

What an accommodation provider needs to do when a guest reports COVID-19 symptoms

If a guest develops COVID-19 symptoms during their visit, it's important you act quickly to help protect the guest and those around them. It is your responsibility to keep others safe.

COVID-19 SYMPTOMS:



High temperature



New continuous cough



Loss/change of taste or smell

What should I do with a suspected or confirmed case

- **Ensure the guest and their party are isolating in their accommodation**
- Call Public Health England (PHE) immediately to get advice on **0300 303 8162**
- PHE will carry out a risk assessment with you and advise on the next steps

If your guest experiences any COVID-19 symptoms they must:

- **Stay indoors and self-isolate**
- **Call to inform you**
- **Arrange a test using the holiday accommodation address**

If they are staying or travelling with others, they must also self-isolate and take appropriate action based on the test result.

If they need medical advice they should contact their GP or call **111**

CHECK

- ✓ Guests isolating
- ✓ Testing has been arranged by the guest
- ✓ Phoned Public Health England and risk assessment actioned
- ✓ COVID-secure guidance being followed [gov.uk/guidance/covid-19-advice-for-accommodation-providers](https://www.gov.uk/guidance/covid-19-advice-for-accommodation-providers)

How to book a test

- visit – [nhs.uk/coronavirus](https://www.nhs.uk/coronavirus)
- call – **119**

Remember to use current accommodation address/postcode

Test results are issued by text or email so they do not need to wait for the results if they are due to return home before the result may arrive.

If the test is positive

- The guest needs to inform you that they have tested positive.
- If they feel well enough to travel and have their own vehicle they should return home as quickly and directly as they can. It is important that they do not travel home on public transport.
- If the guest is too ill to travel, they should self-isolate, working out a solution for their care. Consult a health professional and/or the local authority for advice if needed.

Anyone needing to self-isolate who needs assistance with shopping, collecting medication or dog walking should phone **0300 790 6275**.

If the test is negative

- The guest should keep isolating until they feel well and then enjoy their visit as planned.