



This guidance has been developed for students who are required to self-isolate on arrival at our University accommodation. To help us maintain a safe environment on campus we ask that you follow the Government guidance on self-isolation and the information in this leaflet.

How to self-isolate

If you are required to self-isolate have you let us know via the [arrival appointment booking page?](#)

If you haven't, it isn't too late. Let us know now by using the 'arrival appointment booking page' in the link above.

On arrival at our Royal Holloway reception you will be given the keys to a room. You will stay there throughout your period of self-isolation. This may be in a flat with other students who are also completing a period of isolation or it may be in your designated term-time room with students who are not self-isolation. For both types of room you should distance yourself from others in your flat until your period of isolation comes to an end.

You should not leave your accommodation, unless it is for one of the limited reasons (such as essential medical care) listed on the UK Government guidance. We have put arrangements in place so that you should only need to leave if absolutely necessary.

If you registered for self-isolation you will find a welcome food pack and cleaning products for you in your accommodation.

While you are self-isolating, you should:

- not have any visitors unless they are providing essential care or emergency or statutory maintenance
- Wear a face covering when outside your room
- stay at least 2 metres (6 feet, or 3 steps) away from other people in your accommodation
- sleep alone in a separate bed
- spend as little time as possible in shared areas (corridors, kitchen, bathrooms)
- avoid using your kitchen /pantry while others are present ensuring it is well-ventilated
- use a separate towel to dry your hands or kitchen equipment after you wash them; and
- clean your kitchen, bathroom and surfaces in shared areas after every time you have used them
- take your meals and drinks back to your room to eat
- wash your hands with soap and water for 20 seconds regularly, throughout the day or use an alcohol-based hand sanitiser if your hands aren't visibly dirty
- catch your coughs or sneezes in a disposable tissue and put it in the bin, or catch them in the crook of your elbow; and
- avoid touching your face, and especially your mouth, nose or eyes.

How to use your shared kitchen or pantry:

You must only enter the kitchen or pantry when no one else is in the area. If possible, agree a time with your fellow residents on when you will use the space to avoid unnecessary contact. After each use, wipe down all surfaces and any items you have touched (kettle, fridge and cupboard door handles etc.) with the cleaning

products and cloths provided. You should keep your kitchen items separate and do not share any items with your flatmates. Wash your dishes with washing up liquid and warm water and dry them thoroughly, remembering to use your own dishtowel

You should take your meals back to your room to eat.

Food and essential supplies

If you are completing a period of self-isolation, a food pack will be supplied on arrival and you will have chosen your first meals.

You can also order food and other household goods online for delivery to you. Below is a list of some suppliers. Please note there is sometimes high demand for delivery services. Food deliveries should be left outside the door of your flat.

- <https://unionshop.co.uk/> (Royal Holloway Student Union shop)
- <https://www.tesco.com/>
- <https://groceries.asda.com>
- <https://groceries.morrisons.com>
- <https://www.sainsburys.co.uk>
- <https://www.waitrose.com/>
- <https://www.ocado.com/>

You can also order takeaways from www.just-eat.co.uk or www.deliveroo.co.uk.

Additional information:

Our [intranet page on self-isolation](#) contains more information on residential living, for example: what to do with your waste, cleaning of communal areas, laundry, fire alerts and emergencies, getting in contact with other students.

If there is something you need to know that you have been unable to find please ask our Supporting You team: SupportingYou@rhul.ac.uk

If you have any questions relating to the accommodation please email our Customer Services team customerservices@rhul.ac.uk

Ending self-isolation

Please email SupportingYou@rhul.ac.uk to confirm your self-isolation has come to an end.

Self-isolation and symptoms

If you experience any of the following symptoms during your self- isolation you should report this using the link and procedure explained on the [self isolation intranet page](#).

- A high temperature or fever
- A new continuous cough
- A loss of or change in taste or smell

If you receive a positive Covid-19 test result please notify us via the [Supporting You team](#).