

COVID-19 - When a guest develops symptoms.



6 July 2020

Covid on the Premises

In the event that a guest develops symptoms whilst staying away from home, they should immediately book a test through [NHS Inform](#) or, if they can't get online, by phoning 0800 028 2816.

In accordance with [Test and Protect](#), people with symptoms are required to self-isolate for at least 7 days, and everyone in their household should isolate for 14 days. If the test is negative, everyone can end isolation. If the test is positive, everyone should continue to isolate, and the NHS Test and Protect team will be in touch to start contact tracing. Those contacted through the Test and Protect programme will be required to self-isolate for at least 14 days.

If guests who are isolating can travel home safely to isolate, avoiding the use of public transport, they should do this.

In the event that this is not possible, the guest should discuss this with the NHS Test and Protect team. The guest may be signposted to the **National Assistance Helpline on 0800 111 4000** if they need help to isolate and cannot arrange it themselves or through friends and family.

In some circumstances further discussion may be required with the local Health Protection Team and local authority to ensure that the person has suitable accommodation to isolate safely and effectively.

After the required period of self-isolation, guests and anyone else in their party who has been affected can then return to their main place of residence.

[Read More on the advice from the Scottish Government](#)

According to this guidance, "If you are unwell and cannot return home, you will be expected to pay all costs to your accommodation provider."

**Fiona Campbell - Chief Executive
Association of Scotland's Self-Caterers**