

Receiving guests during COVID-19 - Accommodation

Information and contingency plan

24. June 2020

It is highly important to take preventive measures to prevent infection and show caution around people whether they seem to be sick or not. This is especially important at the first destination/accommodation after travellers arrive in the country and before they have obtained test results.

This includes among other things:

- Washing of hands and use of sanitizer. Easy access to such facilities must be ensured.
- Respect the two meter distancing rule as much as possible.
- It is permitted to take a car ride if guests have a rental car but it is not allowed to go on a group trip until the test results are available and show that there is no infection. Travellers waiting for test results must behave as if they were quarantined.
- Test result can be delayed for up to 24 hours.

Test results on arrival in the country:

- Passengers will receive their test results through the app (Rakning C-19) or through text message within 24 hours. Passengers who test positive will receive a phone call notifying them. (Please note that older mobile phones might not receive the text message)
- If a traveller is tested positive the tracing team will shortly contact the accommodation provider and give advice on how to react.
- If questions arise please contact the nearest local health clinic or call 1700.
- If test results do not arrive within the time limit, it is possible to send inquiry by email to testc19@landlaeknir.is Make sure to include the test number. Results will then be delivered by email.
- Icelandic travellers who have earlier been diagnosed COVID-19 can present a medical certificate and do not need to be tested.

Contingency plan if a traveller is infected:

It is very important that all accommodation providers are prepared if a guest is tested positive and a contingency plan is essential.

1. Follow advise and instructions from health care professionals concerning interaction with an infected individual. See also [Guidelines to frontline service staff page four](#).
2. Isolate the infected traveller and appoint one employee who provides necessary service to the traveller.
3. Clean and disinfect all possible areas where a traveller and his group have been.
4. When the traveller has left the area where he has been staying must be thoroughly cleaned in s special way. See [Guidelines to frontline service staff page five](#).

See also Covid-19 - [Guidelines for restaurants and accommodation](#)