



# Paying for hotel quarantine in WA

## Frequently asked questions

Everyone travelling to Western Australia issued a Centre Quarantine Direction under the Emergency Management Act 2005 will need to quarantine in a hotel for 14 days following arrival.

The quarantine period means you must stay in your designated hotel room even if you are feeling well.

When you are in quarantine, you are not permitted to have any visitors, even if they are another traveller also in quarantine.

Travellers are reminded that the COVID-19 pandemic remains a rapidly evolving situation. The measures are to ensure the safety of Western Australians and to limit the spread of COVID-19.

### Why do I need to pay?

The WA Government announced on 10 July 2020 that anyone arriving into WA and directed to enter a State Quarantine Facility on or after the 17 July 2020 would be required to pay for their quarantine period.

This is consistent with an agreement at National Cabinet to move to a user-pays model and endorsed at State Disaster Council. Most Australian States and Territories have already implemented charging.

Those entering a State Quarantine Facility include:

- All international arrivals
- Interstate arrivals without a suitable premise to self-quarantine
- Interstate arrivals who are refused entry to the State.

The quarantine fee will reduce the financial burden of COVID-19 on Western Australian taxpayers.

### How much will it cost for the full 14 days?

The WA Government has worked with the hotel industry to ensure a range of suitable accommodation is available in the Perth metropolitan area for quarantine purposes.

The WA Government will continue to fund the costs of security for hotels, transport and logistics, and these have not been included in the calculation of costs payable by individuals, couples or families.

The fee will contribute towards the cost of the room, meals and cleaning. Room charges will be capped at 14 days.

The fee is \$180 per room, per day with an additional \$60 per day for each additional person in the room. Children under the age of six, at the time of check-in, will not be charged this additional fee.

The cost for each additional person in the room is fixed and cannot be waived.

Rooms allocated for hotel quarantine accommodate up to 2 adults. In most cases, a queen/double or twin configuration is available.

The maximum number of guests per room is 2 adults and 2 children (under 18 years of age).

Families of two adults and two children may choose to stay in one room for the duration of their stay, or they may choose to be accommodated in two rooms and pay the additional cost for the extra room. Interconnected rooms will be allocated if available

No upgrades are available within the rooms allocated for the purpose of WA's hotel quarantine.

Alcohol and other non-essential hotel services (telephone, laundry service, etc.) will continue to be available at the guests own cost and will be settled by an account between the guests and the hotel operator.

### **I am sharing a room, who pays the quarantine fee?**

All guests in shared hotel quarantine are jointly and severally liable to pay the combined quarantine fee for all of the room occupants.

Prior to checkout, guests sharing a room should agree on who will pay the fee on behalf of all the guests in the room (i.e. the designated invoice payer).

An invoice will be sent to the designated invoice payer after the end of the hotel quarantine period, using the contact details listed on the hotel checkout form.

If the designated invoice payer does not pay the full amount of the fee, any outstanding amount can still be recovered from any of the other guests in the room, and invoices may be sent to them to recover the outstanding fee.

### **When is the quarantine fee payable?**

At the end of your quarantine period and after you depart the hotel, an invoice for the fee will be provided, by post and email, to you.

Payment is due 30 days from issue of the invoice.

Invoice payee details will need to be provided before hotel departure.

Only one invoice per room will be generated.

### **Are there payment plans available?**

Yes. If you cannot pay the full quarantine fee by the due date, you can enter into a payment plan to repay the amount over a 6-month period.

Further information on payment plans can be obtained by emailing [doh.ar@health.wa.gov.au](mailto:doh.ar@health.wa.gov.au) following receipt of your invoice.

### **Can I apply for a quarantine fee exemption? Who is eligible, and how can this be done?**

You may be eligible for a full or partial fee exemption under the grounds of financial hardship.

You must be an Australian citizen or a Permanent resident to apply for this exemption.

You can apply for this once you have checked into your hotel by calling the Department of Communities on (08) 6154 0501 or online via the Department of Communities website.

[www.communities.wa.gov.au/coronavirus-covid-19/Hotel-Quarantine-Fee-Exemption-Application/](http://www.communities.wa.gov.au/coronavirus-covid-19/Hotel-Quarantine-Fee-Exemption-Application/)

Applications should be submitted within 7 days of your arrival to allow your application to be processed in a timely manner.

Only one application per room or family group will be accepted. The person named on the application is required to be the nominated payee before hotel departure.

Your application will be assessed against criteria to ensure there is genuine hardship.

You will be expected to provide evidence to support your application.

Eligibility is assessed against criteria including, but not limited to:

- An individual is unable to meet current financial obligations (e.g. home loan, immediate living expenses);
- Unemployment or on Jobkeeper/Jobseeker or another relevant Centrelink service or an Australian studying overseas;
- Loss of a business entity, home or possessions due to COVID-19 or a natural disaster.

When applying for an exemption, you will be asked to provide:

- Citizenship/residency documentation;
- Bank letter or statutory declaration;
- Centrelink statement;
- Other relevant documentation. e.g. bills, rate notices, debt agreements, family court documents regarding financial obligations, funeral expenses, notice of impending legal actions, international student fees and eviction notices.

### **What if I booked my flight before the announcement, do I still have to pay for the accommodation?**

All passengers arriving into Western Australia on or after Friday 17 July 2020 are required to pay for their accommodation (room, meals and cleaning).

### **If I am given a Centre Quarantine Direction, can I quarantine at a cheaper hotel, at home or with family or friends?**

No. Mandatory quarantine must be in a State Quarantine Facility as outlined in the direction.

You cannot arrange to quarantine at home or other accommodation.

The measures are to ensure the safety of Western Australians and to limit the spread of COVID-19.

### **I have a flight stop-over in Western Australia, will I be charged the quarantine fee?**

If you are entering Western Australia by air to transfer to another flight, you may be required to go into government arranged accommodation at the airport.

If you are required to be accommodated for over 24-hours, an invoice will be calculated based on the time spent.

You will not be charged a fee if you are in transit for less than 24 hours.

## **Will my travel insurance cover the quarantine fee?**

Please contact your travel insurance company directly for more information.

## **I am travelling to Western Australia to undertake essential work, can my employer be invoiced for my quarantine fee?**

The quarantine fee invoice will be issued to the individual who was in quarantine.

It cannot be re-issued in your employer's name.

It is the responsibility of the individual and employer to determine who will pay the invoice.

## **I am from a non-English speaking background and did not understand that I was agreeing to pay the quarantine fee. Do I have to pay?**

All people arriving in Western Australia and given a Centre Direction must quarantine in WA Government arranged accommodation for 14 days, regardless of their cultural background.

This information can be made in alternative languages if required.

## **Where can I go for more information?**

- Community Information Line - 13 COVID (13 26843), or Housing Direct – 08 6154 0501
- [www.wa.gov.au](http://www.wa.gov.au)

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**This document can be made available in alternative formats on request for a person with disability.**

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