Self-isolation in hotels—information for travellers

This document addresses accommodation guidelines for guests who are self-isolating as they have recently arrived in Western Australia. It is important that people who are required to self-isolate in accordance with government protocols adhere to the following information to minimise the risk of transmission to themselves and others.

Self-isolation

All individuals travelling to Western Australia will need to self-isolate in a hotel for 14 days following arrival. Self-isolation means you must stay in your designated hotel room even if you are feeling well. When you are in self-isolation you are not permitted to have any visitors, even if they are another traveller also in self-isolation.

You must not leave the room at any time (except in the event of fire or other emergency). You must not go for meals in a shared dining area or attend communal areas of the hotel at any time. This includes the facility swimming pool, gym, spa or any other facility provided for guests.

In case of emergency please call 000. If you feel unwell during your self-isolation period, please call the On-Duty Triage Nurse on 1300 660 321.

The best way to protect yourself and others is to practice good hygiene by:

- frequently washing your hands for at least 20 seconds with soap and water, or using an alcohol-based hand gel
- covering your cough or sneeze with a tissue or flexed elbow. If you use a tissue, throw it away immediately and wash your hands.
- keep a distance of at least 1.5 metres between yourself and others at all times.

Check-in

- On arrival and check-in at the hotel, you should maintain a distance of 4 square metres between yourself and all other people including other guests and hotel staff.
- Your baggage will be taken to your room but left outside the door. Please only collect your bag once the staff member has left the area.

Meals and other deliveries

All meals, including alcohol, and other goods will be delivered to you and left outside your room door to be collected after the staff member has left the area. Any used dishes or cutlery for collection are to be left outside the door to be collected by the accommodation staff at a mutually agreeable time.

Any alcohol ordered will be at your own expense. Please note that this facility complies with the requirements of the Responsible Service of Alcohol requirement under the Liquor Control Act 1988.
Routine room cleaning
Routine cleaning and turn down services for your hotel room will be suspended. You may request appropriate cleaning materials to be provided so you can clean your room, if needed.

Fresh linen and towels may be delivered to you as required. The fresh linen will be left outside your hotel room door to be collected after the staff member has left the area. A linen bag will be provided to you for your used linen and personal laundry. Please call the hotel staff when you want them to collect the bag. Please leave the bag outside the door to be collected by the hotel staff.

General waste
Plastic bin bags shall be provided to you to facilitate bagging of waste. The bin bags are to be left outside the door and immediately collected by the accommodation staff time.

Smoking is not permitted in this hotel
If you require smoking cessation support, you can contact the On-Duty Triage Nurse on 1300 660 321.

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

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