



2.0

Tourism Additional Information

Annex 1 - May 2021

2.3

Information for Accommodation Providers

If guests need to self-isolate

If a guest needs to self-isolate due to suspected or confirmed Covid-19, the preferred option is for them to return home. You should have a policy in place as to how such bookings will be managed. You can encourage guests to plan how they would manage self-isolation whilst away by providing the leaflet below (Planning Your Stay - Guest Information) with their booking confirmation, and also highlight it on arrival.

If you have guests isolating in your premises:

If the accommodation is self-contained and self-catering (such as a chalet), the individual or party can self-isolate as they would at home. They must not leave the property unless in the case of an emergency.

To assist them to isolate effectively, you could:

1. Make sure that they can access essential supplies such as food and medicines.
 - If they cannot access online shopping deliveries, can you arrange something locally on their behalf?
 - Can you provide your guests with phone numbers / menus for local takeaways who deliver?
2. Provide them with cleaning materials to minimise the risk of virus spread within their party / bubble.

If the accommodation is not self-contained, anyone self-isolating must stay in their room. If the person is a smoker and your property is non-smoking, they should not go out to smoke if they need to pass through communal areas such as corridors, reception areas or fire escapes and should not smoke in areas accessible to other members of the public.

To assist them to isolate effectively, you could (in addition to steps 1 and 2):

3. Help the guest to access nicotine alternatives such as e-cigarettes or Nicotine Replacement Therapy (NRT). Smokefree Norfolk can advise on products / strengths, access etc. Contact them on **0800 085 4113** or at **<https://www.smokefreenorfolk.nhs.uk/>**

For government guidance on managing guests who need to isolate see section 3.5 here **<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation#sec-3-5>**

You should let the Norfolk Outbreak Management team know (**01603 223219** or email **phnorfolkcomc@norfolk.gov.uk**) if you have a confirmed positive case on your premises. The team can also advise if your guest cannot reasonably travel home to isolate and / or your premises are not suitable for self-isolation (e.g. they need to use shared washing facilities).

Remember:

If a guest is isolating because they have suspected or confirmed Covid, other members of their party may also need to isolate (as they could be close contacts. OMC can advise).

If a guest is self-isolating because they have been identified as a close contact of someone else, the rest of the party would not need to isolate at this point (unless any of them develop symptoms).

PLANNING YOUR STAY GUEST INFORMATION



BE PREPARED

As we start to do more normal things like days out or going away on holiday, we need to plan more than usual. As well as remembering face coverings and hand sanitizer, here are a few more things to consider as you prepare to come to Norfolk.

SYMPTOM-FREE TESTING:

In line with government guidance, we'd urge all visitors to continue with twice-weekly symptom-free testing whilst staying in Norfolk. So that you can carry on your routine un-interrupted, bring your tests with you. If you forget, just collect some whilst you're here. Check <https://maps.test-and-trace.nhs.uk/> for details of local collection points (tests can be collected from all Norfolk libraries and most pharmacies).

IF YOU NEED TO ISOLATE WHILST YOU ARE HERE:

- Think about how you will get home if you want to return to isolate. You won't be able to use public transport, and if you are in private transport, you'll need to make your journey home without stopping in public areas / leaving your vehicle.
- If you choose to isolate in Norfolk, you will need to make sure that your accommodation is suitable, meaning no shared facilities. You will also need to make sure that you can stay in the accommodation until the end of your isolation period.
- If you need to find suitable accommodation, or extend your existing one, you will need to pay the additional costs.
- If your accommodation is not self-catering, think about how you would get food. Hotels may be able to provide meals in your room (which will be an extra cost if you are not all-inclusive). Alternatively, you could get take-away meals delivered.
- If your accommodation is not self-contained, so you are isolating in your room, you will not be able to leave for any reason. If you smoke, you should plan how you will manage this; some options would be Nicotine Replacement Therapy (NRT) or an e-cigarette (check with your accommodation, as some will not allow e-cigarette use indoors).
- Some accommodation is not suitable for self-isolation, for example if it has shared washing facilities – you will need to consider this in your planning.

We hope your stay goes without a hitch, but to take the stress out of additional costs you may wish to consider taking holiday insurance cover for your stay (making sure it covers Covid related costs).

PROTECT OURSELVES. PROTECT OTHERS. PROTECT NORFOLK.