



Guidelines for self-isolation temporary accommodation providers

Information for accommodation providers during COVID-19 restrictions

Guest check-in/arrival is a great opportunity to collect and provide key information

As per a normal check-in process, when guests arrive at the accommodation please collect the usual information such as their name, contact details and credit card information as a security of the booking.

Information to report to Temporary Accommodation Service

It's important that you collect data on the number of individuals you're housing for self-isolation purposes and are able to report this to the Temporary Accommodation Service (TAS) so we can accurately record how many people have used our service. The data that you provide will need to include room bills, but can exclude any information TAS wouldn't need about a person in order to protect privacy.

You may also want to collect additional information that could help the Ministry of Health's contact tracing, such as their passport (if applicable) and details of recent travel.

You may want to create a guest welcome letter that addresses all the changes and requirements during their stay whilst operating under COVID-19 Alert Level 4. Displaying the COVID-19 Alert Level 4 requirements may also be helpful.

Along with this guidance, you will have been provided a PDF document titled '*Information for people in self-isolation temporary accommodation*'. This document can be printed and given to guests on arrival or emailed directly to them. It outlines information for them such as what to do on arrival and what to do if they develop symptoms of COVID-19 while self-isolating.

Self-isolation measures will only have a positive effect if we all follow them. It is vital that you let your guests know of all of the requirements. Think about how you might reinforce this throughout their stay too. Most guests will want to follow the rules, but if not, remind them of the reason why we're limiting physical interactions. We all have a part to play.

In-house kitchens can continue to operate for room service

All restaurants and bars must close to both guests and the public. In-house kitchens can continue to service the in-house guests through room service.

Guests are entitled to an allowance of up to **\$75 per person per day** to order food from you as the accommodation provider. This cost can be added to the room bill and the overall cost will be reimbursed by the Temporary Accommodation Service.



The \$75 food allowance can only be used by guests to purchase food. Alcohol and non-food charges will **not** be paid for out of this allowance.

Guests will need to pay for any food charges over the \$75 allowance provided. Any mini bar, alcohol, non-food, or food charges over the \$75 allowance should be charged to the guest's credit card.

Physical distancing needs to be maintained

Appropriate hygiene measures and physical distancing need to be maintained at all times. For example, those delivering food need to ensure they leave a good space by leaving the food at the door without interaction. In all situations, be clear with your customers about your procedures and why they are in place.

Inform guests about how they can respect self-isolation restrictions on your property

You will need to inform your guests about what they can do themselves to respect the self-isolation restrictions. For example, they can limit how many go into a lift or not congregate in groups.

Clear communication with your employees is very important

You need to clearly communicate to your employees and contractors that accommodation is an essential business and that they are deemed essential workers. Some may find this unsettling, but you can reassure them by outlining the steps you will take to ensure their safety, as well as that of your guests.

Non-essential communal facilities and spaces need to close

All shared and communal areas that are not providing essential services will need to close. This includes bars, restaurants, dining rooms, gyms, pools, playgrounds, day spas, conference centres. Anywhere where the space is shared must close.

Guests must occupy the same room for their entire period of self-isolation

To minimise the risk of transmission please ensure that your guests are assigned to the same room for the entire duration of the period that they are required to self-isolate.

Housekeeping will need to be limited

To minimise COVID-19 transmission and risk, rooms will not be able to be serviced as usual. As long as you following appropriate and safe cleaning measures, you will be able to confirm the best way to provide these services for guests. Some examples of how to manage this may be to provide your guest with more than enough towels for a few days, notify them that they will need to change their own sheets after a few days, and provide bags or containers to place used linen. Be clear at check in about the requirements and operating procedures. Most people will understand the need to limit contact.

You should not enforce the COVID-19 Level 4 restrictions

If any of your guests are not respecting the Level 4 restrictions, please do not try to intervene yourself. Email NHCCselfisolation@health.govt.nz to report this.

Not following the restrictions may include things like changing accommodation frequently or congregating in large groups.