

Guests have a legal obligation to quarantine should you be required to do so.

You may receive a compliance check during your stay if you are quarantining.

Advice on NHS Test & Trace COVID-19 compliance checks in hotels and other guest accommodation

The government has launched a service to carry out COVID-19 compliance checks on individuals who have a duty to quarantine following international travel from [amber-list](#) countries.

INFORMATION FOR GUESTS QUARANTINING AT OUR PROPERTY.

Guests may receive a visit from Mitie staff on behalf of Test and Trace, who are conducting COVID compliance checks to ensure individuals who have returned from amber-list countries are quarantining at the address provided on their passenger locator form.

To assist Test and Trace staff in confirming compliance of the individuals, we as an accommodation provider are taking reasonable and appropriate steps to facilitate Mitie's visits to our customers, whilst ensuring that guests' data is only shared with Mitie in compliance with existing data protection legislation.

If NHS Test and Trace staff suspect that a guest is not quarantining, the case may be referred to police, who may conduct another visit, and could potentially issue the individual with a fine of up to £10,000.

Contact tracers from NHS Test and Trace will contact you daily, using text messages, email or phone calls.

Contact tracers will:

- call you from 0300 123 2008
- send you text messages from 'NHS'
- ask for your full name and date of birth to confirm your identity

What contract tracers will not do

Contact tracers will never:

- ask you to dial a premium rate number to speak to us (for example, those starting 09 or 087)
- ask you to make any form of payment or purchase a product of any kind
- ask for any details about your bank account
- ask for your social media identities or login details, or those of your contacts
- ask you for any passwords or PINs, or ask you to set up any passwords or PINs over the phone
- disclose any of your personal or medical information to your contacts
- provide medical advice on the treatment of any potential COVID-19 symptoms
- ask you to download any software to your computer or ask you to hand over control of your computer, smartphone or tablet to anyone else
- ask you to access any website that does not belong to the government or NHS

In-person visits

Staff employed on behalf of the NHS Test and Trace service will come to the address listed on your [passenger locator form](#). They will follow social distancing guidelines.

How to identify staff

Staff will be wearing NHS Test and Trace uniforms. They will identify themselves verbally and present an ID card with information including their name, role and employer.

What to expect from a visit

The staff will state your name and ask you to confirm it. They will also ask to see identification to confirm your identity. They will then ask you a few questions to find out if you are following quarantine rules, and will give you additional information or guidance where necessary.

You may receive follow-up visits.

What happens if staff think you're not following quarantine rules

If the staff carrying out the checks have reason to believe you may be breaching quarantine rules, they may refer your case to the police. If the police have reasonable grounds to believe that you have committed a criminal offence in breach of your duty to quarantine, they may issue you with a fine (fixed penalty notice). Fines start at £1,000 for a first offence and can increase up to £10,000 for repeat offences.

What staff will not do

Staff working on behalf of NHS Test and Trace staff do not have enforcement powers, including the power to issue fixed penalty notices or fines. This means they will never ask you for money.

They will only ask you questions relating to your duty to quarantine.

They will never:

- ask you to provide your name. Staff will already have your name and will ask 'Am I speaking to —?' for you to confirm
- ask for your financial details, such as your bank or credit card information
- ask you for money or issue a fine. Staff working on behalf of NHS Test and Trace have no legal power to issue a fixed penalty notice or a fine. Only the police can issue fixed penalty notices for breaching international quarantine rules
- ask for your National Insurance number, telephone number or any other identifying information, other than your passport or driving licence
- enter your home

If someone visits you claiming to be from NHS Test and Trace and you believe they are lying, call 999 and ask for the police.

How to complain

If you're not happy with the service - either phone checks or in-person visits – you can [complain to NHS Test and Trace online](#) or telephone 119.

Quarantining safely

As soon as you arrive at your place of quarantine you should, as far as possible, [avoid contact with other people in the place where you're quarantining](#) to [reduce the risk of spreading COVID-19](#).

You should stay in a well ventilated room with an outside window that can be opened, separate from other people in your home.

If you're staying in a hotel or guest house, you must stay away from others who did not travel with you. You must not use shared areas such as bars, restaurants, health clubs and sports facilities.

Stay 2 metres apart from other people staying there at all times.

Visitors

You cannot have visitors, including friends and family, unless they're providing:

- emergency assistance
- [care or assistance, including personal care](#)
- medical assistance
- veterinary services
- certain critical public services

Going out

Unless you're at risk of harm, **you cannot leave the premises** where you're in quarantine. You must only exercise inside the place where you're quarantining or in the garden. You cannot leave the place where you're quarantining to walk your dog. You will need to ask friends or relatives to help you with this.

If you're at risk of harm

If you're at risk of harm (for example in cases of domestic abuse), you can leave the place where you're quarantining.

Shopping

You must not go shopping. If you need help buying groceries, other shopping or picking up medication, you should ask friends or relatives or order a delivery or ask for help from [NHS Volunteer Responders](#).

Getting or posting your tests

Where your testing provider conducts the day 2 and day 8 tests at a test site you can leave the house for your test. Where your tests are delivered and self-administered, if there is no one in your household or bubble who can post the test for processing, you can leave the premises to post your test.

If you have to leave the premises, you should follow [safer travel guidance](#) and avoid public transport if possible.
<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>

Exceptional circumstances

You can leave your accommodation in certain exceptional circumstances. This includes needing to:

- get basic urgent necessities like food and medicines where you cannot arrange for these to be delivered
- travel to a COVID-19 testing site
- access critical public services including social services and services provided to victims (such as victims of crime)
- move to a different place for quarantine where you can no longer remain where you are

There may be other exceptional circumstances that allow you to leave your place of quarantine.

You could get advice from a medical or other professional to help decide whether your circumstances are exceptional and require you to leave your place of quarantine.

Even if you have an exception, you must continue to follow the general restrictions that apply.

What to do if you get COVID-19 symptoms

You should [order a test](#) if you develop at least one of these 3 COVID-19 symptoms at any point:

- a high temperature
- a new, continuous cough
- you've lost your sense of smell or taste or it's changed

<https://www.gov.uk/get-coronavirus-test>

Rules for the people you're staying with

The people you're staying with do not need to quarantine, unless:

- they travelled with you
- you or someone in the place where you're staying develop symptoms of COVID-19
- you get a positive test result for your day 2 or day 8 test

If any of these things apply, your household must quarantine with you, following the same rules and for the same length of time as you.

Ending quarantine

If you've quarantined for 10 full days (where day 0 is the day you took the test or had symptoms) and received a negative result to both your day 2 and day 8 tests, and you are well, you may leave the place where you're quarantining.

Ending quarantine early using Test to Release

Under the Test to Release scheme you can choose to pay for a private COVID-19 test on day 5. If the result is negative (and the result of your day 2 test was negative or inconclusive), you can end your quarantine.

You do not have to do this – it's a voluntary test.

You must still book and take your mandatory day 2 and day 8 travel tests, even if your Test to Release result is negative.

[Find out more about Test to Release](#), including a link to providers offering this test.

<https://www.gov.uk/guidance/coronavirus-covid-19-test-to-release-for-international-travel>

Checks to make sure you're following quarantine rules

While you quarantine, NHS Test and Trace will contact you daily to confirm you're following quarantine rules. You may also be visited by staff carrying out in-person checks on behalf of Test and Trace to make sure you're complying with your legal duty to quarantine. Read more about the [checks carried out to make sure you're following quarantine rules](#).

<https://www.gov.uk/guidance/self-isolation-compliance-checks-after-international-travel>

If you break the quarantine rules, you may face a penalty of up to £10,000.