



Part of

## **Support for businesses and self-employed people during coronavirus (<https://www.gov.uk/coronavirus-taxon/businesses-and-self-employed-people>)**

Guidance

# **Coronavirus (COVID-19) advice for accommodation providers**

Guidance and advice for those providing hotel and other accommodation in England.

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From:

Department for Digital, Culture, Media & Sport (<https://www.gov.uk/government/organisations/department-for-digital-culture-media-sport>) and Department of Health and Social Care (<https://www.gov.uk/government/organisations/department-of-health-and-social-care>)

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Businesses providing holiday accommodation (including hotels, hostels, B&Bs, campsites, caravan parks, boarding houses, and short term lets) should remain closed for leisure related stays.

No person should stay overnight away from their own home for a holiday or similar purpose. Full consideration should be given to the limited set of circumstances in which accommodation can still be provided, as set out below.

Where businesses do remain open to provide essential accommodation as set out below, all guidelines on social distancing and cleaning should be followed.

Employers and employees can read guidance (<https://www.gov.uk/guidance/nhs-test-and-trace-workplace-guidance>) on how to play their part in the NHS test and trace programme to slow the spread of the virus, protect the health and care system and save lives. The service ensures that anyone who develops symptoms of coronavirus (COVID-19) can quickly be tested to find out if they have the virus, and helps trace close recent contacts of anyone who tests positive for coronavirus - if necessary notifying them that they should self-isolate at home to help stop the spread of the virus.

## **Guidance for Accommodation Providers**

Hotels and other accommodation providers may provide services to those listed below:

- People who live in the accommodation permanently as their main residence.
- Any person who is unable to return to their main residence, including non-UK residents who are unable to travel to their country of residence during this period.
- Those isolating themselves from others as required by law.
- Any critical worker that is part of the effort to deal with coronavirus, if the stay is necessary for their work. The list of critical workers (<https://www.gov.uk/government/publications/coronavirus-covid-19-maintaining-educational-provision/guidance-for-schools-colleges-and-local-authorities-on-maintaining-educational-provision>) was published by the Cabinet Office and Department for Education on 19 March 2020 and updated on 5 May 2020.
- An elite athlete, their coach, or (in the case of an elite athlete under the age of 18) the parent of an elite athlete, if they need accommodation for the purposes of training or competition.
- Those permitted to attend a funeral (that is: (i) members of the deceased person's household; (ii) close family members of the deceased person, or (iii) if no-one within (i) or (ii) is attending, a friend of the deceased person), who need short term accommodation for that purpose.
- To support or provide accommodation to the homeless, including through arrangements with local authorities and other public bodies. \*Those who need accommodation while moving house.

Hotels and other accommodation listed are allowed to host blood donation sessions.

## Accommodation for non 'critical' workers

Businesses cannot provide holiday accommodation for workers not included in this list, unless they otherwise fall within one of the limited exemptions referred to above. The term 'unable to return home' is intended to cover cases where it would not be possible or would be dangerous for people to return home, for example if their residence has been flooded or if they are unexpectedly caught away from home whilst travelling for the purposes of work and are not able to safely return to their residence. Stays for convenience rather than real necessity are not allowed. Accommodation providers should assure themselves that each person to whom they are providing accommodation falls within one of the limited exceptions to avoid breaching the regulations and potentially incurring legal liability as a result.

## Guidance on guests self-isolating as required by law

From 8 June, certain individuals travelling from overseas will be required by law to self-isolate for a period of 14 days (<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>). Businesses providing holiday accommodation can provide rooms to those required to self-isolate because they have arrived in England from outside the UK, or arrived in England from elsewhere in the UK but have within the preceding 14 days been outside the UK. Accommodation for these purposes should adhere to the same guidelines as for other permitted stays, including on social distancing (<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people>) and cleaning (<https://www.gov.uk/government/publications/covid-19-decontamination-in-non-healthcare-settings/covid-19-decontamination-in-non-healthcare-settings>). Any stay in holiday accommodation should be for a limited, continuous period of time only, for reasons allowed by the Regulations and set out in this guidance. No one should stay in holiday accommodation for any longer than strictly necessary.

## Guidance for hotels serving food

Hotels and accommodation providers that are remaining open to house critical workers, vulnerable groups and other exempted groups are still able to serve food, but should follow the social distancing guidelines (<https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing>) (for example by providing a takeaway service, 'grab and go' service or room service).

Workplace canteens may remain open where there is no practical alternative for staff at that workplace to obtain food, but should adhere to social distancing guidelines (<https://www.gov.uk/government/publications/staying-alert-and-safe-social-distancing>).

## Guidance for hotels on opening their grounds

Where hotels have large grounds, these can be made available to the public as long as guidance on accessing green spaces safely (<https://www.gov.uk/guidance/coronavirus-covid-19-advice-on-accessing-green-spaces-safely>) is followed. Where the hotel is also providing a takeaway food and drink service, guests should not be allowed to use outdoor seating to eat and drink.

## People staying in accommodation that have symptoms of COVID-19

If a guest is displaying signs of the Covid-19 virus (<https://www.nhs.uk/conditions/coronavirus-covid-19/symptoms/>) while staying in holiday accommodation for a permitted reason, they should inform the accommodation provider and self-isolate where they are to minimise any risk of transmission. Guests should follow guidance (<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>) on dealing with possible or confirmed coronavirus (COVID-19) infection. Once the guest (and if appropriate their family) has finished the required self-isolation period (<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance/stay-at-home-guidance-for-households-with-possible-coronavirus-covid-19-infection>) and is no longer symptomatic, they should return to their main residence and continue to follow the government guidance on self-isolation (<https://www.nhs.uk/conditions/coronavirus-covid-19/self-isolation-and-treatment/>), household isolation (<https://www.gov.uk/government/publications/covid-19-stay-at-home-guidance>) and social distancing (<https://www.gov.uk/government/publications/covid-19-guidance-on-social-distancing-and-for-vulnerable-people>).

Read further guidance for non-essential travel (<https://www.gov.uk/government/news/covid-19-essential-travel-guidance>) during the COVID pandemic

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1. 5 June 2020  
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## Related content

- Coronavirus (COVID-19): letter from Minister Hall to caravan and park home owners (<https://www.gov.uk/government/publications/letter-from-minister-hall-to-caravan-and-park-home-owners>)
- Closing certain businesses and venues in England (<https://www.gov.uk/government/publications/further-businesses-and-premises-to-close>)
- Coronavirus (COVID-19): letter from Minister Hall to hotels on providing accommodation to support key workers and vulnerable people (<https://www.gov.uk/government/publications/covid-19-hotel-accommodation-to-support-key-workers-and-vulnerable-people>)
- COVID-19 and renting: guidance for landlords, tenants and local authorities (<https://www.gov.uk/government/publications/covid-19-and-renting-guidance-for-landlords-tenants-and-local-authorities>)
- Coronavirus (COVID-19): Information for individuals and businesses in Wales (<https://www.gov.uk/guidance/coronavirus-covid-19-information-for-individuals-and-businesses-in-wales>)

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