Mountain Travel Nepal

EST. NEPAL 1964 *the original trekking company*

# COVID-19 SAFETY MEASURES

November 2021

Dear Guests,

As the world slowly emerges to normality following the COVID-19 pandemic, we thought we would share with you the changes we have made to our hygiene procedures, in order to keep you as safe as possible during your trek with Mountain Travel Nepal

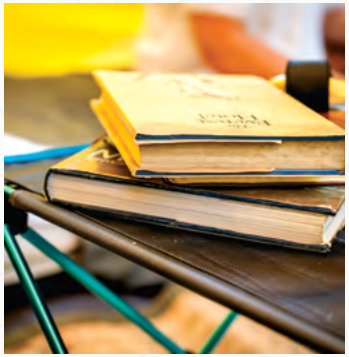
Given that you will likely have seen many similar documents, we shall keep it succinct as possible, highlighting only our key changes.

Your trekking experience with Mountain Travel will not change drastically as we continue to focus on providing you with unforgettable experiences.

For any questions please email us at info@mountaintravelnepal.com and member of our team will respond to your queries. We look forward to welcoming you to Nepal very soon.

Kind regards,

Management, Mountain Travel Nepal.



# KEY CHANGES

We have used a combination of WHO and Nepal Tourism Board's guidelines, as well as our own experience as the basis to form our updated procedures. In addition we have consulted many of our peers in tourism industries and tourism authorities on their standards and practices. Please note that nothing is set in stone and we continue to monitor the updates from various global and local bodies as our understanding of COVID -19 increases, and will evolve our guidelines accordingly.

## *Preference for Camping Treks over Tea Houses*

We believe that our camping trek experiences are the best suited experience during the COVID-19 era and we strongly recommend our guests choose this option. Tea houses (especially at high altitude) are often cramped and busy. In addition, we do not have any control over the quality of their sanitization policies or execution. Camping treks allow you to get off the beaten track, maintain good social distancing measures and avoid the crowds.

## *Rigorous Cleaning Procedures*

We will ensure there are significant increases in the frequency of cleaning schedules in guest camping tents and guest communal areas as well as the back of camping areas. Main touch points in equipment and communal areas will be wiped down with disinfectants regularly throughout each day.

## *Suppliers & 3rd Parties*

We continue to work as locally as possible with 3rd parties, reducing the risk of bringing the virus from further afield. Interaction with 3rd party suppliers will be at a minimum and disinfecting of goods will occur when feasible.

# DURING YOUR TREK

## *Before you arrive*

To meet the updated government requirements we may have to ask and record more details of you before you join us. This is to ensure the safety of you as well as the staffs and the people.

## *On Arrival*

The custom here in Nepal is to greet each other with 'Namaste'. We ask you to join this tradition and all staff have been instructed to adhere to this and will not be shaking hands. In addition we will observe, wherever possible, the guidelines on social distancing and other physical contact.

## *Trekking Experience*

Our updated procedures may alter the service slightly. During camping treks, tables and seating in communal areas will be moved to adhere to social distancing measures and sanitization stations will be set up. We may alter trekking routes slightly to try and avoid large crowds (this includes popular view points and busy villages).

## *Service*

Depending on government regulations, all staff will be asked to wear masks at camp and maintain appropriate social distance. Briefings will be kept short and there maybe small changes to how we serve you around camp. However the service standards will not be affected and our hospitality will continue to cater to all of your needs.

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