ORIGINAL Ⓒ COTTAGES

Changes to the way we work

Responding to suspected and confirmed Covid-19 cases in properties

Introduction

This document details how guests can report confirmed and suspected cases of Covid-19 to us and the measures we will take in response to protect you, our teams and our guests.

It has been created in line with the latest Government, Public Health England and Health & Safety Executive guidance and recommendations (where available), and will continue to be updated in line with Government Guidance and any Legislation.

This document focuses on specific processes necessary only when a suspected or confirmed case of Covid-19 is reported. Separate guidance is available for the normal changeover of properties here.

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1. How guests can inform us of suspected and confirmed Covid-19 cases.

To ensure reporting cases is simple for your guests and that our response is rapid and efficient, we have launched a dedicated telephone support line and email address:

inform@originalcottages.co.uk
0800 0487197

Our teams will be available to service guests requests through these dedicated channels from 08:00 - 22:00 seven days a week. Outside of these hours a message can be left for our team.

Guests are encouraged to contact us prior to, during and post stay to report cases. To ensure guests understand how and when to contact us, we are including the necessary details in the pre-arrival and pre-departure communications we send to them.
In all properties managed by us a new information card has been placed in the property; it provides a breakdown of the changes we have made in response to Covid-19 and informs guests of the actions they should take if they become symptomatic. An online version of the information card can be viewed here.

The information card may also be used in owner managed properties where _all_ recommendations laid out in the document are being followed. The information card should be laminated and sanitised between stays, or replaced with each stay.

2. How we will react to confirmed and suspected cases of Covid-19.

Until clarified otherwise (by way of a Covid-19 test) suspected and confirmed cases both pose the same risks, and so we must react equally to both.

2a. Cases reported prior to arrival

In line with Government guidance, we are advising guests not to travel if they are showing any symptoms of, or tests have confirmed them to have Covid-19.

If we are informed of a suspected or confirmed case of Covid-19 prior to guest arrival, we will contact the property owner to discuss cancelling or transferring the booking to a later date.

2b. Cases reported during a stay

If a guest becomes symptomatic during their stay, we are in the first instance requesting that (as per Government guidance) they remain in the property and contact NHS 111 to discuss their symptoms, requesting a test if advised to do so.

Where guests need to isolate we will encourage them to return home to do so, should it be safe for them to travel. Where this isn't possible, guests may isolate themselves in the property whilst awaiting test results.

If _all Covid-19_ test results are returned negative, guests will stop isolating and no further action is required.

If *any* Covid-19 test results have returned positive, we will:

- Tell all guests that they should return home to isolate, should it be safe for them to do so.
- Upon guest departure, lockdown the property for 72hrs (see property lockdowns below).

Where test results remain unknown upon departure, as a precautionary measure we will action a 72hr property lockdown (see property lockdowns below).

2c. Cases reported after departure

If a guest becomes symptomatic after their stay but has not taken a Covid-19 test, we will refer them to NHS 111 to discuss their symptoms.

If the NHS recommend they take a Covid-19 test, or they have already received a positive test result, we will, where possible, action a lockdown at unoccupied properties (see property lockdowns below) for the remaining duration of 72hrs since the guests departed.

In England and Wales, individuals will be contacted by the Test and Trace service if they test positive for Covid-19. The service will ask individuals with a confirmed case where they have been recently and who they have been in close contact with. The NHS will contact anyone who may have caught the virus from them and inform them of what they need to do next.

3. Property lockdowns

3a. Overview

To lockdown a property is to prevent anyone - whether it be yourself, guests, cleaners or other staff - from entering the property. It will last for a period of 72hrs in all cases, commencing when the entire party of the symptomatic guest(s) have departed the property.

3b. Why lockdowns are a necessary precaution

Protecting you, our guests and our staff has always been, and remains paramount. Where there is a known risk of exposure to Covid-19 we must take all precautions necessary to minimise this risk.

Government guidance states that the infection risk from Covid-19 following contamination of the environment decreases over time. It is not yet clear at what point there is no risk. However, studies of other viruses in the same family suggest that, in most circumstances, the risk is likely to be reduced significantly after 72 hours.

We believe a lockdown period is the most responsible approach to ensuring the safety of you, our teams, suppliers and your guests.

3c. Guidance for cleaning

After 72hrs the risk of transmission has greatly diminished and it is safe to resume changeovers.

As an additional precautionary measure, all waste within the property should be double bagged before removal and disposal. All other changeover processes can resume in accordance with our current enhanced changeover guidelines.