



Frequently Asked Questions about the lodge's actions to maintain safety in the light of COVID19

Our key objective is to ensure guests', staff, and community safety in an environmentally sound manner and congruent with our guests enjoying a relaxing holiday at Tiger Mountain.

We do expect and require guests to wear face masks (these can be provided) at all times when in public areas in the lodge compound and whenever outside the lodge grounds (mandatory) as we do our staff; to wash hands frequently and to maintain social distance – 2 metres / 6 feet wherever possible.

We will email guests directly, or through their agents, prior to arrival to request statutory information which must be provided without demur.

Our mantra is SMS:

*Sanitise
Mask
Social Distance*

1. Arrival & Departure

1.1 How will guests be met?

For guests arriving at Pokhara Airport, our staff will meet guests at the exit to the airport apron as in the past by our drivers (with a Tiger Mountain signboard) and wearing protective equipment. We will ask guests to have their temperatures taken and their luggage will be sprayed with an environmentally friendly sanitiser spray. We ask guests to use the sanitiser provided prior to boarding the vehicle. The vehicle will have been sanitised.

For guests driving directly to Tiger Mountain, we will ask guests to have their temperatures taken on arrival and to use hand sanitiser. Similarly, their luggage will be sanitised.

A similar process will apply for departing guests.

1.2 How will luggage be handled at the lodge?

All luggage will be sprayed on arrival at the lodge with an environmentally friendly disinfectant before being dropped off outside the guest's room. Luggage will only be placed inside guest's room on their specific instruction.

1.3 How will arrival be handled at the lodge?

We do not have a formal check in process and we will have all the required information prior to guests' arrival. Our staff will welcome guests and introduce the property, activities available and COVID-19 protocols in a relaxed, socially distanced, and friendly manner to ensure a warm welcome.

1.4 Will you be taking guests' temperatures as they arrive?

Although guests will have gone through multiple temperature checks immediately prior to arrival, we are required to taken them yet again on arrival as part of the government approved COVID19 Safety Protocols. We will ensure this is done quickly and without undue fuss – as with all our COVID19 requirements. A contactless thermometer will be available at the Bar at all times and guests may ask to have their temperature taken at any time should they have any concerns.

2. At the Lodge

2.1 Will you remove and re-arrange furniture?

We will make some minor alterations to the furniture layout to comply with government distancing requirements yet ensuring the relaxed atmosphere and understated elegance of the lodge remains as our many repeat guests remember.

There will always be ample seating for our guests and, as far as possible we will allocate an exclusive space / seating area for each guest for the duration of their stay.

2.2. Will you eliminate some public spaces?

No, we will ensure guests have access to all public areas as prior to the pandemic.

2.3 How will you manage the number of guests in public spaces?

The lodge allows ample space to ensure social-distancing measures can be applied without undue disruption or lack of amenity. The bar will not be available for direct drink purchases, but our stewards will take guests' drink orders and bring them to their designated seating area.

Staff will politely but firmly remind guests of social distancing requirements if necessary.

2.4 Will guests' rooms and public areas be cleaned more frequently, especially high touch-points?

Guest rooms will be cleaned to our usual high standards with added disinfection with an environmentally friendly disinfectant. Room stewards will disinfect all high traffic and high touch areas during each cleaning during the guest's stay and special deep cleaning will take place both after the guest departs and again prior to new guests using the room. Housekeeping will be as normal – morning and at evening turn-down unless the guests ask to opt out of housekeeping during their stay. A similar approach will be taken in public areas of the lodge.

2.5 Will you use hospital-grade disinfectants?

The disinfectants used will be compliant with all relevant requirements of government and related guidelines. We will also ensure we use environmentally friendly disinfectants such as UV light or liquids based on Hydrogen peroxide or isopropyl alcohol with foggers or electro-static sprayers / misters wherever suitable and effective.

2.6 Will you remove high-touch point in-room materials?

Yes, items that cannot be disinfected will be removed and replaced with a suitable alternative, taking into account the environmental impact of these decisions. Articles such as gowns, slippers, etc., will be available on request.

2.7 Will you enforce a buffer time between room stays?

Yes, we will have a minimum 48-hour, target 72-hour gap between room occupancy and deep cleaning both post previous guest usage and again prior to new guest's arrival.

2.8 Do you have a Focal Person for the COVID19 Disinfection Protocols?

Marcus Cotton, the Managing Director is overall responsible for the Protocols and Ishwar Basnet, Senior Manager Administration, monitors application and compliance alongside Dol Raj Shrestha, Senior Manager Dining & Rooms, Jhalak Raj Chaudhary, Senior Manager Guest Relations & Operations, and Lal Bahadur Mahato, Chef. This Group forms the Tiger Mountain COVID19 Response Team.

2.9 Will you be providing hand sanitiser and hand washing facilities?

Yes, the lodge will provide personal sanitised bottles of spirit-based hand sanitiser for all guests as well as separate staff bottles for guides and drivers. Stewards will have their sanitiser stations too. Masks will be provided in rooms.

2.10 What happens should a guest fall ill?

The lodge has good contacts with the leading western travel medicine hospital in Nepal, CIWEC. Should a guest have any symptoms of Sars-Covid19, we will ask them to isolate strictly in their room, with any travelling companion sharing the same room. We will provide contact free room service meals and seek medical advice from CIWEC in consultation with the guest and their tour company or representative.

3. Meals and Dining

3.1 Is room service available for meals?

In line with our protocols, meals taken in room will be prepared carefully in our kitchen and delivered directly to room verandahs by our stewards.

3.2 How will meals take place in the Dining Room?

The lodge has two dining rooms, ample terraces and verandah space for al fresco dining. As in the past, these will be used to best effect according to the weather and guests' wishes. Spacing of tables and chairs will be compliant with all guidelines issued by the relevant authorities and flexible dining times will ensure maximum spacing.

3.3 Buffet Service?

The lodge has minimised buffets already (prior to the pandemic) preferring the style and freshness of steward service. Buffets will not be available.

3.4 Will you be making any changes in training and food handling?

Our kitchens have always followed strict food hygiene standards and will continue to do so. All incoming food supplies will be sanitised with a permitted food-grade disinfectant where relevant.

4. Activities

4.1 Will massage, yoga and meditation be available?

The lodge has suspended massage in line with government orders, but yoga and meditation sessions with Swami Dhyan Sagar and his assistants will be available.

4.2 Will the swimming pool be open?

The swimming pool is closed in line with government orders but the seating areas around the pool are a perfect place to relax and read. These are available

for guests. Pool chairs will be disinfected regularly, and disinfectant spray will be available for guests.

4.3 How will activities be organised?

All vehicles will be sanitised, as for arriving and departing guests. On walks, lodge guides have received additional training and refreshers to ensure they have a good understanding of social distancing, hand sanitising, mask requirements, etc. They will have sanitiser for guests as well as their own separate sanitiser. Masks will be mandatory unless the government alters their instructions.

4.4 Interaction with the local community?

The local communities are key and long-term stakeholders in our business and the lodge is a key part of the fabric of the community. Village cultural walks will only happen when both sides are satisfied that visits can happen without undue risk; both community members and lodge guests will wear masks and maintain social distance.

4.5 How will the lodge handle picnics on day walks or drives?

On day hikes, the kitchen team under Chef Lalu will provide 'box lunches' as in the past. These will be served by the guide wearing mask and sanitised gloves. Guests can request individual box lunches as well.

You can find our protocols for operations at the lodge in the light of COVID19 in the Dropbox link [here](#).