



## Novel Coronavirus (Covid-19) : information for Guests

Dear Guest ,

You will be aware that the novel coronavirus, Covid -19, has resulted in a global pandemic. The UK Government declared a State of Emergency early in 2020 and introduced legislation to enable it to manage the pandemic.

Public Health England monitors the situation and issues advice which we are observing at Number 63.

Prior to entering the building if you have the NHS 'Test and Trace' App on your mobile phone you are advised to use the QR code provided and it is recommended that use it each day during your stay at Number 63.

On entering the building you should wipe your shoes on the disinfectant mat and clean the outside of your luggage with the wipes provided and then proceed to Reception in order to check in .

Staff will advise you on arrangements in place to ensure your stay is a comfortable one. Once you have checked in you may then take your luggage to your room.

It would be appreciated if you would observe the Coronavirus Safety Notices and maintain 'social distancing' ( ideally 2 metres) at all times .

Hand sanitiser gel is to be used prior to entering any of the public areas of Number 63.

Face coverings and disposable gloves are available for use if required.

Whilst vaccines are now available to prevent Covid -19 acute respiratory disease. Until the roll out programme has been completed the best way to prevent infection is to avoid being exposed to the virus.

Usual hygiene measures to prevent infections spreading should be followed:

- Regular hand washing ( for at least 20 seconds )
- Covering nose and mouth with a tissue when coughing and sneezing - disposing of the tissue immediately in a waste bin ( preferably one with a lid)
- Thoroughly cooking meat and eggs
- Avoid close contact with anyone particularly those showing symptoms of respiratory illness such as coughing or sneezing ( a distance of 2 metres is recommended)
- Wear a suitable face covering when travelling on public transport or in confined spaces.

All guests in single rooms, or rooms for single occupancy, who develop symptoms , however mild, should 'self isolate' ( remain in bedroom) and advise reception staff. Guests sharing double/twin rooms ,or occupying the suite, any one of whom develops symptoms ,however mild, should **all** 'self isolate' ( remain in bedroom /suite) and advise reception staff. Other guests , who may be staying in different rooms , but have been in contact with the affected guest should also 'self isolate' ( remain in bedroom) and advise reception staff.

The main symptoms reported are:

- Fever
- Persistent Cough or chest tightness
- Shortness of breath
- Loss of smell and /or taste.

Anyone with symptoms, or those in contact with that person, should request a Test for Coronavirus from NHS 111 as soon as possible.

In the event of symptoms worsening , particularly if there are underlying health conditions, then you should contact NHS 111 and seek advice.

Should Coronavirus ( Covid -19) be confirmed then the guest affected ,and those accompanying that guest or in contact with that guest, should return home if they are able to do so.

Private transport should be used and the affected individual should only drive themselves if they are safe to do so.

Should the guest affected ,or their contacts, be unable to return home, because they are not well enough to travel or unable to arrange transport ,their situation should be discussed with NHS111.

NHS111 may advise guests to 'self isolate' in their room until appropriate arrangements can be made for them to leave safely ( this could be several days).

Number 63 has a policy in place to enable guests to be supported should they need to 'self isolate' in their room.

Guests will be expected to pay the costs of an extended stay in all but exceptional circumstances.

It would be appreciated if you would observe the above advice during your stay at Number 63.

Updated 09.04.21