

RWH Travel Ltd

COVID-19

Health & Safety Guidance Notes

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Introduction

The health, safety and security of our customers, staff, tour leaders and providers of holiday services is extremely important to us. We recognise our legal and moral responsibilities in respect of this and that we can never be complacent when it comes to the safety of those travelling with us.

We recognise that, despite the successful introduction of Covid-19 vaccines and a high uptake of vaccination amongst those travelling with us, it is likely that Covid-19 will present a certain but small risk of infection and transmission to travellers for the foreseeable future.

The ongoing Covid-19 pandemic has seen a complete shutdown of travel and hospitality services the like of which has not been seen in peacetime. In restarting its tourism activities and returning to destinations at different stages in their responses to the pandemic, this document seeks to identify the key operational risks and outline the company's strategy to minimise those risks to an acceptable level for its customers, tour leaders and staff. As the world moves slowly and inconsistently towards a 'living with Covid' era, it is likely that some restrictions, inconveniences, and disruption to travel arrangements are likely to continue for the foreseeable future.

Bringing people together to participate in mass transport systems, stay in hotels in novel destinations, enjoy local dining opportunities, visit cultural highlights, and experience destinations with differing cultures has always presented a range of risk to be managed. Covid-19, together with the changing and uncoordinated response of governments and health authorities in the UK and holiday destinations has presented the company, together with the world's travel and hospitality industries, with its most recent and novel challenge.

It is the company's view that tourism activity carried out in a considered, safe, and sustainable manner presents an overwhelming benefit to both the traveller and those who live in the destinations visited and that its holiday operations should be resumed as soon as reasonably possible.

These Covid-19 Health & Safety Guidance Notes form a part of the company's **SafetyFirst** Safety Management System and will be reviewed as appropriate as the worldwide understanding and response to the Covid-19 develops.

Purpose

This document is intended to identify the key health and safety risks relating to ongoing Covid-19 considerations in the company's holiday operations.

Despite the lifting of legal restrictions relating to travel and social distancing in the UK and many of the company's destinations, there continues to be an obligation on businesses to consider and respond to Covid-19 risks and a certain, limited but varying risk in operating and participating in holiday travel.

These Guidance Notes aim to provide appropriate and reasonable guidelines to RWH Travel Operations Staff, its Tour Leaders and suppliers of holiday services when managing all aspects of its tour operations in the destinations visited.

Covid-19: Additional Health & Safety Objectives

In operating our holiday programmes, the health, safety and security of our customers, staff, tour leaders and providers of holiday services remains our highest priority.

In order to protect our customers, staff, and service we aim to:

- Demonstrate an awareness of the current hazards and government advice to the ongoing Covid-19 pandemic
- Clarify the company's response to an actual or suspected Covid-19 infection within the group
- Minimise the risk of any Covid-19 transmission, so far as is reasonable and proportionate, to customers, tour leaders and others involved in our holiday arrangements
- Follow UK and local regulations to prevent the further spread of Covid-19 in the event that an individual coming into contact with the group displays the symptoms of the infection
- Reassure other group members who are not displaying symptoms that appropriate actions are being taken to assist the individual affected and protect others.

To achieve these additional objectives, we aim to:

- Review all aspects of the holiday arrangements in good time to allow us to assess:
 - > whether any modifications to the arrangements are necessary in order for the holiday to safely go ahead
 - > whether we will be unable to operate the holiday even with additional safety precautions in place to reduce the risk of Covid-19 transmission.
- Engage with our accommodation, transport, and other holiday service providers to check that reasonable and proportionate public health measures are in place to reduce the likelihood of infection
- Ensure that all staff and suppliers are aware of Covid-19 symptoms and understand and accept the government regulations in place locally to minimise and control the risk of Covid-19 infection
- Keep updated with UK and local government health advice and travel industry governing bodies as improved guidance becomes available
- Ensure effective communication with our tour leaders, local holiday service suppliers and customers so that both the risks and the reasonable and proportionate protocols to control the spread of Covid-19 are understood and accepted.

Covid-19: General Information

COVID-19

Covid-19 is an infectious respiratory disease, caused by the SARS-CoV-2 coronavirus.

Coronaviruses cause a range of illnesses which include minor complaints such as the common cold to the more serious and life-threatening diseases such as SARS and MERS.

This virus was first identified in December 2019 in the Wuhan region of China and within a matter of months had been identified as a global pandemic.

Regulation and guidance from governments, public health authorities and industry governing bodies on infection prevention and management is subject to change without warning and may vary between destinations.

Despite, since December 2020, the effective and widespread introduction of vaccines to protect against the severity and transmission of the disease, Covid-19 continues to pose a significant risk to some individuals in the general population.

Transmission

The virus is transmitted from person to person, mainly through the respiratory tract, through contaminated droplets in the air (called aerosols) as a result of infected individuals sneezing, coughing, or simply exhaling.

The risk of transmission of Covid-19 increases with the time spent in close contact with an infected individual. High risk exposure includes such circumstances as:

- Having had close physical contact with an infected individual (such as shaking hands)
- Having had direct contact with infectious secretions from an infected individual (such as being coughed on or touching used paper tissues with a bare hand)
- Having had face to face contact with an infected individual within 2 metres and for more than 15 minutes
- Being in a room with an infected individual for more than 15 minutes and at a distance of more than 2 metres
- Sitting in an aircraft cabin within two seats in any direction of an infected individual.

The virus can also be transmitted through contact with contaminated surfaces through an individual touching a surface where the virus is present and then going on to touch their face, in particular, the mouth, nose and eyes.

Symptoms

The main symptoms of Covid-19 include:

- A high temperature (fever)
Where the chest or back feels hot to touch. Chills may be experienced.
- A continuous cough
Coughing a lot for more than an hour, or 3 or more coughing episodes in 24 hours
- A loss of, or change to, your sense of taste or smell
You notice you can't taste or smell anything, or things taste or smell different to normal.

Symptoms may appear 2 -24 days after exposure to the virus.

In some individuals Covid-19 can cause respiratory infections which can range from mild to serious, and in some cases, be fatal. In general, the virus can cause more serious symptoms in people with weakened immune systems, older people, and those with long-term underlying health conditions such as diabetes, cancer or chronic lung disease.

It is possible to catch Covid-19 and develop no illness or symptoms. As a result, people may appear perfectly well but be carriers of the virus.

Emergency warning signs

Emergency warning signs for Covid-19, which indicate the need for immediate medical attention, include:

- Trouble breathing
- Persistent pain or pressure in the chest
- New confusion
- Inability to wake or stay awake
- Bluish lips or face

Risks associated with Covid-19

Risks of transmission

Holiday operations, by their nature, involve bringing together groups of individuals into a shared environment and will, as a result, present some risk of transmission of Covid-19 and the consequent risks to health, particularly amongst any unvaccinated group members and individuals in the area of the holiday with whom the group comes into contact.

These risks of transmission apply to customers, tour leaders, and staff of the local holiday service providers such as hotels, transport operators, local guides, instructors or supervisors of local activities and other unconnected individuals in the immediate vicinity of our holiday groups or using the same facilities or equipment.

Risks of transmission and to the health of individuals will vary between destinations where, subject to social distancing and hygiene guidelines together with the local availability and uptake of Covid-19 vaccines, the impact of the virus is contained to a greater or lesser degree. In destinations where the vaccination availability and uptake is high, the virus is well contained and transmission rates are low, however, some residual risk will remain.

Destination risks

Any resumption of the company's tourism activities may also put a strain on local healthcare services in the holiday destinations.

In some destinations, local health services may have limited resources in terms of facilities, staff, vaccines, and other medical supplies including Covid-19 vaccines to respond to infections brought in by holidaymakers and increased transmission due to tourist activity.

Local standards and provision for medical assistance may be different to that expected by the holidaymaker in their home country.

Some itineraries may operate in remote areas where the ability to access medical assistance, isolate individuals who may be experiencing symptoms of Covid-19 or to assist or repatriate potentially infected individuals may be limited.

Risks of future local outbreaks of Covid-19

In the event that local outbreaks of Covid-19 happen in destinations during the course of a holiday, further disruption to operations may occur resulting in the need to curtail the holiday arrangements, repatriate customers and make an appropriate price reduction.

Tour Leader risks

In the event of a group member becoming injured, ill or in distress during the holiday arrangements, the tour leader may need to provide first aid assistance. In doing so, it may be necessary to reduce the physical distance between the casualty and the tour leader and to share a breathing zone.

Risks to holiday service providers

The company has a strong and well-developed network of accommodation, transport, and other holiday service providers throughout the world. Vigilance and monitoring will continue to be necessary to ensure that service providers continue to be able to provide the necessary

services and are able to do so whilst maintaining reasonable and proportionate safety standards.

Covid-19: Reducing the risk

Despite the success and high uptake of Covid-19 vaccines and increasingly effective treatments for Covid-19, a range of precautionary measures can significantly reduce the risk of exposure and infection.

Guidelines for reducing the risk of infection and transmission of Covid-19 will be provided to customers at all stages of the holiday arrangement, including pre-booking, pre-travel and during the course of the holiday itself.

Advice from governments and health authorities

Travellers should follow local public health regulations in their destinations and keep up to date with the latest UK government travel and health advice from the Foreign, Commonwealth & Development Office (FCDO) and the UK Health Security Agency (UKHSA).

At all stages of our holiday operations, we seek to comply with the local public health regulations in our destinations.

Accommodation, transport, and other holiday service suppliers will have carried out their own risk assessments and developed their own protocols based on the government and public health advice in their destinations.

Hand Hygiene

Effective and frequent handwashing is one of the most important measures to prevent the spread of Covid-19 and other viruses. Hands should be washed with soap and water for at least 20 seconds. If soap is not available hands should be thoroughly cleaned with an alcohol based hand sanitiser.

Tour leaders and group participants should also bring their own supply of hand sanitiser for times when it is not available.

Tour leaders will be required to practice standards of hand hygiene which are as high as reasonably possible for the nature of the holiday and will highlight the importance of doing so to group participants.

Respiratory Hygiene and Cough Etiquette

Practicing good respiratory hygiene reduces the risk of infection by reducing the number of droplets from the mouth or nose entering the air when exhaling, coughing, or sneezing.

The mouth and nose should be covered with a single-use paper tissue when coughing or sneezing. The paper tissue should be hygienically disposed of as soon as possible. If paper tissues are not available, coughing into the elbow will reduce the number of droplets in the surrounding air.

After coming into contact with respiratory fluids, hands should be washed or sanitised.

Tour leaders will be required to practice high standards of respiratory hygiene and will highlight the importance of doing so to group participants.

Physical distancing

Physical distancing reduces the likelihood of coming into physical contact with an infected individual or coming into contact with enough virus infected droplets in the air to develop Covid-19.

Tour leaders will have the authority to make a dynamic risk assessment as to discontinue any activity in the event that effective physical distancing is impossible and where alternative safety measures such as the use of face coverings or ventilation are inadequate.

Local regulations and public health advice on physical distancing should be followed.

Physical distancing regulations and their enforcement are likely to vary from destination to destination and throughout the various aspects of the holiday arrangement, such as accommodation, transport, food service and local activity programmes.

Some destinations have abandoned the physical distancing rules and guidelines put in place during the height of the pandemic in their country.

Facemasks and face coverings

Face coverings may be recommended or compulsory in some destinations, public places, or buildings or when providing food services.

Face coverings may also be recommended or compulsory on board aircraft, trains, and coaches or when using other forms of public transport, particularly where physical distancing is not possible. Airlines and other holiday service providers may have specific requirements as to the type of face mask or face covering which is required.

Customers and tour leaders must comply with any local regulations that require the use of facemasks or face coverings in public, on transport or in designated locations.

Tour leaders should also co-operate with guidelines issued by holiday service providers and encourage customers to also do so.

Face coverings should cover the nose, mouth, and chin, not be used for more than 4 hours, and reusable face coverings washed regularly.

We recommend that facemasks or face coverings be worn if you are displaying the symptoms of Covid-19 or if taking care of, or are in close contact with, someone with suspected or confirmed Covid-19.

First aid kits carried by Tour leaders will include a limited supply of facemasks.

Surgical standard facemasks are not generally required outside healthcare settings although airlines may have minimum standards for facemasks as a condition of carriage.

Gloves

Single-use (disposable) gloves are generally only recommended in healthcare settings and when caring for someone who is ill with Covid-19. However, customers and tour leaders must comply with any local regulations or requirements that require the use of gloves in public, on transport or in designated locations.

First aid kits carried by Tour leaders will include a limited supply of single-use gloves.

Gloves must be worn if taking care of someone with suspected or confirmed Covid-19.

Vaccination

The introduction of Covid-19 vaccinations has had a significant impact on reducing the risk of severe illness and also provided some reduction in the transmission of Covid-19.

Although the company does not require customers or tour leaders to be vaccinated as a condition of booking, many destinations require evidence of a traveller being fully vaccinated, and/or evidence of a recent negative PCR test as a condition of entry.

It is a condition of booking that travellers ensure that they have, and are able to present, any vaccination certificates and evidence of compliance with necessary public health requirements required for their holiday arrangements.

Covid-19: Additional Health & Safety Procedures

Destinations

UK Foreign, Commonwealth & Development Office (FCDO) travel advice and local advice from destination tourism authorities will be monitored on an ongoing basis for any changes in measures relating to Covid-19.

In good time before the departure of any holiday, we will monitor the guidelines relating to our holiday arrangements and assess whether we can reasonably operate in the destination.

It should be noted that the FCDO Travel Advice relates to significant risks to British travellers considering visiting a destination rather than returning to the UK.

Travellers not resident in the UK should monitor their own government's foreign travel advice.

Accommodation

In good time before the departure of any holiday accommodation providers will be required to confirm that safety and hygiene procedures are in place by:

- Completing an Accommodation Supplier Self-Assessment questionnaire and/or
- Providing details of their own Health & Safety Protocols highlighting the measures in place to protect their guests.

Accommodation providers will be required to demonstrate that appropriate safety and hygiene risks have been considered, that measures are in place to reduce the risk of harm or infection, and that procedures and staff training are in place in compliance with local regulations and RWH Travel guidelines.

Service providers should use anti-viral disinfection products and procedures when sanitising high-touch surfaces.

If relevant, tour leaders will include a summary of the hotel's physical distancing and hygiene protocols as a part of the daily group briefing sessions.

Transport

In good time before the departure of any holiday all providers of pre-booked transport will be required to:

- Complete a Transport Supplier Covid-19 Self-Assessment questionnaire and/or
- Provide details of their own Covid-19 Health & Safety Protocols highlighting the measures in place to protect their passengers.

Transport providers will be required to demonstrate that risks relating to Covid-19 have been considered, that measures are in place to reduce the risk of infection and that procedures and staff training are in place in compliance with local regulations and RWH Travel guidelines.

Service providers should use anti-viral disinfection products and procedures when sanitising high-touch surfaces.

Where possible:

- Itineraries should be amended to reduce the duration of any travel arrangements
- Vehicles should be well ventilated. Windows should be opened for the duration of the trip. If air conditioning is used it should be set to use external rather than internally recirculated air
- Larger vehicles or multiple vehicles should be used to facilitate physical distancing

During the course of the holiday tour leaders will monitor the cleanliness of the vehicles used throughout the itinerary and highlight any concerns to the transport provider and the company without undue delay.

During the course of the holiday, tour leaders will brief group participants on transport safety measures including:

- Physical distancing recommendations or requirements
- The use of hand sanitiser before boarding any vehicle
- The use of face coverings if physical distancing is not possible
- Recommendations to use the same seats for all parts of the journey
- The handling of baggage – ideally by passengers or the driver if using gloves

Attention should be paid to pick-up and drop-off points to avoid embarking or disembarking vehicles in crowded areas where physical distancing may be difficult.

Restaurants and other Food Services.

Restaurant service providers should be able to demonstrate that measures to reduce risk of Covid-19 in the following areas:

- Staff training
- Enhanced hygiene and cleaning procedures
- Prevention of the spread of infection procedures

In general:

- Group participants should be encouraged to use sanitising gel to clean their hands and to practice high standards of hand hygiene on entering restaurants and other providers of food services.
- Group participants should be briefed on physical distancing or other public health recommendations or requirements in place
- Arrival times with food service providers should be agreed to assist in the management of physical distancing
- Food service provider staff should be able to answer questions regarding hygiene and physical distancing protocols in place
- Tour leaders should make reasonable judgement calls in proceeding with pre-booked or locally arranged food service arrangements if in doubt as to the hygiene or physical distancing arrangements in place

During the course of the holiday tour leaders will monitor the cleanliness of the restaurants and other food service providers used throughout the itinerary and highlight any concerns to the provider and the company without undue delay.

Covid-19: Health Screening and Tracking

The company will **not** require customers to provide evidence of a valid negative Covid-19 test result or Covid-19 vaccination status in order to take part in the holiday arrangements.

Many destinations require evidence of a traveller being fully vaccinated, and/or evidence of a recent negative PCR test as a condition of entry.

Some destinations or local holiday service providers may require tour leaders and group members to be screened for Covid-19 before or during travel in order to prevent infected individuals from travelling and limit the spread of the disease.

It is the responsibility of travellers to ensure that they have, and are able to present, any vaccination certificates and evidence of compliance with necessary public health requirements required for their holiday arrangements.

Pre-departure notification of health screening

Customers will be informed at the time of booking or without undue delay if it is likely that:

- Temperature checks at airports and other transport hubs, hotels or any sites included in the itinerary will be necessary
- A negative test for Covid-19 or evidence of Covid-19 vaccination is required to be able board an aircraft or to pass through immigration
- Evidence of a valid negative test result or evidence of Covid-19 vaccination is required for visa purposes

Pre-travel notification of Covid-19 symptoms

All travellers to non-UK destinations are required to notify the company if they, or anyone in their household, have experienced the symptoms of Covid-19 in the 14 days before departure.

Tour Leaders

Tour leaders are required to inform the company without undue delay if they, or anyone in their household, experiences the symptoms of Covid-19 in the 14 days before the start of any holiday they are appointed to lead.

Tour leaders will be notified of the need to agree to temperature checks, provide a valid negative Covid-19 test result or demonstrate their Covid-19 vaccination status prior to appointment, or without undue delay if such a need becomes apparent after appointment.

On-tour screening

During the course of the holiday:

- Tour leaders should discreetly monitor the apparent health and any Covid-19 symptoms displayed by group participants, local guides or other service providers engaging with group members
- Tour leaders should highlight the symptoms of Covid-19 to group participants and ask them to monitor their own health for symptoms of Covid-19

- Tour leaders should carry a small supply of rapid lateral flow test kits. These kits are intended to detect antigens present in an individual who has Covid-19.

In destinations where self-isolation is required for those who show symptoms of Covid-19, should any group member showing symptoms be:

- Unwilling to isolate themselves in their room or agree to leave the holiday arrangement
- Either unwilling or unable to be tested for the disease

they may be excluded from further participation in the holiday arrangements.

Tracking and Tracing

Should track and trace regulations be in place in a destination, the company will assist UK and destination government health authorities in tracking and tracing any customers, tour leaders, local guides or other individuals engaging with group members.

Covid-19: Holiday Itineraries & Local Programmes

Tour leaders should continue to use their training, company guidelines and experience to make ongoing dynamic risk assessments throughout the course of the holiday.

Tour leaders should also consider additional precautionary measures which may be necessary in light of ongoing Covid-19 concerns when managing or supervising the delivery of holiday arrangements.

Briefings and the provision of information

The tour leader should ensure that group participants are fully aware of the forthcoming holiday arrangements.

- Briefings should be kept as short as possible and ideally to no more than 15 minutes
- Tour leaders should seek to follow any local physical distancing guidelines in place at the destination when delivering briefings. Similarly, when giving route descriptions or describing terrain or other points of interest on an activity the tour leader should be vigilant to prevent 'bunching' of group members
- Tour leaders should be alert to any customers' concerns and anxieties relating to Covid-19 whilst travelling.

Group sizes and physical distancing restrictions

Destinations (and holiday service providers) may impose varying restrictions on group sizes at all stages of the holiday arrangement including:

- Transfers and transport in connection with holiday activities
- Accommodation
- Restaurants and other meal services
- Walking activities
- Sightseeing or cultural visits

Physical distancing restrictions, if in place, may need larger groups to be split into two or more smaller groups to travel, carry out walking or other activity programmes or dine.

Additional tour leaders or local guides may need to be appointed to supervise groups divided into smaller parties.

First Aid

Despite the need, in destinations where restrictions apply, to preserve physical distancing when travelling with a group, it may be necessary to assist a member of the group who becomes injured, ill, or distressed in a remote location where professional medical assistance is not readily available.

Assistance should be given from a safe distance when possible, to minimise the time spent with a reduced physical distance between the casualty and the tour leader and the need to share a breathing space.

Assisting the casualty should remain the tour leader's first concern with a view to:

- Preserve life
- Prevent the casualty's condition worsening
- Promoting recovery.

When calling for assistance, notify the call handler if the casualty is displaying any symptoms of Covid-19.

Before commencing CPR, to avoid the risk of Covid-19 transmission whilst permitting breathing to restart, a cloth covering should be placed over the casualty's mouth and nose.

If available, a fluid-repellent surgical mask, disposable gloves, eye protection and a plastic bag for disposable items should be used.

Hands should be washed with soap and water or sanitised with an alcohol-based gel.

Support from mountain rescue services may be limited.

Sightseeing and Cultural Activities

During any activity involving sightseeing on foot or cultural activities, if reasonable physical distancing cannot be achieved in any historic or cultural site, museum or gallery, or crowded space the tour leader should make a judgement call as to whether:

- it is possible to make a reasonable adaptation to the activity to improve physical distancing, such as taking an alternative route
- the activity should be suspended for the safety and wellbeing of the group

When visiting sites:

- Where possible the site should be contacted in advance to check arrangements
- Time slots, if in place, should be pre-booked where possible
- Timings may need to be adjusted to avoid busy periods
- Physical distancing, so far as is possible, should be adhered to when queuing
- In areas where individuals are moving along a route, individuals should not linger at points of interest and should safely give way to those wishing to pass.
- Contactless payment should be used where possible
- One way systems should be respected
- The availability of toilet facilities should be considered

Walking Activities

In destinations where physical distancing regulations apply, attention and vigilance to physical distancing should be maintained so far as is reasonably possible:

- Gathering to leave for the day's activity or embarking/disembarking from transport
- When giving information or describing the route – clustering around a map should be avoided.
- When walking speeds slow down due to changes in terrain
- At pinch points such as stiles or stream crossings
- When conversing on the trail – particularly where participants have hearing impairments
- Unexpected stops to enjoy the view or when taking photographs
- At any enroute breaks, lunch stops or toileting opportunities

Consideration to hand hygiene should be given:

- At refreshment or lunch breaks
- When touching stiles, gate posts and rocks or trees to assist with balance

Face coverings should be considered at any points where physical distancing becomes difficult.

Excursions and Activities provided by Local Operators

We will liaise with providers of pre-booked excursions and holiday activities to check that they have measures in place to protect those participating in the arrangements. Attention will be paid to:

- Group sizes
- Timed entry slots, timed starts to activities or the need to visit or participate in smaller groups
- The potential for crowds enroute or in the vicinity of the site
- The proximity to other groups or individuals visiting the site or taking part in the activity
- Lunch breaks or access to toilets

Optional Activities

Optional activities booked independently by customers in resort are not included in the advertised holiday arrangement and are undertaken wholly at the customer's own risk.

Where Covid-19 regulations are in place, tour leaders should advise customers wishing to book activities and excursions through local operators to assure themselves that:

- The activity provider is operating in accordance with local Covid-19 regulations in place at the time.
- Any facilities, transport and equipment has been sanitised as appropriate before the activity or excursion commences
- Appropriate physical distancing from activity supervisors and activity participants will be in place throughout
- A Covid-19 safety briefing will be provided before the start of the activity
- Any protective equipment is provided and is sanitised before use
- Effective hand hygiene is practiced during and after the activity

Covid-19: Incident Management

Suspected Case of Covid-19

In the event of a group member displaying the symptoms of Covid-19 in a destination where coronavirus restrictions apply, we will:

- Require the individual, and anyone sharing their room, to isolate themselves in their room
- Notify the accommodation provider of the individual(s) isolating
- Arrange for meals to be provided to them in their room
- Contact the local health authorities to arrange a test and for further advice
- If not in their home country, ensure that the individual's insurance company is notified
- Ensure an enhanced level of cleaning is carried out
- Record details of when the individual(s) appeared unwell
- Restrict the further movement of the group until advice received by the local health authorities
- Maintain records of all actions
- Review the continued operation of the holiday arrangement.

Confirmed Case of Covid-19

In the event of a group member testing positive for Covid-19 in a destination where coronavirus restrictions apply, we will follow local public health regulations and where appropriate:

- Require the individual, and anyone sharing their room, to isolate themselves in their room
- Notify the accommodation provider of the individual(s) isolating
- Arrange for meals to be provided to them in their room
- Contact the local health authorities for further advice
- If not in their home country, ensure that the individual's insurance company is notified
- Ensure an enhanced level of cleaning is carried out
- Record details of when the individual(s) appeared unwell
- Require other vaccinated group members to be alert for symptoms of Covid-19; anyone presenting symptoms should arrange to take a test.
- Require any unvaccinated group members to self-isolate in their rooms until either:
 - > they are able to return home or
 - > advice is received by the local public health authorities
- Maintain records of all actions
- Review the continued operation of the holiday arrangement.