

# Good to know

## Recommended Do's and Dont's when suffering illness on holiday

Many travellers experience diarrhoea and vomiting when in a foreign country due to the difference in the food or the minerals etc in the water. It is not always possible to determine what is causing illness although will do our best to find out and prevent recurrence. As a precaution, we treat all reported illness as something which may be spread person to person. For this reason, we do ask you to follow the simple do's and don'ts below.

### Do

- ✓ Please make sure that you always wash your hands before entering the restaurant.
- ✓ In the case of a self-service restaurant, where possible, arrange for one of the party who is not ill to serve the food to ill party members (in certain circumstances we may be able to provide food to ill guests in rooms – please ask reception).
- ✓ If any vomiting or diarrhoea accidents occur in common areas or the pool within your family or party, please report it immediately to reception/pool attendant.
- ✓ If bed linen etc is soiled due to vomit or diarrhoeal accidents, please report it to house-keeping or reception so that they can provide replacements.
- ✓ Try to use separate toothbrushes, flannels, towels, etc to reduce any risk of spread of illness amongst the family or group.
- ✓ Withdraw any ill children from the children's club and notify the person in charge of the club of the reason for withdrawal (Please do keep the child away for at least 48 hours after symptoms have ceased).
- ✓ Always use the shower before using the pool (observing the don't below).
- ✓ Report any illness to your representative immediately

### Don't

- ✗ Don't use the pools if suffering from diarrhoea or vomiting – please wait until no symptoms have been experienced for 48 hours.
- ✗ Please don't use the public toilets whilst symptoms are still being experienced – please use the toilet in your room as this will help avoid spreading any illness to other guests.
- ✗ Please do not let ill children attend children's clubs or hotel events where they mix with other children. This is simply to avoid the possible spread of infection from child-to-child.