

NHS Test & Trace COVID-19 compliance checks

The government has launched a service to carry out COVID-19 compliance checks on individuals who have a duty to quarantine following international travel from amber-list countries.

Accommodation providers should take all reasonable steps to encourage guests to adhere to government restrictions, including informing guests of quarantine restrictions when taking bookings.

It is also good practice for accommodation providers to ensure guests are aware of their legal obligations to quarantine and that they may receive a compliance check during their stay if they are quarantining. However, it is not your responsibility to check guests' test results or enforce quarantine rules; enforcement of the law remains a matter for the police.

Guests may receive a visit from Mitie staff on behalf of Test and Trace, who are conducting COVID compliance checks to ensure individuals who have returned from amber-list countries are quarantining at the address provided on their passenger locator form. **To assist Test and Trace staff in confirming compliance of the individuals, accommodation providers should take reasonable and appropriate steps to facilitate Mitie's visits to their customers, whilst ensuring that guests' data is only shared with Mitie in compliance with existing data protection legislation.**

If NHS Test and Trace staff suspect that a guest is not quarantining, the case may be referred to police, who may conduct another visit, and could potentially issue the individual with a fine of up to £10,000.

Further guidance on the compliance checks service and what to expect can be found here: [Self-isolation compliance checks after international travel - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/self-isolation-compliance-checks-after-international-travel)

Further guidance for hotels and other guest accommodation to work safely during COVID-19 can be found here - [Hotels and other guest accommodation - Working safely during coronavirus \(COVID-19\) - Guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/hotels-and-other-guest-accommodation-working-safely-during-coronavirus-covid-19)

Or for further details for guests who are quarantining after travelling from an amber-list country: [Quarantine and testing if you've been in an amber list country - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/quarantine-and-testing-if-youve-been-in-an-amber-list-country)