

Last updated: 14th December 2020

QUARANTINE & SELF-ISOLATION POLICY

House of Fisher is happy to welcome guest(s) that are required to quarantine as per the government guidelines after arriving from abroad or needing to isolate from having had potential contact with the virus (or other related reasons). If a guest is required to quarantine, it is important we are advised of this at the earliest opportunity. For the safety of other guests and staff alike, it is even more important that the guidelines are followed for the full duration of the quarantine period.

We have prepared for the arrival of guests that are required to quarantine and covered as many points as possible to help during this period and to protect everyone whilst also ensuring a comfortable stay with us.

Government guidelines

- You should not have visitors, including friends and family.
- You cannot go out to work or school.
- You cannot visit public areas, whether for the purpose of exercise, open air recreation or otherwise.
- You should not go shopping. If you require help buying groceries, other shopping or picking up medication, you should ask friends or relatives or order a delivery / use online facilities.

Full link: <https://www.gov.uk/government/publications/coronavirus-covid-19-how-to-self-isolate-when-you-travel-to-the-uk/coronavirus-covid-19-how-to-self-isolate-when-you-travel-to-the-uk>

House of Fisher

Management of bookings

All guests are asked prior to arrival if quarantine is needed. All quarantine information is added to the House of Fisher internal PMS reporting system, coded to ensure all staff, in particular our Operations staff are aware that no access to these apartments is to be had until quarantine is over, except in the case of emergencies.

Arrival process

All of our properties, apart from 100 King's Road, operate a contact free arrival procedure which means that face to face contact is not required in most cases. Arrival instructions, including access codes, are emailed to guests in advance, providing access to the building and apartment. At 100 King's Road, a plastic screen is erected between staff and arrivals, and hand sanitizing policies are in place to protect all parties along with increased disinfectant cleaning schedules of the public areas.

Emergency maintenance

House of Fisher will attend an apartment to address major or emergencies issues such as a loss of vital utility or amenities (leak, loss of hot water ect.). Smaller jobs will be logged and addressed only when the quarantine period is over. During all maintenance visits, guest is asked to maintain social distancing and locate themselves in a separate room of the apartments whilst staff are inside. Our staff will be wearing full PPE during this time.

Housekeeping

Guests that are quarantining will not receive a full weekly cleaning service until the quarantine period is over. Upon arrival, guests will be provided additional linen, towels and replenishable items in the absence of the weekly service. Cleaning equipment can be provided to guests during the quarantine period on request (left at the door). Rubbish bags can be left outside the apartment for removal by a member of staff when on site.

Procedure for deliveries

Guests are encouraged to use supermarket online order/delivery services for grocery shopping and have this delivered to their apartment. Most of our properties have intercom systems where access to the building can be granted without the need to leave the apartment, where this is not the case, the code for the door should be shared with the driver and the delivery should be brought to the apartment door. The same applies for any other deliveries, such as Amazon, Deliveroo etc. This is different at 100 King's Road, where Guest Services will receive all deliveries and bring them to the apartment following PPE and hand sanitizing protocol.

Symptoms & testing

Whilst quarantining, or at any time, if a guest is showing symptoms of COVID-19 whilst staying in our House of Fisher apartments, the Guest Services team should be advised immediately. The guest should then call 119 from the apartment landline or their mobile to arrange to be tested via the NHS. Private testing is available at a charge via the "Test to release" scheme, after 5 days of arriving in the UK, even where symptoms are not present. If you partake in this scheme and receive a negative test back, you must advise the Guest Service team at your earliest convenience.

Without a negative test after 5 days, you will need to remain in self-isolation for the full 10 days after arriving in the UK.

Departure Cleaning

Following thorough Risk Assessments due to COVID-19, House of Fisher has improved our Housekeeping training programme, SOPs and policies to include enhanced cleaning schedules and the use of disinfectant chemicals and PPE.

Track & Trace

House of Fisher is obliged to keep all guest contact information under the government guidelines and to assist with Track & Tracing. We will keep all contact details on file in our PMS system in accordance with the UK GDPR rules. If we are contacted by the NHS/government with regards to a potential spread of the virus, we will be sharing the contact information according to the rules. Each property also has an individual QR code for the NHS Track & Trace App. The codes and posters are visible at building entrances.

Stay in the apartment

Whilst staying with House of Fisher under quarantine, guests must remain in the apartment until the 10-day period is over. Guests should not leave to use communal areas of the building such as terraces or lounge and should only leave the building under the exceptional circumstances set out by the UK government. Should you need any assistance please contact our 24hrs Guest Services team on guestservices@houseoffisher.com, by phone 0118 402 5940 or mobile/Whatsapp 07786 452 241.