

# What to do if guests have confirmed or suspected COVID-19 and are unwell or cannot return home safely from your holiday accommodation

Guests with confirmed or suspected COVID-19 should return home quickly and directly if they reasonably can, but this may not always be possible (e.g. too ill to drive, came by public transport including by coach, no means to arrange private transport).

If guests are unable to return home: the accommodation provider and guest should discuss next steps as soon as possible. Consider whether you need to change their booking in order for them to travel home, or whether they can stay in your accommodation facility to self-isolate. You will need to discuss meal and laundry provision. **The guest must stay in their room and not visit any public spaces including lounges and dining rooms.**

## Ensure that you have a COVID-19 policy covering:

- How to encourage guests to adhere to Government restrictions.
- How to inform guests about your policy: i.e. at booking and during check in process.
- Implications for guest e.g. costs of extended stay
- How bookings for guests testing positive, or with symptoms of COVID-19, will be managed
- How guest will isolate safely
- How meals and laundry will be arranged
- How to clean accommodation after they leave

**Ask them to book a PCR test if they haven't already done so** – follow NHS visitor guidance poster

## Practical measures to consider for guests isolating at accommodation:

- **Guests** with confirmed/suspected COVID-19 **should return home to self-isolate** if they can. Ensure that guests are aware in advance that they will not be able to self-isolate in your accommodation, and may have to arrange private transport home.
- **If guests cannot return home** they must remain in their room with separate bathroom facilities from other guests. They must not share facilities.
- **Guest not to leave room** except in a few specific circumstances, including urgent medical assistance or accessing critical services.
- **Limit outside visitors to room** to medical personnel only.
- Arrange for requests for **service or assistance to be made remotely** by telephone or text (not face to face).
- **Do not provide cleaning or housekeeping services** during isolation period. Assess whether linen and extra in room amenities are required (toiletries, tea etc) to limit daily deliveries. Items to be left at the door.
- **Meals/food to be provided to the room** e.g. via room service or local food delivery services. Social distancing means that food and services must not be brought into the room. Staff to knock on door, leave tray and move back at least 2m. Member of staff to wash/sanitise hands immediately afterwards. Use of disposable gloves/aprons/face covering.
- Use **disposable plates and cutlery**, nothing to be returned to kitchen. Ensure tray thoroughly disinfected.
- Provide several **large rubbish bags** for disposal of any guest rubbish. Guests should be required to keep rubbish bags (doubled bagged) in room (not placed in corridor) until coordinated time for pick up arranged. Leave for **72 hours before disposal in rubbish**.
- Disposable gloves should be used whenever staff come into contact with an item the guest handled.
- If the **fire alarm sounds, normal evacuation** procedures should be followed. The accommodation provider should arrange for the guest to be supported and isolated from other guests at the assembly point.
- Once the guest has finished the required self-isolation period and they are well enough to travel, they no longer need to isolate and should return to their main residence.
- The guest should contact management prior to checking out/departure to provide update. Where possible, provide **remote checkout service**.
- If the risk to host, owner or staff cannot be lessened, guests should make arrangements to travel home as safely as possible, whilst minimising risk to others.

**Who to contact if guest becomes unwell?** Call 111 or their GP for medical advice. If medical emergency call 999.

Further COVID-19 guidance: **COVID-19: cleaning** <https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings> and **Working safely during COVID-19: Guest Accommodation** <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation>

**Contact:** Torbay Council Public Health **01803 208030** (9am-5pm) or email [trackandtrace@torbay.gov.uk](mailto:trackandtrace@torbay.gov.uk) (7 days a week)