

Advice for guests displaying symptoms of coronavirus (COVID-19)

Coronavirus symptoms are:

A new, continuous cough

A high temperature

Loss of smell or taste

Guests who are experiencing new symptoms should:

Immediately self-isolate

Tell your accommodation provider immediately

Book a test immediately

Booking a test on the Isle of Wight

Go online to: www.nhs.uk/coronavirus or call 119

Use the postcode for your accommodation:

The Isle of Wight testing centre is at:
1Leisure Medina in Newport:
Medina Leisure Centre, Fairlee Road, Newport, Isle of Wight PO30 2DX

Test results

You will receive your test result via text message or email.

If your test result is negative; continue with your visit as planned.

If your test result is positive; arrange to return home. **All guests in your party will need to self-isolate and return home also.**

Let your accommodation provider know what you are planning to do.

Do not stay to await your results if they have not arrived by the time you are due to leave.

If you need further health advice call 111 or a GP.

If you are unwell and cannot return home, you will be expected to pay all costs to your accommodation provider.

Further advice

Please read and follow the government 'stay at home guidance':

www.gov.uk/government/publications/covid-19-stay-at-home-guidance

Arranging your return home if confirmed as having coronavirus (Covid-19):

If travelling by vehicle:

- If you booked your ferry through your accommodation provider, contact them by phone they will arrange to amend your booking.

Otherwise:

- Red Funnel – 023 8001 9192 (calls are charged at a local rate).
- Wightlink – 0333 999 7333 (calls are charged at a local rate).

Confirm that COVID is the reason for your booking amendment.

You will be required to remain in your vehicle during your crossing.

If you do not have a vehicle you should arrange for Covid-secure vehicle transport home, or if this is not possible, you must make arrangements with your accommodation provider to self-isolate in your accommodation until either the end of your booking or transport is confirmed, whichever is the sooner.

For help in arranging transport home please contact our helpline on: 01983 823600.