

Messaging matrix – hospitality and leisure

KEY MESSAGE

Let's get back to the things we love

SAFE BEHAVIOURS

Test and Trace

Testing is free, quick and vital to stop the spread of Coronavirus. So let's get tested and get back to the things we love. Everyone with symptoms, no matter how mild, can get a free test by calling 119 or visiting nhs.uk/coronavirus

By getting tested and self-isolating if you have symptoms, you will protect your friends, family, colleagues and community and help us all get back to the things we love.

Find out more at nhs.uk/coronavirus or call 119.

If you're told you've been in close contact with someone who has tested positive, it is crucial that you self-isolate at home for 14 days to protect others.

Find out more at nhs.uk/coronavirus or call 119

Some venues that you visit may ask for your contact details. This is in the event of a customer/visitor later testing positive for Covid-19, an NHS Contact Tracer will be able to reach the venue and ascertain who could have been in close contact with the infected person.

Businesses will tell you if they are participating in this voluntary scheme and will only keep details for 21 days.

Please look out for where businesses are participating with this extra level of safety to provide you more peace of mind as you get back to the things you love.

BEHAVIOUR-LED MESSAGES

Messaging matrix – Staycations

SAFE BEHAVIOURS

BEHAVIOUR-LED MESSAGES

Guidance for planning your holiday and when you're on holiday

Planning a holiday in England

- If you or anyone you live with feels unwell with Covid-19 symptoms – **don't travel** – stay at home and get a test. You must not leave your home for any reason. For stay at home guidance visit <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>.
- Your accommodation provider can refuse your stay if you are showing Covid-19 symptoms on arrival.
- Have a plan **in case you get ill while away** – especially if you are travelling on public transport and need to get home quickly.
- Remember to pack **hand sanitiser and face coverings and any medication you may need plus your own GP details**.
- **Know before you go**: see [visitengland.com](https://www.visitengland.com) for more information about what's open across the country and what restrictions are in place.

On holiday in England?

- As at home, you must socially distance and regularly wash your hands.
- Wear a face mask on public transport and in shops for more information see <https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing>.
- For more guidance on safety outside the home visit <https://www.gov.uk/enjoy-summer-safely>.
- Some activities and venues will still be closed. For guidance on what you can and cannot do on holiday please visit: <https://www.gov.uk/government/publications/coronavirus-outbreak-faqs-what-you-can-and-cant-do/coronavirus-outbreak-faqs-what-you-can-and-cant-do>

If you feel unwell while on holiday in England?

- If you develop COVID-19 symptoms during your visit, do not ignore or try to hide your symptoms. It is important you act quickly to help yourself and protect those around you. It is your responsibility to stay safe and keep others safe.

Symptoms include: a high temperature; a new, continuous cough; a loss of, or change to, your normal sense of smell or taste (anosmia)

- Stay indoors and self-isolate. Do not use shared public areas.
- Arrange a test using your holiday address:
Online: www.nhs.uk/coronavirus or **Call: 119**
- You **MUST** notify your accommodation provider immediately. If you need medical advice while you wait for your test results, please contact your regular (home) GP or call 111.
- If you are staying or travelling with others, they must also self-isolate and take appropriate action based on your test result.

Visit [gov.uk/coronavirus](https://www.gov.uk/coronavirus) for more information

Messaging matrix – Staycations continued

SAFE BEHAVIOURS

Test and Trace service guidance on staycations

BEHAVIOUR-LED MESSAGES

What should I do if my test is positive?

- You **MUST** notify your accommodation provider immediately that you have tested positive
- If you feel well enough to travel, you should return home as quickly and directly as you can, using private transport
- It is important that **you do not use public transport.**
- Test results are issued by text or email so you if you feel unwell, you do not need to wait for your results, but you must return home the most direct way, by private transport.
- If you feel so unwell that you cannot travel, or if you cannot avoid using public transport, you should continue to self-isolate (including those travelling with you) and call 111 for further advice.
- Accommodation providers are not obliged to provide self-isolating facilities so you will be liable for any additional costs incurred.
- <https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>
- You must self-isolate for at least 10 days from when your symptoms started.

My test was negative, can I stay?

- If your result is negative, you can stay and enjoy your visit as planned, provided that the NHS Test and Trace service has not advised you to self-isolate (see below). If you are still feeling unwell and need medical assistance, please call your own regular GP or 111.

Who to contact if you're unwell?

If you are ill and need medical advice, call 111 or your own GP
In the event of a medical emergency, call 999

I have been contacted by NHS Test and Trace while on holiday in England and told I have been in close contact with someone who has tested positive for COVID-19 and asked to self-isolate for 14 days. What should I do?

- You **MUST** notify your accommodation provider immediately that you have been contacted by NHS Test and Trace and asked to self-isolate <https://www.gov.uk/government/publications/guidance-for-contacts-of-people-with-possible-or-confirmed-coronavirus-covid-19-infection-who-do-not-live-with-the-person/guidance-for-contacts-of-people-with-possible-or-confirmed-coronavirus-covid-19-infection-who-do-not-live-with-the-person>
- If must return home as quickly and directly as you can, using private transport.
- It is important that **you do not use public transport.**
- If you cannot avoid using public transport, you should continue to self-isolate and call 111 for further advice.
- Accommodation providers are not obliged to provide self-isolating facilities so you will be liable for any additional costs incurred.
- If you start to feel unwell during your self-isolation period arrange a test: www.nhs.uk/coronavirus or call: 119
- Even if you remain well you must continue to self-isolate for 14 days at home after you last had contact with the person who tested positive as you could be carrying the virus and be infectious but not show any symptoms
- People you are travelling with do not need to self-isolate if you do not have symptoms