

Covid-19 Frequently Asked Questions for Accommodation Providers

With the easing of lockdown, has coronavirus gone away?

No. Although people are now allowed to holiday, coronavirus is still prevalent through the UK and there is currently no vaccine. In order to stop the virus spreading everyone needs to play their part in managing the risks of Covid-19. This includes measures such as social distancing; encouraging more frequent hand washing and good respiratory etiquette (catch it, bin it, kill it). Other sensible measures you can take include asking guests to carry their own luggage and use contactless payment where possible.

What extra things do I need to do because of coronavirus?

- To be aware of the [national guidance](#) relating to your business and implement the additional safety and cleaning measures such as enhanced cleaning of all facilities.
- To be aware of where your visitors have travelled from, ensuring you check the latest [Government guidance](#) on quarantine rules. If your visitors are travelling from a country which requires them to self-isolate in your accommodation for 14 days on arrival in the UK, please ensure you liaise with them before they arrive; confirming whether or not this will be possible.
- Remove items such as books, games and DVDs which can't be cleaned effectively
- Keep a temporary register of the guest's contact details (telephone number and e-mail address)
- Ask guests to keep their phone charged
- Ask guests to keep a diary of their movements whilst on holiday in the event they develop symptoms of coronavirus

What are the symptoms of coronavirus?

- A high temperature -you feel hot to touch on your chest or back (you do not need to measure your temperature)
- A new, continuous cough – this means coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours
- A loss or change to your sense of smell or taste

What happens if a guest develops any of these coronavirus symptoms?

They must inform you and [immediately self-isolate](#) in the holiday accommodation, as well as those in their holiday party.

Those with symptoms must arrange for a test by calling the Testing Helpline which is open daily (Monday to Sunday) from 8am to 5pm

Testing Helpline 01626 204950

Any visitors who requires emergency healthcare should dial 999

What happens if a staff member develops any of these coronavirus symptoms?

They must inform you and immediately self-isolate at home for at least 10 days from when their symptoms started. Any of their household members must stay at home and not leave the house for 14 days. The 14-day period starts from the day when the first person in the household became ill.

Those with symptoms must arrange for a test by calling the Testing Helpline on **01626 204950** (Monday to Sunday, 8-5). Alerting those they have been in contact will enable their contacts to take extra care in practising social distancing and good hand and respiratory hygiene. They can also be more alert to any symptoms they might develop.

You should direct them to the [national guidance](#) for additional information for households with possible or confirmed coronavirus (COVID-19) infection.

Anyone who requires emergency healthcare should dial 999

What happens if a guest tests positive for Covid-19?

If a guest receives a positive test they will need to contact the Local Incident Response Team for support and to arrange their Personal Evacuation Plan.

They can be contacted by Phone: 0300 1234 105

e-mailing: keepscillysafe@scilly.gov.uk

As the accommodation provider **you will need to** liaise with the guest regarding transport of their holiday party's luggage to the quay/airport. The Local Incident Response Team can assist you with this.

If a negative test result is returned but the guest continues to have symptoms, they will need to contact the Local Incident Response Team and talk to their own GP by phone or video. They may still need to be evacuated.

There is a free evacuation service for the guest and their party to transport them back to Penzance Quay or Penzance Heliport (depending on weather conditions). Eligibility is for:

- Individuals (and their holiday party) who have tested positive for Covid-19 whilst on the islands

- Individuals (and their holiday party) who have been contacted by NHS Test and Trace and requested to self-isolate whilst on the islands
- Symptomatic individuals (and their holiday party) who have 48 hours or less left of their holiday and/or who will not receive their test results before they are due to travel home.
- Symptomatic individuals (and their holiday party) who have received a negative result and have had a clinical assessment by their own GP that suggests they should evacuate
- The holiday party of someone who has been evacuated for acute Covid related medical treatment

In all cases, visitors must be able to demonstrate they can continue their onward journey from Penzance in private transport to their home address and not rely on public transport for any part of their journey

What happens if a guest is contacted by the NHS test and trace service because they have been in close contact with a positive case?

They should immediately isolate. They should inform you immediately then contact the Local Incident Response Team: keepscillysafe@scilly.gov.uk The holiday party doesn't need to self-isolate if the contacted guest doesn't have symptoms, but they must take extra care to follow the guidance on social distancing and handwashing and avoid contact with the contacted guest.

Where can guests access more advice?

A comprehensive list of Frequently Asked Questions is available at: www.scilly.gov.uk/news/frequently-asked-questions-visiting-scilly-during-coronavirus-pandemic

Where can I access more advice?

[Guidance for people who work in or run hotels and other guest accommodation](#)
[Stay at home: guidance for households with possible or confirmed coronavirus \(COVID-19\) infection](#)

[Coronavirus \(COVID-19\). List of Guidance and support](#) (including travel)

Local Incident Response Team: keepscillysafe@scilly.gov.uk