

GUESTS WITH COVID-19 SYMPTOMS

OWNER GUIDANCE

As an accommodation provider, you must consider how you might manage a situation whereby a guest arrives with or develops symptoms of COVID-19, so that you have **a go-to action plan** that can be implemented quickly.

Here are some considerations accommodation providers may wish to incorporate into their plans, much of this is sourced from various publicly available Government publications (as available at 24th June 2020). **NOTE: Official guidance has and can change often, so always check the government sites if a case arises at your property.**

In all cases where a guest in overnight accommodation experiences symptoms of COVID-19, they should follow national Government guidelines (e.g NHS test and trace protocols) to report the instance and arrange a test immediately.

STEPS TO TAKE ON HEARING OF A GUEST WITH SYMPTOMS

- If a guest arrives with symptoms of COVID-19, the entire party should not enter the property (if at all possible) and should be advised to return home (again, where possible). Once at their primary residence, they should self-isolate per current Government guidance.
- If a guest develops symptoms during the stay at your property (or is asymptomatic but declares the need to self-isolate), as well as reporting via official channels, they should also declare it to you, the property owner/caretaker/point of contact. The entire party should self-isolate immediately in the property. They should follow current [government guidelines](#), including contacting the NHS. Depending on the guidance received, accommodation providers may wish to discuss with the guest/party how they plan to proceed and establish if they can return safely to their primary residence whilst self-isolating, or whether they plan to remain at the property and if so, for how long.
- **If the guest has acute symptoms, including breathing difficulties or life-threatening symptoms, call 999.**
- Update us on the situation so that we can work with you to coordinate the best response, including potentially contacting or relocating the next guests due to arrive (if imminent).
- If the property has a shared or communal entrance (stairwell, corridor etc) a cleaner or housekeeper wearing suitable PPE (facemask, gloves & apron) should attend as soon as possible and use disposable materials to sanitise all door handles, entrance systems, stairwell banisters, and light switches to try and minimise risk of spread to neighbours. If the property has its own main door entrance (and therefore no further risk to neighbours) then the guest should follow standard self-care methods and in addition, refrain from putting out any rubbish.

FROM THE POINT THE PROPERTY IS VACATED

We would suggest that no one enters the property for at least 72 hours. After 72 hours, the property should be thoroughly aired, cleaned and disinfected with good quality anti-viral cleaning products and in line with current **Government advice** ([click here](#)), such as steam cleaning or spraying fabric-suitable anti-viral disinfectant on soft furnishings (sofas, duvets, pillows, mattresses etc) and the use of bleach on suitable solid surfaces. Some of you may wish to look into the possibility of a disinfectant fogging machine. Advice also includes:

- Cleaning an area with anti-viral disinfectant after someone with suspected coronavirus (COVID-19) has left will reduce the risk of passing the infection on to other people
- Wear disposable or washing-up gloves and aprons for cleaning. These should be double-bagged, then stored securely for 72 hours then thrown away in the regular rubbish after cleaning is finished
- Using a disposable cloth, first clean hard surfaces with warm soapy water. Then disinfect these surfaces with the cleaning products you normally use. Pay particular attention to frequently touched areas and surfaces, such as bathrooms, grab-rails in corridors and stairwells and door handles
- if an area has been heavily contaminated, such as with visible bodily fluids, from a person with coronavirus (COVID-19), use protection for the eyes, mouth and nose, as well as wearing gloves and an apron
- Wash hands regularly with soap and water for 20 seconds, and after removing gloves, aprons and other protection used while cleaning
- Bedding and linen should be carefully removed and bagged for transportation and washing and preferably be left bagged for 72 hours prior to washing. Wash on the highest possible heat.
- General rubbish and disposable cleaning materials from the property should be double bagged and stored safely for 72 hours before being thrown out. Alternatively, it should be placed in a suitable outdoor bin for removal.

OTHER CONSIDERATIONS

- Accommodation providers may consider including a notice within their properties on the steps guests should take if they start to develop symptoms (self-isolate the party, inform relevant channels, test as detailed above).
- As part of arrival and departure processes, accommodation providers may wish to actively ask guests to confirm that they are symptom free (ideally without face-to-face contact). This will allow you to ascertain if you'd like to give them access and if additional cleaning preparations will be required after they've left, as well as to keep all employees safe and aware of any situations.
- In the event of needing to provide contact details for guests (to support NHS Test and Trace) including telephone number and email address, all this information is available through the owner website. Accommodation providers may also wish to log movements of employees, cleaners or maintenance visits to follow up should it be necessary.

USEFUL WEBSITES

NHS UK

<https://www.nhs.uk/conditions/coronavirus-covid-19/>

GOVERNMENT ENGLAND

<https://www.gov.uk/guidance/covid-19-advice-for-accommodation-providers>

<https://www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance>

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>

<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings>

GOVERNMENT SCOTLAND

<https://www.gov.scot/publications/coronavirus-covid-19-getting-tested/>

<https://www.gov.scot/publications/coronavirus-covid-19-tourism-and-hospitality-sector-guidance/pages/overview/>

<https://www.gov.scot/collections/coronavirus-covid-19-guidance/#businessesandemployers>

<https://www.gov.scot/publications/coronavirus-covid-19-test-and-protect-advice-for-employers/>

GOVERNMENT WALES

<https://gov.wales/protect-yourself-others-coronavirus>

<https://gov.wales/test-trace-protect-coronavirus>

<https://gov.wales/workplace-guidance-employers-and-employees-covid19>

GOVERNMENT NORTHERN IRELAND

<https://www.nidirect.gov.uk/articles/coronavirus-covid-19-overview-and-advice>

<https://www.nidirect.gov.uk/articles/coronavirus-covid-19-staying-home-and-self-isolation>

<https://www.nidirect.gov.uk/articles/coronavirus-covid-19-travel-advice>