



WARNERLEISUREHOTELS

## YOUR HEALTH MATTERS

**The purpose of this leaflet is to give you some facts about a mild viral illness called Norovirus.**

Individual cases of Norovirus are very common in the community, but when there are lots of people in close contact with each other using shared facilities such as toilets, entertainment venues and dining areas, outbreaks of the illness affecting a number of people can sometimes occur. Those places where outbreaks of Norovirus have been reported include Schools, Universities, Hospitals, Cruise Ships, Hotels and Nursing Homes.

### **What is Norovirus?**

The illness originally takes its name from a town called Norwalk in the USA where an outbreak of gastro-enteritis affected a primary school. Since then it has been given other names such as 'Norovirus' and 'Winter Vomiting Bug', but to most people, it's simply a tummy-bug.

### **What are the symptoms of Norovirus?**

The main symptom is the sudden onset of projectile vomiting.

Other symptoms include: • Diarrhoea • Nausea • Abdominal cramps  
• Headache • Muscle aches • Chills and mild fever

### **How long does the illness last?**

Once someone has come into contact with the virus and swallowed some of the particles, illness could develop somewhere between 12 and 48 hours later. Symptoms usually last for 24 to 48 hours and recovery is normally quite quick. The vast majority of people who catch the illness do not require any medical treatment, however medical advice might be sensible if a person's immune system is already compromised by an existing condition.

### **How does it spread?**

The illness is highly contagious and it spreads when someone who is carrying the virus leaves it in the environment where other people come into contact with it.

This can happen in several different ways such as:

- Poor personal hygiene after visiting the toilet
- Virus particles that spread in the air after someone has been sick
- Virus particles falling onto surfaces
- Eating contaminated food or drinking contaminated water

### **How can you prevent the spread of infection?**

The best way of preventing any sort of infection is to practice high standards of personal hygiene:

- Always wash your hands thoroughly after visiting the toilet and before eating
- Use the bathroom in your own accommodation wherever possible
- Let Reception / Guest Services know if you or anyone in your party has been unwell on the way to the site, or during your holiday

### **What should you do if you experience Norovirus symptoms?**

Unfortunately, there is no cure for Norovirus. If you experience symptoms, you can help yourself and others by observing the following guidelines:

- Stay in your accommodation and let us know of your illness by telephone. That way you will be isolating yourself from other guests which will prevent any further spread of the illness. If you stay in your room, we will supply you with bottled water, food and clean linen as required
- Do not take part in coach excursions
- Because the illness is highly contagious, we would advise anyone staying in your room with you to restrict their movements around the site as much as possible

### **What is the chance of catching the illness?**

The chance of catching the illness whilst on holiday with us is quite small.

We have very detailed Norovirus procedures which have been developed using the very best advice from medical experts. We have high standards of routine cleaning and sanitising and an enhanced environmental sanitising programme if cases of illness occur. We train every one of our Team Members to recognise signs of illness and how to react. If cases of illness occur, we also work closely with the UK Health Security Agency.

The problem we have is that more often than not, the illness is brought onto the site by someone who is either ill when they arrive, been ill within the last few days, or by someone who is incubating the illness. This makes it virtually impossible to keep out. All we can do is recognise the signs of illness early, act quickly to stop it spreading and look after anyone who is unwell.

We hope this information re-assures you of our commitment to ensuring that you have a very enjoyable holiday with us.