

# JUST IN CASE

Tourism Crisis Operating Manual

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**Nepal Tourism Board**  
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## Nepal at a Glance

Area	: 147,181 sq. km.
Geography	: Situated between China in the north and India in the South, East and West.
Capital	: Kathmandu
Language	: Nepali is the national language. However travel-trade people understand and speak English as well.
Religion	: Nepal is secular state with a predominance of Hindu and Buddhists population
Climate	: Nepal has four major seasons, namely 1. Winter : December - February 2. Spring : March - May 3. Summer : June - August 4. Autumn : September - November Nepal can be visited the whole year round.
People	: Nepal has more than 103 ethnic groups and 93 spoken languages.
What to wear	: Light weight clothing is recommended for May through October. Warm garments are required in November - March. An umbrella or a raincoat is a must for the rainy season.

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## Introduction

### WHAT IS A CRISIS ?

Crises are unexpected happenings which enervate the regular course of business operation by damaging images of travel trade community, national travel destination and increase diffidence in visitors', trekkers' and travelers' feelings.

Following definition made by various organizations and experts give a clear picture of the meaning of a crisis.

*"A crisis is an unexpected event that effects traveler confidence in a destination and interferes with the ability to continue operating normally"*

- WTO Crisis Management Plan

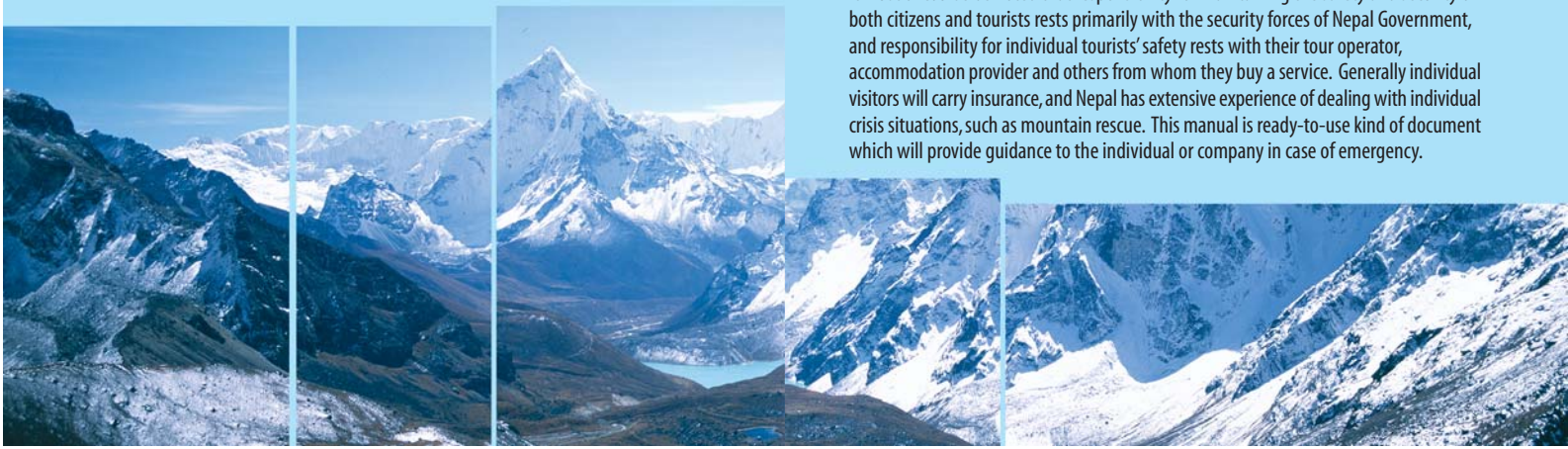
### WHY TOURISM CRISIS MANAGEMENT IN NEPAL ?

The Nepal Tourism Board's definition of a crisis situation for tourism is "an unforeseen event or series of events which, in the Board's view, may have a very significant adverse effect on the tourist industry in the Country"

The Nepal Tourism Board (NTB) considers it imperative to put in place a Crisis Manual, following the deterioration of the security situation in the country. As the agency with primary responsibility for the marketing of Nepal as a tourist destination, the Board is very concerned to play a lead role in protecting the country's tourism industry as best as it can from the negative results which come out of a deteriorating security situation.

Occasionally, such events may not even be within the Country itself (for example, a world crisis affecting air travel); however, this manual is intended to provide guidance to all concerned to act promptly and responsibly to do all it can to protect the Nepal's tourism industry in any crisis situation. In accordance with its legislative remit, the Board will act to co-ordinate and advise the tourism industry and other agencies (such as health services, foreign embassies and the press) to help ensure as far as possible the safety of tourists, the provision of accurate information and the protection of the image of Nepal as a tourist destination.

It must of course be noted that responsibility for maintaining the safety and security of both citizens and tourists rests primarily with the security forces of Nepal Government, and responsibility for individual tourists' safety rests with their tour operator, accommodation provider and others from whom they buy a service. Generally individual visitors will carry insurance, and Nepal has extensive experience of dealing with individual crisis situations, such as mountain rescue. This manual is ready-to-use kind of document which will provide guidance to the individual or company in case of emergency.



## TYPE OF CRISES

There are major two types of crises. These can be divided into natural disaster and man-made.

### Natural calamities

There are many types of natural calamities and disaster. We should prepare us for unimaginable happening of an event and risks. We have experienced some of the following calamities.

- |                |                       |
|----------------|-----------------------|
| (a) Avalanche  | (f) Medical epidemic  |
| (b) Earthquake | (g) Snowstorm         |
| (c) Fire       | (h) Frost bite        |
| (d) Flood      | (i) Snow blindness    |
| (e) Mudslide   | (j) Altitude sickness |

### Man-made Crises

Human behavior and attitude frequently produces difficulties, risks and hurdles in regular functioning of a particular businesses and assignment. Generally crises created by individual and groups, just to name a few, may be in the form of

- Protest
- Blockade
- Strikes and closures, Political and civil unrest
- Environment pollution
- System failure of communication and technology
- Harassment
- Accident
- Armed conflict and war
- Government proclaimed state of emergency
- Load-shedding
- crime and disease.

People's reaction over an events and accidents may create crisis and hazards that significantly damage the working environment of assigned and planned work. Conflict is one of the major factors that caused major security and safety hazards. Mob and crowd behavior are the sources of man-made crises and risks. In fact, no human being can anticipate the exact time and place of occurrence of disastrous event and man-made crises. Therefore a pro-active role is required to address a possible crisis.

## TOURISM CRISIS COORDINATION COMMITTEE

The high level Tourism Crisis Coordination Committee has been constituted under the chairmanship of Hon'ble Minister for Culture, Tourism and Civil Aviation. The committee provides guidelines to the different government and non-government organizations to resolve the tourism related crisis. The committee shall also review, monitor and evaluate the works carried out during the crisis or for the management of the crisis.

Depending on the nature of crisis the committee will meet frequently. However, Nepal Tourism Board and Tourism Crisis Response Action Unit will carry out the regular works.

### Structure of the Committee:

1. Hon. Minister for Culture, Tourism and Civil Aviation	Chairperson
2. Secretary at the Ministry of Culture, Tourism and Civil Aviation	Vice-Chairperson
3. Representative, Home Ministry (Gazetted First Class)	Member
4. Representative, Defence Ministry (Gazetted First Class)	Member
5. Representative, Foreign Ministry (Gazetted First Class)	Member
6. Representative, Information & Communications Ministry (Gazetted First Class)	Member
7. Representative, Health Ministry (Gazetted First Class)	Member
8. Representative, Tourism Ministry (Gazetted First Class)	Member
9. Chief/Representative, Dept. of National Investigation (Gazetted First Class)	Member
10. Representative, Nepal Army (Gazetted First Class)	Member
11. Representative, Nepal Police (Gazetted First Class)	Member
12. Representative, Armed Police Force (Gazetted First Class)	Member
13. Representative-Tourism Council	Member
14. One of the board Members (Nepal Tourism Board)	Member
15. Chief Executive Officer (Nepal Tourism Board)	Member-Secretary

## TOURISM CRISIS RESPONSE ACTION UNIT

The Tourism Crisis Response Action Unit has been constituted under the convenorship of Chief Executive Officer of NTB. The unit has representation from the private sector and experts depending on the situation and need.

### Structure of the Action Unit:

1. Chief Executive Officer, Nepal Tourism Board	Convenor
2. President, HAN	Member
3. President, TAAN	Member
4. President, NATA	Member
5. President, NATO	Member
6. President, PATA	Member
7. President, NARA	Member
8. President, HRA	Member
9. President, BARN	Member
10. President, NMA	Member
11. President, AOAN	Member
12. Representative from Nepal Army	Member
13. Representative from Nepal Police	Member
14. Representative from Armed Police Force	Member
15. Expert, Concerned Sector	Member
16. Director, Corporate Services, NTB	Member
17. Director, Tourism Marketing & Promotion, NTB	Member
18. Director, Tourism Products & Resources Development, NTB	Member
19. Director, Research and Monitoring, NTB	Member
20. Director, PR & Publicity, NTB	Member- Secretary

## NTB IN ACTION :

In order to strengthen and consolidate the information network and deliver the authentic situation update, the Media Center of Nepal Tourism Board has been sending information on a weekly basis to consumer, travel trade, media and well-wishers of Nepal.

During period of crisis and emergency rescue, the Media Center has been playing the role of a coordinator in collecting and disseminating authentic information to concerned parties to facilitate timely and immediate action.

Especially designed to cater to the need of the visitors during times of crises, the Media Center of Nepal Tourism Board has also been maintaining a round the clock hotline to disseminate information and answer specific queries.

Taking in view the convenience of the tourists who are arriving and departing Nepal, Nepal Tourism Board in coordination with tourism entrepreneurs has been operating shuttle buses from Tribhuvan International Airport (TIA) Kathmandu to different parts of the city and from different parts of the city to the Airport during Nepal Bandh (strikes and closure).

On June 26, 2010, Nepal Tourism Board and The Himalayan Rescue Association (HRA) signed Memorandum of Understanding (MoU) in managing tourism crisis more effectively. Major highlights of the MoU are: to address bandh in Kathmandu and other places by running shuttle buses, coordinate with political parties and others for smooth operation of shuttle buses, coordinate with other tourism related association for defusing tourism crisis. HRA is a voluntary non-profit organization formed in 1973 with an objective to reduce casualties in the Nepal Himalayas, especially keeping in view the increasing number of Nepalese and foreigners who trek up into the remote wilderness.

One of the most important tasks of the HRA is to try to prevent deaths from Acute Mountain Sickness that confronts foreign trekkers. For the last thirty-five years, the HRA has helped make a safer Himalaya for tourism. Since its inception, it has manned a small aid post in the Khumbu village of Pheriche at an altitude of 14,343 feet. The Pheriche aid-post is manned twice yearly during the trekking season by volunteer doctors. Similarly since November 1981 another permanent aid post in Manang, manned by volunteer doctors of HRA has been in operation. The Association has also opened various temporary post during season at various points like the Na Village in Rolwaling, the mouth of the Annapurna Sanctuary, the Gokyo Trail, and at the Gosaikunda Lake area.

## TOURISM CRISIS RESPONSE ACTION UNIT

The Tourism Crisis Response Action Unit has been constituted under the convenorship of Chief Executive Officer of NTB. The unit has representation from the private sector and experts depending on the situation and need.

### Structure of the Action Unit in Pokhara:

		Telephone
1. President, Pokhara Tourism Council	Convenor	061-462489 9856020264
2. President, HAN, Western Chapter	Member	061-463309
3. President, TAAN, Western Chapter	Member	061-463033
4. President, NATTA, Western Chapter	Member	061-463114
5. President, REBAN, Western Chapter	Member	061-207220
6. Representative, Nepal Police, Kaski	Member	061-520033/100
7. Representative, Armed Police, Kaski	Member	1114
8. Representative, Nepal Army, Kaski	Member	061-538028
9. Representative, Tourist Police, Kaski	Member	061-462761
10. Representative, District Administration, Kaski	Member	061-520075
11. Representative, Federation of Nepalese Journalists, Kaski	Member	061-540343
12. NTB Regional Office, Pokhara	Member-Secretary	061-465292

### Structure of the Action Unit in Bhairawa:

		Telephone
1. President, SATA	Convenor	9857022685
2. President, SHAN	Vice-Convenor	9857021770
3. Representative, Nepal Police, Rupendehi	Member	071-520111/100
4. Representative, Armed Police, Rupendehi	Member	1114
5. Representative, Nepal Army, Rupendehi	Member	071-520255
6. Representative, Tourist Police, Rupendehi	Member	071520197
7. Representative, District Administration, Rupendehi	Member	071-520517
8. Representative, Immigration, Belahia, Bhairawa	Member	071-5206929
9. Representative, Tourism Office, Bhairawa	Member	071520197
10. NTB Office, Belahia, Bhairawa	Member-Secretary	071520197

### Structure of the Action Unit in Sauraha, Chitwan:

		Telephone
1. President, HAN, Chitwan Chapter	Convenor	9851069380
2. President, Tourism Entrepreneur Unit, Sauraha	Member	9845083206
3. President, Nature Guide Association, Sauraha	Member	9807256304
4. President, Restaurant and Bar Association, Sauraha	Member	9845026118
5. Chief, Eastern Sector, CNP	Member	056-580072
6. Representative, Nepal Police,	Member	056-520155/100
7. Gulmapati, Nepal Army, CNP	Member	056 580050
8. Representative, District Administration, Chitwan	Member	056-520105

### Structure of the Action Unit in Kakarvitta:

		Telephone
1. President, NATTA- Eastern Regional Chapter	Convenor	9852674025
2. President, Regional Hotel Entrepreneur Association	Member	023-563298
3. Representative, Nepal Police	Member	023-562099
4. Representative, Armed Police	Member	023-562235
5. Representative, Nepal Army	Member	023-560542
6. Representative, Immigration	Member	023-562054
7. Representative, Tourism Office	Member	023-562035
8. Representative, District Administration Office	Member	023-455125
9. NTB Office, Kakarvitta	Member Secretary	023-562252

## List of the agencies and government authorities concerned for tourism related crises management.

Organization	Phones	Fax
Ministry of Culture, Tourism and Civil Aviation (MoCTCA)	4211992/4211847	4211758
Ministry of Foreign Affairs	4200182/4200183	4200061
Ministry of Defense	4211289	4211294
Ministry of Home affairs	4211208/4211214	4211286
Ministry of information and communication	4211556/4211647	4211979
Ministry of Health	4262590/4262862	4262896
Tourism Industry Division, MoCTCA	4247037/4256228	4227281
Police Headquarter	4411618/4412737	4415593
Department of Immigration	4433934/4438868	4433935
Department of National Parks, Wild life and Conservation	4227926/4220912	4227675
Civil Aviation Authority of Nepal	4262387	4262516



Assotiations	Phones	Fax
Airlines Operator's Association of Nepal	016227662	
Board of Airlines Representatives Nepal	4224562	4231740
Hotel Association Nepal	4412705	4424914
Himalayan Rescue Association	4440292/4440293	4411956
Nepal Association of Tour and Travel Agents	4418661	4418684
Nepal Association of Tour Operators	4418999	4418999
Nepal Association of Rafting Agents	4244048	4221197
Nepal Mountaineering Association	4434525	4434578
PATA Nepal Chapter	4224266	4256162
Trekking Agents Association of Nepal	4427473	4419245
Thamel Tourism Development Committee	4700750	4701681
Nepal Incentives and Convention Association	4247215	4244484
Restaurant & Bar Association of Nepal	4258890	4258890
Tourist Guide Association of Nepal	4225102	4225102
Handicraft Association of Nepal	4244231/5523492(H)	4222940
Adventure Sports Tourism Society	5539900	5549682
Society of Travel & Tour Operators Nepal	4444015	4444015
Nepal Mountaineering Federation	4437276	
Everest Submitter Association	4476358	
Nepal Canyoning Association	4435454/4439654	4439654
Siddharthanagar Association of Travel Agents	9857022685	
Siddharthanagar Hotel Association of Nepal	9857021770	
Regional Hotel Association, Chitwan	9851069380	
Tourism Entrepreneur Unit, Sauraha	9845083206	
Nature Guide Association, Sauraha	9807256304	
Restaurant and Bar Association, Sauraha	9845026118	
Pokhara Tourism Council	061-462489	
Hotel Association Nepal, Western Chapter	061-463309	
Trekking Agents Association of Nepal, Western Chapter	061-463033	
Nepal Association of Tour and Travel Agents Western Chapter	061-463114	
Restaurant and Bar Association of Nepal, Western Chapter	061-207220	
Biratnagar Association of Travel Agents	9852020287	
NATTA- Eastern Regional Chapter	9852674025	
Regional Hotel Entrepreneur Association	023-563298	

International Airlines	Head Office	Airport
Thai Airways	4224387	4113047/4113048
Gulf Air	4435322	4113023
Spice Jet	4446340/4446342	2297072
Jet Lite	4446375/4446376/4446377	4113004/4113006
Qatar Airways	4440467/4440470/4440471	2064243/2064343
Jet Airways	4446375/4446376/4446377	4113004/4113006
NAC	4220757	4225348
Biman Bangladesh	4434982	
Air India	4410906/4414596	4113127/4113147
PIA	4439324	4113060
Druk Air	4239988	4113112
Air China	4440650	4483301
GMG	4230956/4230957	4485153
Indigo Air	4229932	4484674/4484681
Etihad Air	4233533	4470192
China Southern	4427270	4499878
China Eastern	4411666	
Oman Air	4444381/4444383	4482281
Flydubai	4169058	
Air Arabia	4444332	4485011
Bahrain Air	4445824/4445825	4113001/4113002
Silk Air	4226582/4220759	
Dragon Air	4444820	4470301
Kingfisher Airlines	4414326/4413614	4486766/4486767
United Air	4411906	
Arkefly	4410635/4418726	
Korean Air	4431565	4113013
Buddha Air	5542494	4499680/4491384
RAK Airways	4232660/400/002	

Domestic Airlines	Head Office	Airport
Buddha Air	5542494	4499680/4491384
Nepal Airlines	4220757	4225348
Yeti Airlines	4465888	4493901
Sita Air	4110710	4467768
Guna Airlines	4106691	4113021
Agni Air	4107813/4107814	4489386/4468989
Tara Air	4485034	
Goma Air	4007612	
Makalu Air	4485034	

Helicopter Services	Telephone
Shree Airlines	4222948
Air Dynasty	4497418
Fishtail Air	4112230
Simrik Air	4155341
Air Kasthamandap	4112533
Manang Air	4112317
Mountain Helicopter	4111031

Emergency	Telephone
Emergency Police	100/110/120
Fire Brigade	101
Night Taxi service	4224374/4414566
Bir Hospital	4221988



## Embassies/ Honorary Consuls

### Australian Embassy

Tel: 4371678/076/466  
Fax: 4371533  
Out of hours: 9851026238

### Embassy of Denmark

Tel: 4413010 (outside office hours you get connected to the Consular Section MOFA in Denmark)  
Fax: 4411409  
E-mail: ktmamb@um.dk

### Embassy of Finland

Tel: 4416636  
Fax: 4416703

### Embassy of the French Republic

Tel: 4412332, 4414734  
Fax: 4419968  
Out of hours: 9851017201

### Embassy of the Federal Republic of Germany

Tel: 4412786  
Fax: 4416899  
Out of hours: 9851137942

### Embassy of Japan

Telephone: 4426680  
Fax: 4414101

### Royal Norwegian Embassy

Tel: 5545307  
Fax: 5545226  
Out of hours: 9851134289, 9851022414

### Embassy of the Russian Federation

Tel: 4412155, 4411063  
Fax: 4416571  
Out of hours: 9801047187

### Embassy of Switzerland

Tel: 5524927, 554 9225  
Fax: 5525358  
Out of hours: 9851034617

### British Embassy

Tel: 4410583, 4414588, 4411281  
Fax: 4411789

### Embassy of the United States of America

Telephone: 4007200  
Fax: 4007272  
Email: consktm@state.gov

### Embassy of Canada

Tel: 4415193  
Fax: 4410422

### Embassy of Malaysia

Tel: 5010004/5010005  
Fax: 5010492

### Embassy of the Arab republic of Egypt

Tel: 5524640, 5590166, 5590544  
Fax: 5592661

### Embassy of the Federative Republic of Brazil

Tel: 9801032381

## Embassies/ Honorary Consuls

### Embassy of the Islamic Republic of Pakistan

Tel: 4374024, Consular: 437401  
Fax: 4374012

### Royal Thai Embassy

Tel: 4371410, 4371411  
Fax: 4371408, 4371409

### Embassy of the Democratic Socialist Republic of Sri Lanka

Tel: 4721623, 4720623, 4721389  
Fax: 4720128

### Embassy of the People's Republic of Bangladesh

Tel: 4372266 (Direct), 4372843/0438 (0)

### Embassy of the State of Israel

Tel: 4411811, 4413419  
Fax: 4413920

### Embassy of India

Tel: 4410900, 4414990  
Fax: 4428279

### Embassy of the Republic of Korea

Tel: 4270058, 4270172  
Fax: 4272041

### Embassy of the People's Republic of China

Tel: 441 9389, 441 1740  
Fax: 441 4045

### Embassy of the Democratic People's Republic of Korea

Tel: 552 1855  
Fax: 552 5394

### Embassy of the Union of Myanmar

Tel: 559 2774, 559 2841  
Fax: 559 2776



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### Mr. Ajeya Raj Sumargi Parajuli

Honorary Consul-BELARUS  
Tel: 425 8339/40, Fax: 478 2402

### Mr. Ang Tshering Sherpa

Honorary Consul - BELGIUM  
Tel: 441 8922, Fax: 441 1878

### Mr. Bhola Bikram Thapa

Honorary Consul - BULGARIA  
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### Mr. Binay Man Shrestha

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Fax: 552 3746

### Mr. Amir Pratap JB Rana

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### Mr. Vishnu Kumar Agarwal

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### Mr. Basant Raj Mishra

Honorary Consul- CHILE  
Tel: 422 1637, 422 1585, Fax: 422 0178

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Honorary Consul - CYPRUS  
Tel: 4225490  
Fax: 4226314

### Mr. Jai Kumar Nath Shah

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Tel: 4222050, 4227389 (O), 4260351, (R)  
Fax: 4261960 (O), 4261192 (R)

### Mr. Chandra Shekhar Gyawali

Honorary Consul - HUNGARY  
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Fax: 5524139, 5521219

### Mr. Chandra Prasad Dhakal

Honorary Consul - INDONESIA  
Tel: 4002581 Fax: 4425800

### Mr. Ravi Bhakta Shrestha

Honorary Consul General - ITALY  
Tel: 4252801-4, Fax: 4255218

### Mr. Rameswor Sapkota

Honorary Consul - LITHUANIA  
Tel: 4700275/6, 4701135  
Fax: 4700045, 4355074

### Mr. Shree Ram Lamichhane

Honorary Consul - LUXEMBOURG  
Tel: 5007503/04, 5549740(O), 5534392 (R)  
Fax: 500 7689 (O)

### Mr. Tulsi Ram Agrawal

Honorary Consul- MALDIVES  
Tel: 4221312(6 lines), Fax: 4226013

## Embassies/ Honorary Consuls

### Mr. Dinesh Shrestha

Honorary Consul - MALTA  
Tel: 4430525/609/413 (O), 4278721(R)

### Mr. Tsetan Gyurman Shrestha

Honorary Consul- MONGOLIA  
Tel: 4496532, 4471534, Fax: 4470525

### Mr. Basant K. Chaudhary

Honorary Consul- MOROCCO  
Tel: 4221260, Fax: 4226293

### Mr. Rem Neefies

Honorary Consul - THE NETHERLANDS  
Tel: 5523444, Fax: 5523155  
Out of hours: 9851023251

### Ms. Lisa Choegyal

Honorary Consul - NEW ZEALAND  
Tel: 4426427, Fax: 436 1600  
Mobile: 9849786967  
Out of hours: 4370187 and 9851025690

### Mr. Lokmanya Golchha

Honorary Consul General - POLAND  
Tel: 4249114, 4250001-O, Fax 4249723

### Mr. Rajendra Kumar Khetan

Honorary Consul - PORTUGAL  
Tel: 4446400, Fax: 4446405

### Mrs. Sarika Khetan

Honorary Consul- ROMANIA  
Tel: 444 6400; Fax: 444 6405

### Mr. Pasang Dawa Sherpa

Honorary Consul- SLOVAK  
Tel: 4421541, 4416880, Fax: 442706

### Mr. Pradeep Kumar Shrestha

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Fax: 5526529

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Honorary Consul- SPAIN  
Tel: 4473724, 4470770  
Fax: 4471379, 4471378

### Mr. Gajendra Bahadur Shrestha

Honorary Consul General - SWEDEN  
Tel: 4220939 (O), 4720251(R)  
Fax: 4221826

### Mr. Chandra Prakash Khetan

Honorary Consul General of Turkey - TURKEY  
Tel: 4446400/01/02/03, Fax: 4446405

### Mr. Kiran Vaidya

Honorary Consul - UKRAINE  
Tel: 4416544, 4416 767, 4437901  
Fax: 4421845

Places	Possible Crisis	Facilities	Contact Place	Crisis Contact
Kathmandu Valley***	Strike	Hotels, Telephone, Internet, Helicopter, flight service, Hospitals, Ambulance	Kathmandu	NA 01 4241717 Police Control 100 Armed Police 01 4421217 1114
	Blockade			
	Accident			
	Loss of baggage or money			
	Natural Calamities			
Nagarkot ***	Political Conflict	Credit Cards/banks	Nagarkot	Hospital 01 4412707 NTB 01 4225709 Ambulance 01 4260859 Airport 01 4471933 HRA 01 4440293 HAN 01 4412705 NATTA 01 4419409 TAAN 01 4427473
	Accident			
	Blockade			
	Loss of baggage or money			
	Accident			
Dhulikhel ***	Blockade	Hotels, Telephone, Internet, Ambulance, Banks	Dhulikhel	NA 011 664620 Police 011 663099 Hospital 011 663065
	Loss of baggage or money			
	Natural Calamities			
	Missing			
	Accident			
Langtang **	Loss of baggage or money	Hotels, Telephone, Internet, Ambulance	Rasuwa	NA 019 534013 Police 010 540199 LNP 19-540119
			Trisuli	NA 010 561000 Police 010 560120 Hospital 010 56018 Ambulance 010 560180

Places	Possible Crisis	Facilities available	Contact Place	Crisis Contact
Pokhara ***	Strike	Hotels, Telephone, Internet, Helicopter, Flight service, Hospitals, Ambulance	Pokhara	NA 061-538028 Police 061 520033 Police Control 100 Armed Police 1114
	Blockade			
	Accident			
	Loss of baggage or money			
	Natural Calamities	Credit Cards/Banks		Hospital 061 440600 NTB 61-465292 Ambulance 061 440387 ACAP 061-463376 HAN 061 463309 NATTA 061-463114 TAAN 061-463033 Airport 061-465725 PTC 061-462489
Annapurna Region**	Natural Calamities	Hotels, Telephone, Internet, Flight service	Chame	NA 066 440322 Police 066 549399 ACAP 061 521102/528202
	Missing			
	Accident			
	Plane crash			
	Loss of baggage or money			019 442009 ACAP 8826 877 00195 HRA (March to May, Sept to Dec)
			Manang	Airport 019-442000 NA 069 440018 Police 069 440099 ACAP 069 440102 Airport 069 440006
			Jomsom	Airport 019-442000 NA 069 440018 Police 069 440099 ACAP 069 440102 Airport 069 440006
			Lomanthang	Police 069 440022 ACAP 069 446517

Places	Possible Crisis	Facilities available	Contact Place	Crisis Contact
Palpa **	Accident Blockade Loss of baggage or money	Hotels, Telephone, Hospitals, Ambulance, Bank	Palpa	NA 075 420151 Police 075 520255 Hospital 075 250111 Ambulance 075 520600 GET-UP Palpa 075-521341
Biratnagar ***	Accident Blockade Plane crash Loss of baggage or money	Hotels, Telephone, Internet, flight service, Hospitals, Ambulance Credit Cards/Banks	Biratnagar	NA 025 584933 Police 021 525301 Police Control 100 Armed Police 1114 Hospital 021 520 193 Ambulance 021 533333 Airport 021 461424
Kakarvitta **	Accident Blockade Plane crash Loss of baggage or money	Hotels, Telephone, Internet, Credit Cards/Banks	Kakarvitta	NA 023 560542 Police 023 562100 NTB 023 562252 Immigration 023-562054 Airport 023 455075
Manaslu Region *	Natural Calamities Missing Accident Loss of baggage or money	Hotels, Telephone	Kadbari	NA 064 420319 Police 064 420199 Hospital 064 420208
Makalu Region *	Natural Calamities Missing Loss of baggage or money Accident	Hotels, Telephone	Gorkha	NA 029 560283 Police 029 560199 Hospital 029 560188 MBNP 029 560137

Places	Possible Crisis	Facilities available	Contact Place	Crisis Contact
Kanchanjunga Region *	Natural Calamities Missing Accident Loss of baggage or money	Hotels, Telephone	Taplejung	NA 024 460200 Police 024 460199 Hospital 024 460188 Airport 029-630238
Everest Region **	Natural Calamities Missing Accident Plane crash Loss of baggage or money	Hotels, Telephone, Internet, Helicopter, Flight service, Hospitals	Namche	NA 038 536000 Police 038 540099 Hospital 038 540053 SNP 038 540114
			Pheriche	HRA 8826 877 00139 (March to May, Sept to Dec)
			Lukla	Police 019 621142 Airport 038 550044
Chitwan ***	Wild-animals Accident Blockade Plane Crash	Hotels, Telephone, Internet, Flight service, Hospitals, Ambulance Credit Cards/Banks	Chitwan	NA 056 520783 Police 056 520155 Police Control 100 Hospital 056 520111 Ambulance 056 520133 CNP 056 521932 HAN 056-580063 Airport 056 526573

Places	Possible Crisis	Facilities available	Contact Place	Crisis Contact
Birgunj ***	Accident	Hotels, Telephone,	Birgunj	NA
	Blockade	Internet, Flight service,		Police
	Plane Crash	Hospitals, Ambulance		Police Control 100
	Loss of baggage or money	Credit Cards/Banks		Hospital 051 52153 Ambulance 051 52526 Immigration 051 27447 Airport 053 520210
Lumbini ***	Accident	Hotels, Telephone,	Lumbini	Police
	Blockade	Internet, Flight service,		Police
	Plane Crash	Hospitals, Ambulance		Police Control 100
	Loss of baggage or money	Credit Cards/Banks		Hospital 071 520193 NTB 071 520197 SATA 071 522156 Immigration 071 20629 Airport 071 520110
Bardiya *	Natural Calamities	Hotels, Telephone,	Nepalgunj	NA
	Wild animals	Internet, Flight service		Police
	Missing	Hospitals, Ambulance,		Police Control 100
	Accident	Banks		Hospital 084 420188 Ambulance 084 420125 BNP 084 429719 Airport 081 565210 Immigration 081 522058

Places	Possible Crisis	Facilities available	Contact Place	Crisis Contact
Dolpa *	Natural Calamities	Hotels, Telephone, Flight service	Jhupal	NA
	Missing			Police
	Accident			Police Control 100
	Plane crash			Hospital 099 521111 Ambulance 099 521258 Immigration 099 521013
Suklaphanta **	Natural Calamities	Hotels, Telephone, Internet, Flight service	Mahendranagar	Police
	Missing	Hospitals, Ambulance, Banks		Police Control 100
	Blockade			Hospital 099 521111 Ambulance 099 521258 Immigration 099 521013
	Wild animals			Police
Janakpur ***	Accident	Hotels, Telephone, Internet, Flight service	Dhangadi	Police
	Blockade	Hospitals, Ambulance, Banks		Hospital 091 521271 Airport 091 575179 Immigration 091 523246
	Plane crash			Police
	Loss of baggage or money			Police Control 100
Kodari	Natural Calamities	Hotels, Telephone, Internet, Flight service	Janakpur	Police
	Missing	Hospitals, Ambulance, Banks		Police Control 100
	Accident			Hospital 041 520133 Ambulance 041 520870 Airport 041 520044 Immigration 044 520052
	Plane crash			Police
Rara *	Natural Calamities	Hotels, Telephone, Internet, Flight service	Kodari	Police
	Missing	Hospitals, Ambulance, Banks		Hospital 011 620104 Immigration 011 620103 019 6633021
	Accident			Police
	Plane crash			Police
Rara *	Natural Calamities	Hotels, Flight service	Talcha	Police
	Missing			Airport
	Accident			Police
	Plane crash			Airport

**ABBREVIATION:**

NTB	Nepal Tourism Board
NA	Nepal Army
HRA	Himalayan Rescue Association
ACAP	Annapurna Conservation Area Project
HAN	Hotel Association Nepal
NATTA	Nepal Association Tour and Travel Agents
TAAN	Trekking Agents Association of Nepal
MBNP	Makalu Barun National Park
CNP	Chitwan National Park
SNP	Sagarmatha National Park
SPCC	Sagarmatha Pollution Control Committee
BNP	Bardiya National Park
LNP	Langtang National Park
SATA	Siddharthanagar Association of Travel Agents
PTC	Pokhara Tourism Council

\*\*\* indicates deluxe service available

\*\* indicates basic service

\* indicates less than basic.

Just in case you need any kind of support or help, you can contact following organizations:

Tourist Police: 01-4247041

Tourism Crisis Cell: 01-4442555/9751044088

Nepal Tourism Board: 01-4256909 (ext: 181/182)

