with high temperature and symptoms to health care facility

### D. HYGIENE MEASURE

#### Protect Employees

- ☐ Mandatory screening of each staff at the main entrance
- ☐ Log book of Employee every shift / every day
- ☐ Strict instructions to all staff to adhere to the protocol guidelines
- ☐ Mandatory use of face mask, gloves and other protective required materials etc
- ☐ Schedule training and updates as the situation change of COVID-19
- ☐ Scheduled lunch breaks and intervals to ensure social distancing among staff

#### Protect Guests

- ☐ Mandatory screening of temperature at the main entrance for all guests
- ☐ Monitoring of guests at all times for possible signs and symptoms of COVID-19
- ☐ Placing of hand sanitizers in entrance area and other possible common area
- ☐ Make mask and gloves available for sale
- ☐ Mandatory use of face mask
- ☐ Request guests to practice "Respiratory Etiquette" on coughing and sneezing
- ☐ Table seating according to established and announced physical distancing guidelines
- ☐ Regular sanitizing and cleaning rest rooms and all common areas
- ☐ Regular sanitizing and cleaning of surfaces that come in contact with human touch (chairs / table etc)
- ☐ Maintain log book of guest for contact tracing.

## ANNEX II:

# Restaurant Protocol Checklist

### Protect Premises

- ☐ Easy access to hand-wash facilities and hand-sanitizers
- ☐ Easy clean tables and chairs - wood, plastic, metal or leather for easy cleaning and disinfection
- ☐ Arrange for seating to allow safe social distancing with recommendation of 4 people for 10 square meters
- ☐ Replace cloth seating surface with leather/ faux leather/ rexine or plastic for frequent and easier wipe downs
- ☐ Proper ventilation of the premises and limited use of controlled air appliances
- ☐ Daily/frequent cleaning of working tables and surfaces using the schedule
- ☐ Training to staff for proper preparing, handling, application and storage of cleaning products
- ☐ Toilets and reception areas to be cleaned using a schedule and disinfected regularly
- ☐ Availability of running water and soap and/or sanitizers in the toilets
- ☐ Carpets, floors, curtains, linen cleaned using a schedule that is monitored
- ☐ Recreation area for children to be closed if any

### E. SOCIAL (PHYSICAL ) DISTANCING AND PROTECTIVE MEASURES

- ☐ Adequate crowd management (calculation of maximum occupancy in the dining hall)
- ☐ Queue Management (sufficient space maintain for payment counter / elevator etc) with a total limit in accordance to physical space constraints
- ☐ Setting Management : Confirm whether group or individual guest and arrange the setting chairs with minimum 1m (3ft) gap between two chairs.
- ☐ Interaction Management : Disallow physical contact with guests or among staff
- ☐ Interaction between employees and guests that are unavoidable should practice precautionary measure as recommended
- ☐ Ensure maintenance of social distancing of at least 1m (3ft)
- ☐ Mandatory practice of cleaning hands with quality hand sanitizer for all guests and staff
- ☐ Ensure practice of covering of mouth and nose with bent elbow or tissue when coughing or sneezing
- ☐ Practice and ensure disposing tissues and waste immediately bin which is sanitized regularly
- ☐ Display of "Respiratory Etiquette" and "Preventive Measures" at visible spots of the restaurant

### F. CLEANING AND MAINTENANCE SERVICES:

- ☐ Staff to be provided with appropriate protective materials not limited to gloves and mask.
- ☐ Ensure proper management/disposal of garbage (used gloves, masks, tissues etc)
- ☐ Maintenance/monitoring/optimal operation of dishwashing
- ☐ Regular cleaning and disinfecting coffee machines, soda machines etc
- ☐ Frequent cleaning and disinfecting common areas like restrooms, toilets, dining halls, corridors, lifts etc as per schedule



## ANNEX II:

### Restaurant Protocol Checklist

#### F. CLEANING AND MAINTENANCE SERVICES:

- ☐ Ensure devices for sanitizing like soap dispensers, hand dryers, tissue dispensers are working
- ☐ Reduce the touch points (doors, door knobs, vending machines, elevator switches) as much as possible and sanitize regularly
- ☐ Extra attention to frequently cleaning of used handles, elevator buttons, handrails, switches, doorknobs etc
- ☐ Maintain log book for cleaning and disinfecting.

#### G. THIRD PARTY ASSOCIATES

- ☐ Log books and arrangement of checks
- ☐ Ensure safe supply of all items delivered including food, basic supplies, cleaning supplies etc

#### H. OTHERS

- ☐ Install an information board of COVID-19 safety and precautionary measures in a visible area of restaurant
- ☐ Provision of COVID-19 audio /VDO broadcast in the premises
- ☐ Replace buffet with waiter service meals
- ☐ Encourage payment through digital wallet

#### SUGGESTION FOR SUSTAINABLE TOURISM PRACTICES IN RESTAURANT SECTOR:

- ☐ Max use of alternative energy like Hydro power, solar, etc for operation
- ☐ Use of eco-friendly products for restaurant
- ☐ Reuse, repair, and recycle all possible items
- ☐ Practice rainwater harvest and minimum use of water
- ☐ Eliminate the use of plastic
- ☐ Introduce strict policy of prioritizing environment
- ☐ Use local products (food ) and provide employment for local people

## ANNEX III:

### Tourism Office Management Checklist

This protocol applies for all types of offices in the tourism ecosphere and also for all offices that run tourism activities in Nepal to ensure similar level of standard to protect against the transmission of COVID-19.

#### Principles and Objectives

- Prioritize employee health and safety
- Flexibility at work
- Empower staff
- Promote Transparency
- Plan and Learn for the Future
- Stay well informed from the original source of the information
- Meet Customers' needs

#### A. MEASURES TO PROTECT EMPLOYEES

- ☐ Specific training for the staff on Infection Prevention and Control (IPC) measures and the action to be taken in case of guest with COVID-19 compatible symptoms.
- ☐ Staff experiencing the symptoms compatible with COVID-19 not allowed entering the working environment. They are advised to follow up local public health guidance and seek medical assistance.
- ☐ Hand sanitizers containing at least 60 % alcohol are available to the employees
- ☐ Employees notified to stay home from work, if sick
- ☐ All employees should wear mask at all time
- ☐ Scheduled lunch breaks and intervals to ensure social distancing among staff

#### B. EMPLOYEES PERSONAL HYGIENE

- ☐ Monitor your health more closely than usual for COVID-19 symptoms, such as fever, cough, sore throat or shortness of breath.
- ☐ Follow the guidelines on coughs, sneezes as well as disposal of tissues
- ☐ Wash hands with soap and water or use hand sanitizer following the standard guidelines of WHO.
- ☐ Do not touch your eyes, nose and mouth with unwashed hands.
- ☐ Have tissues and hand sanitizer available in your vehicle for your passengers.
- ☐ Do not shake hands, wave instead.
- ☐ Use hand sanitizer or wash your hands after every transaction
- ☐ Ensure social distancing among the staff and the guests

#### C. PHYSICAL DISTANCING PROTOCOL

- ☐ Facilitate workers' use of individual rather than collective transport, and encouraging workers to walk to work, if possible.
- ☐ Carry out only essential work for the time being; it may be possible to postpone some work to when the risk is lower. If possible, deliver services remotely (phone or video) instead of in person. Ensure that only workers who are essential to the job are present at the workplace and minimize the presence of third parties.





## ANNEX III:

### Tourism Office Management Checklist

- ☐ Reduce, as far as possible, physical contact between workers (e.g. during meetings or during breaks).
- ☐ Isolate workers who can carry out their tasks alone safely. If possible, ask vulnerable workers to work from home (older people and those with chronic conditions (including hypertension, lung or heart problems, diabetes, or who are undergoing cancer treatment or some other immunosuppression) and pregnant workers.
- ☐ Eliminate, and if not possible limit, physical interaction with and between customers.
- ☐ Place an impervious barrier between workers, especially if they are not able to keep a 1 metre distance from each other.
- ☐ Arrange the timing of meal breaks to reduce the number of people sharing a cafeteria, staff room, or kitchen. Ensure there is only one worker at a time in bathrooms and changing rooms.
- ☐ Place a sign on the main door indicating when one of the toilets is in use to ensure that only one person at a time enters.
- ☐ Organize shifts to take account of cleaning and sanitation tasks.
- ☐ Avoid excessive workload on cleaning staff by taking appropriate measures, such as assigning additional staff to the tasks and asking workers to leave their workspace tidy.
- ☐ Provide workers with tissues and waste bins lined with a plastic bag so that they can be emptied without contacting the contents.
- ☐ Facilitate workers' use of individual rather than collective transport, for example by making available bike / car parking, and encouraging workers to walk to work, if possible.
- ☐ Put in place policies on flexible leave and remote working to limit presence at the workplace, when needed.

#### D. ACQUIRING CUSTOMER INFORMATION

*Each company should request clients to fill out a Booking Form that not only includes basic emergency details but also physical information as under:*

- ☐ Age
- ☐ Medical Problem
- ☐ Any chronic disease?

*If yes, specify*

- ☐ Travel history of last 28 days
- ☐ Request clients to enroll in their respective country' Safe Traveler Enrollment Program

## ANNEX III:

# Tourism Office Management Checklist

### E. SAFETY AND HEALTH MEASURES AT WORKPLACE AND HOUSEKEEPING

- ☐ Strengthening ventilation, air filtering and, where appropriate, prioritizing use of natural air.
- ☐ Have tissues and hand sanitizers available for all of employees and also for the customers
- ☐ Avail extra masks - available
- ☐ Office sanitization using disinfectant (cleaning surfaces such as tables, door knobs, handles, keyboard, computers, light switches, chairs, etc.) to be done twice a day.
- ☐ Avoid using or borrowing others' belongings such as pens, earphones, water bottles, etc.
- ☐ Discourage sharing of food or utensils
- ☐ Avoid using elevator
- ☐ Maintain distance of 1-1.5 m from each other
- ☐ No fingerprints to check-in or out
- ☐ Avoid crowding in common areas such as kitchen, balcony, meeting room and reception
- ☐ Entertain authorized personnel only
- ☐ Maintain a logbook/checklist to record details of cleaning and sanitation tasks
- ☐ Inform and encourage staying home when unwell with cold, cough etc.

### F. OTHER INFORMATION FOR CONSIDERATION

#### Scenario I:

*In case the lockdown is called off and it is deemed necessary to resume office hours (Minimizing Exposure to COVID-19 at work)*

- ☐ Only essential staff in the office (maximum 30%)
- ☐ If there is no business, it is not necessary for everyone to be physically present
- ☐ Carry out only essential and prioritized work for the time being
- ☐ Promote work from home wherever possible
- ☐ Utilize online meetings facility as far as possible
- ☐ Reduce office opening hours wherever feasible: 10 am to 02 pm
- ☐ No Smoking in the office premises

#### Scenario II

*If Business is slowly pulling-up*

- ☐ Working hours with shorter lunch break
- ☐ Encourage food from home
- ☐ Rotation of personnel (two shift)
- ☐ Office opening hours: 10 am to 04 pm
- ☐ No Smoking in the office premises

#### Scenario III

*If Lockdown Continues*

- ☐ Work from home
- ☐ Stay updated via online
- ☐ Continue with online meetings, wherever required and possible!



## ANNEX IV:

### Tourism Transport Protocol Checklist

This is a standard protocol for anyone operating vehicles: be it hotels, tour operators or solely vehicle operators. Vehicle operators should take the following precautions to keep themselves and their passengers protected against the transmission of COVID-19.

#### A. MEASURES TO PROTECT EMPLOYEES

- ☐ Specific Training for the staff on Infection Prevention and Control (IPC) measures and the action to be taken in case of guest presenting with COVID-19 compatible symptoms.
- ☐ Mandatory screening of each staff before entering the office / vehicle
- ☐ Staff experiencing the symptoms compatible with COVID-19 not allowed entering the working environment. They're advised to follow up local public health guidance and seek medical assistance.
- ☐ Hand sanitizers containing at least 60 % alcohol are available to the employees
- ☐ Employees notified to stay home from work, if sick
- ☐ All employees should wear a cloth face-covering
- ☐ Transport workers should be equipped with PPE and, where possible, separated with barriers from passengers. (optional)

#### B. CLEANING AND DISINFECTION OF THE VEHICLE.

- ☐ Clean and disinfect the vehicles and hubs regularly with the standard detergents, ensure the increased frequency of waste collection.
- ☐ Wear disposable gloves when cleaning and only use them once.
- ☐ The cleaning equipment should be properly cleaned at the end of every cleaning session.
- ☐ Hand hygiene should be performed after cleaning.
- ☐ Disinfect surfaces and objects that are touched often by passengers, such as door handles, window buttons, locks, arm rests, seat cushions, buckles, seatbelts etc.
- ☐ Wipe down surfaces that you frequently touch, such as the steering wheel, radio buttons, turn indicators and cup holders.
- ☐ Use appropriate disinfectant products regularly (for example, Clorox, peroxide or alcohol-based multipurpose products).

#### C. EMPLOYEES PERSONAL HYGIENE

- ☐ Monitor your health more closely than usual for COVID-19 symptoms, such as fever, cough, sore throat or shortness of breath.
- ☐ Follow the guidelines on coughs, sneezes as well as disposal of tissues
- ☐ Wash hands with soap and water or use hand sanitizer following the standard guidelines of WHO.
- ☐ Do not touch your eyes, nose and mouth with unwashed hands.
- ☐ Have tissues and hand sanitizer available in your vehicle for your passengers.
- ☐ Do not shake hands, wave instead.
- ☐ Use hand sanitizer or wash your hands after every transaction
- ☐ Ensure social distancing among the staff and the guests

ANNEX IV:  
Tourism Transport  
Protocol Checklist

## ANNEX IV:

# Tourism Transport Protocol Checklist

### D. PHYSICAL DISTANCING PROTOCOL, PROTECTING THE PASSENGERS

- ☐ Create more personal space preferably arrange alternate seats whenever possible.
- ☐ Leave the seat next to the driver vacant.
- ☐ Transport only the passengers of the same group in one trip.
- ☐ Group rides (also known as “shared” or “pooled” rides) should be avoided at all cost.
- ☐ Ensure passengers remain on the designated seats. No changing of the seats allowed.
- ☐ Essential workers are required to wear a face covering at work during direct contact with customers or others.
- ☐ Tourist Buses: Reducing, where feasible, the density of passengers in collective means of transport and in waiting areas
- ☐ *Tourist Buses:* Maintaining or adding protective barriers in hubs and vehicles (e.g. around drivers, at ticket stands or controls).
- ☐ Tourist Buses: Setting up dedicated lanes or otherwise separating different passenger flows at transport hubs (i.e. airports, bus stops, urban public transport hubs, etc.).
- ☐ *Tourist Buses:* Hubs should remove facilities that encourage crowding (e.g. benches, tables) or, at least, re-arrange them to ensure adequate distancing.
- ☐ *Tourist Buses:* Clearly displaying accessible information on recommended behavior (e.g. frequent hand washing or sanitizing, keeping adequate distance) and on the specific measures in place in that particular transport hub or transport mode.
- ☐ *Tourist Buses:* Adequate measures at boarding and at security checks (e.g. passengers not entering or leaving buses by the front door, opening of doors by default, disinfection of trays) and other measures that help to minimize contact
- ☐ *Tourist Buses:* The transport of persons with disabilities and reduced mobility as well as elderly should be given priority.

### E. HOUSEKEEPING

- ☐ Strengthening ventilation, air filtering and, where appropriate, prioritizing use of natural air.
- ☐ Have tissues and hand sanitizers available for your passengers
- ☐ Place necessary information for your passengers in back of seat.
- ☐ Install display board. On display board, please broadcast the message about precautionary measures to be taken against corona in two or more languages.
- ☐ Accessible information on implemented safe behavior procedures, as well as required protective equipment for passengers, should be prominently displayed at hubs and in vehicles, and made available in advance of any travel.
- ☐ Check the temperature of all the passengers before boarding.
- ☐ Avail extra masks - available on sale
- ☐ In tourist buses: Tickets and information should be provided electronically and automatically. Electronic pre-sales of tickets should be strongly promoted and prioritized, as well as advanced check-in, reservation and registration procedures.
- ☐ Check-in, loading and unloading of luggage should be organized so that crowding of passengers is avoided.
- ☐ Pre-ordering of on-board services and meals should be, where possible, facilitated at the time of booking, to reduce contact between staff and passengers.
- ☐ Installation of GPS tracking system in the vehicle



## ANNEX V:

### Tour and Adventure Activities Checklist

#### A. DISINFECTION OF WORK PLACE :

- ☐ Computer, Telephone, furniture, door handles, handrails, light switches, waste bins, office equipment and accessories must be disinfected twice a day.
- ☐ Washrooms, change rooms, tour headsets, kitchen utensils to be cleaned and sanitized at every use with reliable disinfectant.
- ☐ The reception desk of office shall have a medical kit that includes
  - ☐ disinfectant wipes or sanitizer
  - ☐ face masks
  - ☐ disposable gloves
  - ☐ and essential medicines

#### B. TOUR LEADER OR GUIDE

- ☐ Maintaining a Daily Tour Leader or Guide Logbook according in a pre-established format.
- ☐ Daily communication when possible with the office to report and get updates.
- ☐ Itinerary can be followed and adapted according to the situation.
- ☐ Health check up is compulsory for all the trekkers in Health check post of in route trekking.
- ☐ Health Check up records sent to DOT.
- ☐ Daily briefings to include hygiene, physical distancing and emergency protocols.
- ☐ Should carry First Aid Kits with extra masks, soap and/or sanitizers.
- ☐ Leaders should be mindful of communities where the tours and adventure activities are happening and minimize chances of contamination.

#### C. TOUR CLIENT /TRAVELER PROTOCOL CHECKLIST

- ☐ Tour Clients bring their own masks.
- ☐ Tour Clients carry their own sanitizer all the time.
- ☐ Tour Clients inform guide of any symptoms of any sort of illness
- ☐ Tour Clients have with them travel medical insurance incl. helicopter evacuation.
- ☐ Tour Clients consent to follow the company guides and virus protocol.

#### D. TOURING PROTOCOL CHECKLIST

- ☐ Group maintains distance from other groups and local communities
- ☐ Ensure lunchboxes for in-tour meals.
- ☐ Tour leader ensures group understands the virus protocols of hygiene and physical distancing
- ☐ Tour Leader always has an updated First Aid kit, has extra masks and sanitizers.
- ☐ Regular contact with office to know ground situations
- ☐ Tour Leader is trained regularly on the Emergency Protocol in case there is an outbreak (within the group or in the area)

ANNEX V:  
Tour and Adventure  
Activities Checklist

## ANNEX V:

### Tour and Adventure Activities Checklist

#### 2. AQUA/ AERIAL ACTIVATES CHECKLIST

- ☐ Make available hand sanitizer, mask and glove for staff and clients
- ☐ Code of conduct issued by the Government should be displayed prominently for guest assurance
- ☐ Rafts, Oars, Life Jackets, Vehicle, Kitchen, Dining, Utensils, Tent, mattress, sleeping bags etc should be sanitized
- ☐ Ensure proper management of waste/garbage materials at camp site.

#### PROTECTIVE CHECKLIST

- ☐ Wear masks, and gloves, use sanitizer, wash hands and any other protective accessories
- ☐ Stay at a minimum of 1 meter distance from each other
- ☐ Health checks up of all the participants at the beginning of the rafting activities in nearby Health check post.
- ☐ Health checkup of all the participants at the end of the rafting activities in nearby Health check post.
- ☐ Health checkup records should be maintained and submitted to Department of Tourism. (If necessary)
- ☐ To maintain 1 m space when queuing up for booking service, boarding the vehicle, meals, boarding the raft, in all areas of Journey.

#### RAFT CHECKLIST

- ☐ The Raft captain, crew and clients to wear helmets and a special purpose mask designed for rafting
- ☐ Each person shall be kept at a minimum of 1 m distance inside the raft.
- ☐ Family members shall maintain 1 m minimum distance and as per raft capacity

#### 3. AQUA/ AERIAL ACTIVATES CHECKLIST

##### CAMPING TREKS

##### Dining Tent and Camp Protocols Checklist

- ☐ Well ventilated and large enough to have 1 meter space between trekkers
- ☐ Consider ways to get into and out of dining tent without having to use common zip
- ☐ Sanitizer in push-top container inside dining tent, Warm washing water and soap outside dining tent
- ☐ No common towel for drying hands (use medical hand shake)
- ☐ Have separate bowls for clients for snacks
- ☐ Have guide serve snacks, meals and tea so that clients don't share common plates and utensils
- ☐ Clients and staff inside tent must leave tent when they cough or sneeze, or at least cough into their elbow or shirt
- ☐ Clients must wear masks in dining tent
- ☐ The trekking company would have a full medical kit including sufficient extra masks, inhalers, plastic gloves, thermometers and oxygen cylinders.
- ☐ Ensure proper management of Waste/Garbage Materials.



## ANNEX V:

### Tour and Adventure Activities Checklist

#### KITCHEN TENT, GUIDE AND STAFF PROTOCOLS CHECKLIST

- ☐ Sterilize (steam for 10 mins) all utensils, bowls, plates and mugs for use in dining tent
- ☐ Plenty of sanitizer, soap and water inside tent.
- ☐ Plenty of clean towels for drying plates, cups and utensils (for clients). Wash after every use
- ☐ All staff understand all basic medical protocols (coughing and sneezing, what to do when staff / clients fall sick)
- ☐ Staff wear masks at all time (inside camp or when shopping for local supplies.
- ☐ The usual distancing norms to be observed when shopping for local supplies.
- ☐ Reusable shopping bags to be carried and washed after each use.
- ☐ Guide and all staff set a good example of 'virus protocol' for the clients.
- ☐ Guide briefs staff and clients about 'virus protocol' before and during the trek, and ensure these are followed by all.
- ☐ In the daily briefing, guide includes anything having to do with interactions with locals / village protocols during that day
- ☐ Guide keeps a keen eye on the medical condition of all clients
- ☐ Guides carry appropriate satellite communications to facilitate evacuation if need be.
- ☐ Ensure proper management of Waste/Garbage Materials.

#### CAMPING TREKS PROTOCOLS CHECKLIST

##### CLIENT PROTOCOLS CHECKLIST

- ☐ All clients would have single tent, barring couples or people who have travelled to Nepal together.
- ☐ Clients agree (in writing) that the trek could be abandoned if the guide deems to be.

#### HIKING AND TRAVEL PROTOCOLS CHECKLIST

- ☐ The group shall not hand out things to kids or locals while hiking or at camp.
- ☐ The group would maintain distance with other trekking groups and villagers
- ☐ The group shall not invite other people into dining, kitchen or personal tents.
- ☐ The group shall not enter villagers houses, have interactions with villagers outside (at a safe distance)
- ☐ Ensure proper management of Waste/Garbage Materials.
- ☐ Only Namastes, no hugs or handshakes with anyone at any time!!!

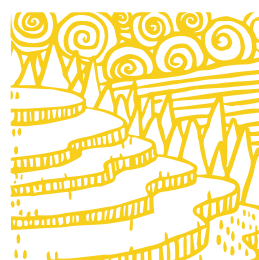
#### LODGE TREKS PROTOCOLS CHECKLIST

- ☐ All clients would have single rooms (wherever possible), except for couples or people who have travelled to Nepal together
- ☐ All groups would maintain physical distancing protocol from other trekking groups, lodge staff and locals
- ☐ Follow same guidelines for shopping, interactions with locals as on camping treks
- ☐ The guide would advise clients to only shop from local shops where the owners are wearing masks and are not crowded.
- ☐ The guide would advise clients about health protocols in lodges
- ☐ Ensure proper management of Waste/Garbage Materials.
- ☐ The guide would ensure that the lodge owners and staff are maintaining proper protocol with clean and hygienic rooms and kitchen.

ANNEX V:  
Tour and Adventure  
Activities Checklist



	NAME OF ASSOCIATION	ADDRESS	TELEPHONE NUMBER	EMAIL/WEBSITE
1	Nepal Association of Tours & Travel Agents	Gairidhara, Naxal, Kathmandu	+977-1-4418661	natta@mail.com.np
2	Hotel Association of Nepal	Gairidhara, Naxal, Kathmandu	+977 1 4412705	www.hotelassociationnepal.org.np
3	Nepal Mountaineering Association	Nagpokhari, Kathmandu	+977-1-4434525	www.nepalmountaineering.org
4	Trekking Agencies' Association of Nepal	Maligaun, Kathmandu	+977 1 4427473, 4440920	www.taan.org.np
5	PATA Nepal Chapter	Gairidhara, Kathmandu	+977-1-4004058, 4004059	www.pata.org.np
6	Nepal Association of Tour Operators	Kamaladi, Kathmandu	+977-1-4418999	nepaltouroperators.org.np
7	Nepal Association of Rafting Agents	Thamel, Kathmandu	+977-1-4700020	www.raftingassociation.org.np
8	Restaurant and Bar Association of Nepal	Tripureshwor, Kathmandu	+977-1-4004141	www.rebanepal.com
9	Society of Travel and Tour Operators – Nepal	Nagpokhari, Kathmandu	+977 1 4442748	www.sottonepal.org
10	Himalayan Rescue Association	Dhobi Chaur, Lazimpat, Ktm.	+977 1 4440292	www.himalayanrescue.org.np
11	Expedition Operators' Association	Thamel, Kathmandu	+977 014438794	www.expeditionnepal.org
12	Thamel Tourism Development Council	Thamel, Kathmandu	+977 1 4700750	ttdb@mail.com.np
13	Nepal Tourist Vehicle Association	Hadigau, Dhalku Chowk, Kathmandu	+977-1-4418081	www.ntva.org.np
14	Tour Guide Association of Nepal	Kamaladi, Kathmandu	+977-1-4225102	www.tourguidenepal.org.np
15	Hotel Professional Federation Nepal	Kalanki, Kathmandu	+977-1-4351784	
16	Village Tourism Promotion Forum, Nepal	Thamel, Kathmandu	+977-1-4700575	www.vitofnepal.org
17	Tourist Bus Association of Nepal (TBAN)	Thamel, Kathmandu	+977-1-4417538	tbanepal@gmail.com





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