

Guidance for guest on what to do if developing COVID-19 symptoms before the start of the holiday, whilst on holiday or subsequently

If you develop or a member of your party develops symptoms prior to your stay, you must follow the latest NHS guidance in this respect and **not travel under any circumstances**. Please contact us as soon as possible to inform us of the situation.

If you develop or a member of your party develops symptoms during your stay and a test confirms infection, please inform us straight away by contacting Chris or Amanda on our mobile: 07786623420, or land line 01977 707355 and leave the property immediately so that we can take the necessary steps to deep clean the property.

If for any reason it is not possible to vacate the property and self-isolation is required to take place at the property, then please be aware that all fees for all bookings affected by this self-isolation will be borne by you, the guest.

The current government guidelines (as of 5th July 2020) states:

If a guest is displaying signs of the COVID-19 virus while staying in overnight accommodation for a permitted reason, they should inform the accommodation provider, immediately self-isolate where they are to minimise any risk of transmission and request a test. If they are confirmed to have COVID-19, they should return home if they reasonably can. They should use private transport but only drive themselves if they can do so safely. If a guest cannot reasonably return home (for example because they are not well enough to travel or do not have the means to arrange transport), their circumstances should be discussed with an appropriate health care professional and, if necessary, the local authority.

Source: Gov.uk. Guidance Coronavirus (COVID-19) advice for accommodation providers

More information at: <https://www.gov.uk/guidance/covid-19-advice-for-accommodation-providers#guidance-on-guests-self-isolating-as-required-by-law>

If you or your family need to seek medical advice

Seek prompt medical attention if your illness or the illness of someone in your household is worsening. If it's not an emergency, contact the NHS 111 online coronavirus (COVID-19) service at <https://111.nhs.uk/covid-19>. If you have no internet access, call NHS 111.

If it is a medical emergency and you need to call an ambulance, dial 999 and inform the call handler or operator that you or your relative have coronavirus (COVID-19) symptoms.

If you develop or a member of your party develops symptoms within 14 days of your stay and a test confirms infection, please let us know immediately to allow the necessary measures to be taken.

Guests should follow government guidance available at:

<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>

on dealing with possible or confirmed coronavirus (COVID-19) infection.

<https://www.gov.uk/guidance/covid-19-advice-for-accommodation-providers#guidance-on-guests-self-isolating-as-required-by-law>

guidance on guests in staying in accommodation self-isolating.

Further up to date information and advice regarding COVID-19 can be found on the GOV.UK and NHS websites.

<https://www.gov.uk/coronavirus>

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

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

Symptoms

The most important symptoms of coronavirus (COVID-19) are recent onset of any of the following:

- a new continuous cough
- a high temperature
- a loss of, or change in, your normal sense of taste or smell (anosmia)

For most people, coronavirus (COVID-19) will be a mild illness. However, if you have any of the symptoms above you must stay at home and arrange to have a test to see if you have COVID-19 – apply for a test online at:

<https://www.nhs.uk/conditions/coronavirus-covid-19/testing-and-tracing/get-an-antigen-test-to-check-if-you-have-coronavirus/>

Coronavirus testing contact centre

If you have questions about a test you've booked or are having trouble booking a test, you can call the customer contact centre from 7am to 11pm.

England: call 119 (free from mobiles and landlines)

If you need medical advice about your symptoms, or if you feel you cannot cope with your symptoms at home, or your condition gets worse, or your symptoms do not get better after 7 days, then use the NHS 111 online coronavirus (COVID-19) service at

<https://111.nhs.uk/covid-19>

If you do not have internet access, call NHS 111

For a medical emergency dial 999

Source: Gov.uk. Public Health England. Guidance. Stay at home: guidance for households with possible or confirmed coronavirus (COVID-19) infection. Updated 18 June 2020

Note: This information is provided as a short summary of fuller guidance at a particular given point in time only. Guidance changes regularly so always check the official sources of guidance for up to date information, advice and guidance.