



## KEEPING OUR GUESTS, STAFF AND COMMUNITY SAFE

A very warm welcome to Tiger Mountain Pokhara Lodge from us all. With approval of government, local authorities, the local community, and our staff, it is wonderful to be back in operation and able, once again, to share the lodge and its surroundings with you.

This note is to summarise our disinfection procedures designed to be compliant with all local requirements, WHO, World Travel and Tourism Council and other organisations' guidelines for COVID19.

Our pre-virus hygiene and housekeeping standards set the bar high and were based on using environmentally benign cleaning materials. We have continued this approach today and use eco-friendly disinfection fluids such as isopropyl alcohol, hydrogen peroxide, lemongrass, citronella, and mint essential oils. We continue to use vinegar-based solutions as a powerful anti-bacterial disinfectant too.

As members of [RARE](#) we follow their [Safe Hotels, Safe Guests](#) policy and as Members of [Secret Retreats](#) we have committed to follow all relevant aspects of their [Clean Care Pledge](#).

### Rooms

Rooms are naturally deep cleaned between every guests' stay as in the past. We have added disinfection of all high touchpoints, sanitising of curtains, cushions, etc. Rooms are kept empty and sealed for at least 48 hours between occupancy and normally for 72 hours. We have removed some of the room items that could not easily be sanitised, such as books, for the duration.

Guests who wish to minimise our stewards' access to rooms only have to say and we will suspend daily cleaning and bed-turndown in the evening.

Room Information books are online and should have been emailed to you prior to arrival. If not received, please do ask our Guest Relations Staff.

You will find masks and hand sanitiser in the room for your use. Gloves are available on request.

### Bar & Public Areas

We have increased routine cleaning of all public areas to thrice daily with 2-hourly cleaning of 'high touchpoint' areas.

Seating has been adapted to ensure social distancing can be easily maintained. As far as possible, we will allocate a seating area and reserve it exclusively for you / your group for the duration of your visit.

The bar, sadly, is not available for sitting and chatting but our stewards will serve drinks in the seating areas for you.

Hand sanitiser, masks and gloves are available for you in all public areas. We request that masks be worn except for eating.

The Bar also serves as our Reception Desk – room keys are sanitised every time they are received here. Contactless payment systems are yet to reach Nepal, but we sanitise the credit card machine, before and after every use.

## **Dining Room**

Seating has been designed to maintain social distance and choice of meal timing increased to ensure space and privacy for guests.

Guests will be requested to use hand sanitiser on entering the dining room.

More options for dining in rooms are available too, please ask Dol Raj or Jhalak.

Tables and chairs will be sanitised before and after each meal.

## **Kitchen**

Our rigorous standards of kitchen hygiene have earned praise from professional cooks – these are continued with additional safe disinfection.

## **Staff**

Regular health checks are in place and daily temperature checks undertaken when arriving for work.

Comprehensive COVID19 training and awareness has been given to all staff.

Staff isolate when returning from leave at home if they live outside the immediate village.

## **Guests – how you can help us**

Please do not hesitate to ask if you have any concerns.

We should have all necessary information for the government before you arrive. You are obliged to furnish this information.

We require that you wear masks when outside the lodge grounds in line with government orders and that you use hand sanitiser and / or wash hands regularly with soap and water, specially before meals. Similarly, we expect you to wear masks when in public areas of the lodge as a courtesy to our staff and other guests.

Please maintain social distancing (2 metres / 6 feet) from other guests and from the staff.

Please comply with any instructions given by the staff.

TIGER MOUNTAIN POKHARA LODGE, PIONEERING REGENERATIVE TOURISM

**Registered Office:** Kandani Danda, Pokhara MNP #26, Kaski Dist. Nepal

**Registered No.** 3790/046/047 **PAN:** 300013760

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