



Cranbrook House

COVID 19 Symptoms Policy 12th August 2020

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

Published 24th March 2020

Last updated 7th July 2020

People staying in accommodation that have symptoms of coronavirus (COVID-19)

If a guest is displaying [signs of the coronavirus \(COVID-19\) 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 coronavirus (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.

The accommodation provider and guest should discuss next steps as soon as possible. If the guest is unable to return home, the accommodation provider and guest should discuss meal and laundry provision, and accommodation providers should consider whether symptomatic guests should clean their own rooms and strip their own beds.

Unless otherwise provided for in the contractual terms of the booking, the guest will be expected to pay the costs of an extended stay in all but exceptional circumstances. Exceptional circumstances may include but are not limited to where the accommodation provider has failed to follow government guidance to create a covid-secure environment.

There will be some types of accommodation where self-isolation would not be possible, for example if there are shared washing facilities or if the risk to the host, owner or staff cannot be mitigated. In these cases, guests should decide to travel home as safely as possible, whilst minimising risk to others.

Accommodation providers should consider how best to inform guests about their policy for Covid-symptomatic guests, for example during the booking or check-in process.

- Track and Trace Policy via the NHS <https://www.gov.uk/guidance/nhs-test-and-trace-how-it-works>. If you test positive for coronavirus, you must share information promptly about your recent contacts through the NHS Test and Trace service to help us alert other people who may need to self-isolate