



Novel coronavirus (2019-nCoV)

Information for Hotel Guests

An outbreak of novel coronavirus (2019-nCoV) was detected in Wuhan, Hubei Province, China in late December 2019.

Advice for guests of hotels

Guests staying in hotels are advised that special restrictions apply if they have visited Hubei Province, China within the past 14 days or have come into contact with a case of novel coronavirus within the past 14 days.

If you have travelled to Hubei Province, China within the past 14 days, you must isolate yourself for 14 days after leaving Hubei Province. If you have been in close contact with a confirmed case of novel coronavirus (2019-nCoV), or suspect that you may have come into contact with a confirmed case of novel coronavirus, you must isolate yourself for 14 days after last contact with the confirmed case.

If you have travelled to mainland China in general but not Hubei Province, we do not currently recommend self-isolation. The development of cases outside of Hubei Province is being closely monitored and this advice will be updated if necessary.

If you need to self-isolate, you should inform hotel management, who will advise you about where in the hotel you may stay. You will not be able to engage with other guests or receive visitors. If you develop symptoms (listed below) within 14 days of returning from Hubei Province or within 14 days of contact with a confirmed case of novel coronavirus, you should seek urgent medical care. Your doctor will liaise with Public Health authorities to manage your care. You must remain isolated in the hotel, your home, or a healthcare setting until Public Health authorities inform you it is safe for you to return to your usual activities.

How do I self-isolate in a Hotel?

If you need to self-isolate, you should inform hotel management, who will advise you about where in the hotel you may stay. People who are isolated should not attend public places, in particular work, school, childcare or public gatherings. Hotel staff will be able to bring you food and other supplies you may require. Do not allow other visitors into your room. Hotel staff may supply you with a mask to wear while they are in your room with you. While you are alone, there is no need to wear masks. If you need to leave the hotel, such as to seek medical care, wear a mask if you have one.

What is this virus?

Coronaviruses can make humans and animals sick. Some coronaviruses can cause illness similar to the common cold and others can cause more serious diseases, including Severe Acute Respiratory Syndrome (SARS) and Middle East respiratory syndrome (MERS).

The virus originating in mainland China, in particular Hubei Province, is called 'novel' because it is new. It had not been detected before this outbreak. Most people infected live in, or travelled to, Hubei Province, China. There have been cases of 2019-nCoV reported in other Chinese

provinces and other countries. It is likely that the virus originally came from an animal, and there is evidence that it can spread from person-to-person.

What are the symptoms?

Symptoms include (but are not limited to) fever, cough, sore throat, fatigue and shortness of breath.

Who is most at risk of a serious illness?

Some people who are infected may not get sick at all, some will get mild symptoms from which they will recover easily, and others may become very ill, very quickly.

From previous experience with other coronaviruses, the people at most risk of serious infection are:

- people with compromised immune systems;
- elderly people;
- very young children and babies;
- people with diagnosed heart and lung conditions; and
- Aboriginal and Torres-Strait Islander people.

How can we help prevent the spread of 2019-nCoV?

Practising good hand hygiene and sneeze/cough hygiene is the best defence. We encourage everyone to:

- wash their hands often with soap and water, or alcohol-based hand gel, before and after eating as well as after attending the toilet;
- avoid contact with others as much as possible; and
- cough and sneeze into their elbow.

Can I use hotel facilities?

It is important that you let hotel management know that you are self-isolated if in the last 14 days you have travelled to Hubei Province or have had contact with a confirmed case of coronavirus infection. To minimise contact with others, it is important that you do not use hotel facilities, such as restaurants, cafes, pools, gymnasiums and business centres. You should not to leave your hotel room until the 14 days is completed. This may mean you need to use room service or other food delivery services.

Can I have contact with hotel staff?

Hotel staff know to avoid close contact with guests who are self-isolated, but it is safe to be in the same room (at a distance) without protective equipment when food is being delivered. Cleaning staff will wear gloves while cleaning, and use alcohol hand rub before and after wearing gloves. Cleaning staff may wish to wear a surgical mask while cleaning the room. Before entering the room, cleaning staff may inquire if you and others in your room are well, and ask you to put on a surgical mask. We appreciate your cooperation in this matter.

What if I become ill?

If you or another guest have self-isolated and develop symptoms, you should be seen urgently by a doctor and the relevant state or territory Public Health Authority contacted. It is important to phone ahead to the doctor or hospital to get advice. Hotel staff will avoid contact

with guests who become unwell, but they should be able to assist in directing you to appropriate medical facilities.

Where can I get more information?

Visit the Australian Government Department of Health homepage at www.health.gov.au.

Call the Public Health Information Line on 1800 004 599.

Discuss any questions you have with the Public Health Agency monitoring you.

Contact your state or territory public health agency:

- ACT call 02 5124 9213
- NSW call 1300 066 055
- NT call 08 8922 8044
- Qld call 13HEALTH (13 43 25 84)
- SA call 1300 232 272
- Tas call 1800 671 738
- Vic call 1300 651 160
- WA call 08 9328 0553 or call your [local public health unit](#)