

Health & Safety Guideline

Hotel Yak & Yeti

Kathmandu, Nepal

At Hotel Yak and Yeti, we take the health and safety of our guests, partners, and associates with utmost importance.

The Management Team, in consultation with local health authority, tourism administration and industry associations have established Covid-19 Crisis Management Team and Covid-19 Operational Guideline in accordance to the recommendations of local as well as national public health authorities. Health and safety trainings are conducted rigorously and regularly at the hotel to keep all our associates updated with the latest guidelines and well trained to handle any situation within the hotel premises.

OPERATIONS GUIDELINE

Hotel Transportation Protocol

- Reception staffs will inform the guests about the establishment's policy in terms of the preventive measures established.
- Regular Covid-19 test of hotel vehicle driver(s) are conducted as per the standards regulated by local authorities.
- Hotel driver's temperature will be recorded prior to joining duty as well as prior to picking-up and dropping-off guests as required and maintained in a log book. Driver(s) with a temperature of 100.4°F (38°C) and above will be relieved from the duty and substitute driver on stand-by will take over after undergoing same health and safety checks.
- Hotel driver will wear Personal Protective Equipment (PPE) while on duty.
- Hotel driver's station (seat) will be isolated with a split-up screen to mitigate any contamination risk.
- All hotel vehicles will be supplied with Hand Sanitizers, Sanitizer Spray, and disposable Surgical Masks.
- All emergency contacts details will be available with our hotel driver at all times in the vehicle.
- The hotel vehicles will be thoroughly and systematically disinfected following every arrival and departure trips.
- Hotel drivers will limit conversation with guests to the minimum.
- Upon arriving the hotel, bellmen on duty will remove guest luggage from the vehicle and sanitize them at a separate location.

Entrance/Guest Arrival

- Hand sanitizers and surgical masks will also be available at the entrance.
- Disinfectant floor mats are placed at the hotel entrance for additional safety.
- All Guests and Visitors temperature is checked mandatorily on arrival at the hotel entrance, and it is recorded in a log book along with their phone numbers to guarantee contact tracing.



- During check-in, complete contact details of all guests will again be recorded in the guest registration form and a separate form will also be maintained recording their previous 30 days' travel history and next destination(s) for the contact tracing.
- Guests with a temperature of more than 100.4°F (38° C) and above will be escorted to the designated holding area of the hotel.
 - Hotel will contact the nearest government designated hospital/medical facility for requisite checks/tests and treatment, if required.
 - The hotel shall accommodate these guests in a separate Isolation Floor until their test results are obtained following all safety guidelines provided by local authorities to avoid further contamination.
- Information containing all details about safety measures with regards to Covid-19 will be displayed in various media at common guest areas for the benefit of our valued guests as well as our associates.

Reception / Check-In

- Guests are encouraged to provide travel documents, ID, and Credit Card details prior to arrival via email to facilitate express and contactless check-in.
- When guests need to contact our reception colleagues for any services (like check-in, check-out, information etc), guests will be properly guided by social distancing signage to ensure recommended physical distancing is maintained.
- Guests will be encouraged to opt for express check-out by completing the pre-authorization process to minimize contact with the hotel employees during check-out.
- Masks & face-shield are mandatory for all hotel associates working at the Reception.
- Hand sanitizer will be available at the Reception.
- Guest room key cards and all stationaries used at the Reception will be sanitized after every usage.
- After check-in process is completed, hotel associates wearing protective face shield and mask will assist guests with their luggage to their room, if requested by the guests.

During the Stay

- The hotel has created a specific guestroom cleaning checklist and service guidelines to ensure a thoroughly cleaned and sanitized accommodation is availed to all our valued guests when they check in and throughout their stay; including vacating a used room for a min. of seventy-two (72) hours.
 - Guest room linen and amenities will be changed/replenished once in three days or upon guest request.
 - Guest room areas will be simultaneously sanitized during cleaning process.
 - Guests are requested to keep room surfaces as clear as possible to allow Housekeeping to effectively sanitize their rooms.
 - Housekeeping associates will sanitize all touch points again while leaving the guest room.
- Housekeeping associates will wear safety gears (mask/ face shield) while attending to guest rooms.
- All cleaning staffs will be provided with appropriate protective materials.
- All rooms and common areas will be ventilated daily.
- We have temporarily stopped turn down services to maintain minimal contact with in-room guests.
- It is mandatory for all the guests and associates to wear mask at the public area.



Check Out

- Pro-forma invoice of the stay will be emailed to the guest prior to departure to check the accuracy of the charges and to minimize time at the reception desk.
- In case of guests who had opted for express check-out (pre-authorization of their credit card), upon receiving the approval via email response, the hotel will charge the total amount to the guest credit card.
 - For guests requiring tax invoice, the same is available at the Reception upon request.
- For other guests, we will follow social distancing norms and all required safety precautions at the Reception during check-out.
- After the check-out process is completed, hotel bellmen shall assist guests with loading their luggage onto their vehicles, if required.

Food & Beverage Operation:

- Guests will be received by outlet hostess wearing protective gear at the entrance and shall be escorted either to their reserved table (for pre-booked reservation) or to an appropriate seating for walk-in guests maintaining social distancing norms as advised by the local health and tourism authorities.
- Tables at the F&B outlets shall be allocated with a maximum of 4 persons per 10 square meter area ratio.
- The tables shall be arranged such that the distance from the back of one chair to the back of another chair shall be more than 1m apart and the guests will face each other from a distance of at least 1m.
- Breakfast will be laid out with the hybrid concept of single portion grab-and-go servings laid out at the counters and live order preparations as per guest preferences to avoid human contact as much as possible.
 - Guests will also have the option of grab-and-go breakfast by pre-ordering packed breakfast (set-menu as per hotel's discretion).
- Outlet associates will be wearing face masks and are trained for minimal contact/communication during order taking and service.
- Outlet associates (including service staff as well as kitchen staff) are trained and required to wash their hands with soap and water after each service/preparation and as frequently as required.
- Hotel Food & Beverage menus are available on the Yak & Yeti website for easy pre ordering via telephone. Our menus are also directly accessible via QR codes available at our outlets or in our website or through tablets provided for your convenience.
- All used outlet linens and utensils will be thoroughly cleaned and sanitized after every usage as per the guidelines provided by local health and tourism authorities.
- Each guest table furniture shall be adequately cleaned and sanitized after every seating is completed before allocating the table to the next guest(s).
- Hand sanitizers and surgical masks will be provided to guests upon request.
- At the end of each meal-period; entire food and beverage outlet (including guest area as well as food preparation area) shall be thoroughly cleaned and sanitized as per the guidelines provided by local health and tourism authorities.
- Frequent air circulation shall be maintained in F&B outlets.



- The proper functioning of dishwashing and laundry equipment will be checked, particularly the operating temperatures, as well as the correct dosage of cleaning and disinfecting chemicals.
- All food and beverage produces are ordered from pre-screened vendors who adhere to proper health and safety guidelines as advised by local authorities.
- All food and beverage produces received at the hotel are screened, cleaned, and stored adhering to proper health and safety guidelines as advised by local authorities.
- Food & beverage associates follow and implement all health and safety measures advised by local authorities during the food preparation as well as food service.

Hotel Associates Health & Safety Etiquettes:

- a) Social distancing includes refraining from hugging, kissing, or shaking hands with guests as well as amongst staff members.
- b) Maintain distance of 2-3 meters from each other.
- c) Avoid fingerprint process to check-in or out of duty; instead use the face recognition.
- d) Hand hygiene means regularly and thoroughly cleaning hands with an alcohol-based hand rub or washing them with soap and water.
- e) Use of mask while on duty is mandatory.
- f) Respiratory etiquette means covering mouth and nose with bent elbow or tissue when coughing or sneezing. Used tissue/mask should be disposed immediately in a bin with a lid.
- g) Do not use or borrow others' belongings such as pens, earphones, water bottles, etc.
- h) Do not share food or utensils with colleagues.
- i) Do not share lockers with colleagues.
- j) Avoid using elevator as much as possible.
- k) Hotel associates are advised and encouraged to avoid wearing excessive jewellery while on duty.
- l) Hotel associates temperatures are taken and recorded at the staff entrance while entering the hotel.
- m) We use European standard disinfectant approved by WHO and EPA (Environmental Protection Agency) to regularly sanitize all public, guest, and staff areas, offices, and key touchpoint surfaces in the hotel (such as guestroom, lobby, restaurants, kitchens, meeting spaces, elevators, cafeteria, lockers, washrooms, tables, door knobs, handles, keyboard, computers, light switches, chairs, etc.).

