



## SIMPLE GUIDANCE FOR WILDLIFE, ADVENTURE AND ACTIVITY OPERATORS RELATING TO COVID-19 SYMPTOMS DURING A HOLIDAY AND RECOMMENDATIONS OF HOW TO MITIGATE THE RISK

### 1. Mitigate the risk prior the experience/ holiday

- Follow specific COVID -19 Guidance relating to your [activity/ sector](#) and the [tourism and hospitality guidelines](#).
- Follow [COVID-19 Government Guidance](#) relating to the Strategic Framework Protection Levels.
- Ensure you have a procedure in place for collecting customer and visitor contact details – [Test and Protect](#)
- Ensure that your [COVID Officer/](#) tour guide/ leader and all staff are fully briefed and know what to do if a customer should show symptoms of COVID-19 during a holiday/ activity or experience and that this is fully detailed in your **risk assessment**.
- Highlight your procedures relating to First Aid and COVID-19 in your customer terms and conditions.
- Recommended Lateral Flow Testing in accordance with government guidance for travel to the Scottish islands: [SEE HERE](#)
- If you are operating group travel throughout the rest of Scotland you may wish to follow similar recommendations relating to lateral flow testing.
- You might like to consider additional recommendations for your staff/ guides working with guests and leading groups:
  - Weekly lateral flow test: if the guide is travelling with a group, consider a lateral flow test for the guide 72 hours prior to departure.
  - If a staff/ guide result is positive, then another one should be taken. Should this be positive for a second time then emergency protocols in your risk assessment should be followed.

- If a guide/ staff member is travelling with a group, recommend they take additional test kits with them. This will depend on the length of the trip.

Lateral Flow Test kits from the NHS ([www.nhs.org](http://www.nhs.org) or if living in Scotland, [www.nhsinform.scot/testing](http://www.nhsinform.scot/testing)), or call 119 in England, Wales, NI, or 0300 303 2713 in Scotland. The kits come in packs of seven and will arrive within 24/48 hours.

## **2. What do I do if someone has COVID symptoms during a holiday?**

- In the event that a guest develops symptoms whilst staying away from home, they should immediately book a test through [NHS Inform](https://www.nhs.uk) or, if they can't get online, by phoning 0800 028 2816.
- Please follow the guidance relating to self-isolation (updated from 9<sup>th</sup> August) here: <https://www.nhsinform.scot/illnesses-and-conditions/infections-and-poisoning/coronavirus-covid-19/test-and-protect/coronavirus-covid-19-guidance-for-households-with-possible-coronavirus-infection>
- If guests who are isolating can travel home safely to isolate, avoiding the use of public transport, they should do this.
- In the event that this is not possible, the guest should discuss this with the NHS Test and Protect team. The guest may be signposted to the National Assistance Helpline on 0800 111 4000 if they need help to isolate and cannot arrange it themselves or through friends and family.
- In some circumstances further discussion may be required with the local Health Protection Team and local authority to ensure that the person has suitable accommodation to isolate safely and effectively.
- After the required period of self-isolation, guests and anyone else in their party who has been affected can then return to their main place of residence.

## **3. Additional recommendations in the event of a customer developing COVID during their holiday/ activity or experience**

- Request that all guides/ staff associated with the holiday/ trip or experience attend their nearest COVID Test Centre as soon as practical and that you have a procedure in place to follow should a test be positive.
- Ensure that all the relevant information is passed on to Test and Protect allowing further investigation.
- Ensure a deep clean and full re-sanitisation of equipment takes place as per your risk assessment.
- Consider future bookings and whether rescheduling is required to allow time for a deep clean and full re-sanitisation.
- Seek further advice from authority to ensure you are doing all you can to avoid further spread and risk to your staff, customers and community.