

QORA

WATER TREATMENT & REFILL

REFILLABLE GLASS
WATER SERVICE
FOR HOTELS

Service Area: Kathmandu Valley (Kathmandu,
Lalitpur, Bhaktapur)

01. EXECUTIVE SUMMARY

QORA (Water Treatment & Refill) supplies hygienically cleaned, refilled, and tamper-sealed glass water bottles to hotels/restaurants, replacing single-use plastics at a like-for-like price. We operate an off-site clean-fill-seal plant co-located with our existing laundry facility in Bhaktapur, enabling reliable city-loop logistics and quality control.

Commercial Headline (Still Water)

- 500 ml @ NPR 15 + VAT

- 750 ml @ NPR 17 + VAT

Sparkling (both sizes): planned; pricing TBD (to be agreed post-pilot).

02. SCOPE OF SERVICE

SKUs: Still water in 500 ml and 750 ml. Sparkling (both sizes) is planned using pressure-rated glass and resealable caps.

Supply format: Full crates of 12 bottles only; no loose units.

Branding: Pooled branding. Bottles carry “Property of QORA” and QORA label artwork.

Ownership: Bottles and crates remain the property of QORA at all times.

Service area: Kathmandu Valley only (Kathmandu, Lalitpur, Bhaktapur).

03. PRODUCT SPECIFICATIONS (ANNEX A)

Still Water Bottles

- Material: Food-grade flint glass; nominal volumes: 500 ml, 750 ml.
- Neck finish: 28 mm ROPP (tamper-evident band).
- Closure: ROPP TE cap; color coding Still = Silver.
- Marking: "Property of QORA"; label/lot/date code as per QORA SOP.

Sparkling Bottles (Planned)

- Pressure-rated glass suitable for carbonated water.
- Closure: 28 mm ROPP (pressure-capable).
- Color coding: Sparkling = Black.

Crates

- Size-specific: 500-ONLY and 750-ONLY variants, 12 bottles per crate.

04. QUALITY, HYGIENE & SAFETY

QORA operates under GMPS and HACCP-style controls aligned with Nepal National Drinking Water Quality Standards expectations.

Testing: Monthly lab report or on client request (at cost). Tamper-evident seal must be intact at receipt.

05. ORDERING & DELIVERY

Channel: Email – QORA@laundrybag.com

Minimum order: 8 crates combined.

Lead times: Next-day (T+1) if ordered before 14:00.

06. HOTEL STORE-ROOM SOP (ANNEX B)

1. Segregate 500 ml and 750 ml crates; no mixed-size returns.
2. Store full crates in a clean, dry area away from heat/chemicals.
3. On pickup day, prepare only full-crate multiples of 12 per size.
4. At delivery: verify crate counts and seals; sign the e-dispatch note.
5. At pickup: hand over empties, per size; sign the e-return note.

Non-compliant returns: sorting/re-crating fee of NPR 100 per crate.

07. PRICING & FEES

ITEM	SIZE	RATE (NPR)
Still Water	500 ml	15.0 + VAT
Still Water	750 ml	17.0 + VAT
Sparkling	TBD	Post-Pilot

Operational Fees

- Sorting / re-crating: NPR 100 per crate.
- Off-schedule urgent pickup/delivery: Quoted case-by-case.

08. RECONCILIATION & STATEMENTS

Monthly statements will track Opening Outstanding, Dispatched, Returned, and Closing Outstanding for both bottles and crates (per size). FIFO method applied based on 14-day rotation cycle.

09. LOSS, BREAKAGE & LIABILITY

QORA retains ownership of all assets. The hotel is responsible for safeguarding assets while in custody. Unreturned items beyond 14 days may be billed as provisional losses.

Replacement Rates

- Bottle (500 ml): NPR 250
- Bottle (750 ml): NPR 300
- Crate (either size): NPR 3,000

10. DEPOSITS & ROTATION CAPS (ANNEX C)

Refundable deposits based on Rotation Cap (Daily Need × Cycle Days) with a 1.2 Coverage Factor.

Formula: Deposit = Rotation Cap × Replacement Cost × 1.2

11. SUSTAINABILITY REPORTING (ANNEX D)

Monthly “single-use plastic bottles avoided” counter and optional CO₂ proxy for ESG reporting.

12. COMMERCIAL TERMS

Billing: Monthly; Net 30 terms. Prices Plus VAT. Dispute window: 7 days.

13. TERM, PILOT & TERMINATION

Initial Term: 3 years.

Pilot Period: 4 weeks to confirm Daily Need and Rotation Caps.

Termination: 30 days' notice for convenience (post-pilot).

14. INSURANCE & COMPLIANCE

Product liability insurance in place. Operations aligned with Nepal NDWQS.

15. GOVERNANCE & CONTACTS (ANNEX E)

Primary Ops POC, Logistics, and Accounts contacts provided. Quarterly Business Reviews (QBR) for KPI tracking.

16. HOTEL-SPECIFIC ONBOARDING SHEET

- 1) Hotel legal name & billing details (PAN/VAT).
- 2) Outlets/points of use.
- 3) Daily Need estimates by size (500/750).
- 4) Agreed Cycle Days (3 or 4).
- 5) Rotation Caps & Deposit amounts.
- 6) Delivery & pickup windows.
- 7) Dock access & storage constraints.

LIST OF ANNEXES

- Annex A:** Technical Specs (Still & Sparkling)
- Annex B:** Hotel SOP (Receipt, Storage, Returns)
- Annex C:** Deposits & Rotation Worksheet
- Annex D:** Sustainability One-Pager
- Annex E:** Contacts & Service Levels

THANK YOU

We look forward to a successful partnership.

WEBSITE

qorahospitality.com

CONTACT EMAIL

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QORA