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**FAQS**

**How do I book?**

Bookings can be made via the website [www.covidsmart.co.uk](http://www.covidsmart.co.uk) or by calling the Covid Smart free phone number 0800 702 2145

**Where do I go for the test?**

Testing Centre Address is Covid Smart, 866-888 Rochdale Road, Middleton Manchester, M24 2RB – (in the car park of All-in-One Garden Centre )

You **MUST** make an appointment before attending for a test

**When do I get my results and certificate?**

**For PCR Tests**

***Same Day Tests*** - samples takenin the morning (8-9.30am) results will be sent via email the sameevening usually around 8pm

***24–48-hour Tests*** – Any time within this period – results will be emailed

***Emergency Tests*** within 4 hours are available but must be pre-arranged by telephone/email

**Self-Test Postal Kits** – within 48 hours once the lab receives the sample so is very much dependant on postal services – we do not recommend postal service unless for Day 2 and 8 Tests that is standard government procedure as delivery of results cannot be guaranteed. Covid Smart is not responsible for missed flights or costs related to delayed postal services.

**For Rapid Lateral Flow Antigen Tests**

20 minutes after taking the test – by telephone and certificate will be emailed a few hours after taking the test

**What test do I choose?**

RT-PCR for - Travel Test – Fit to Fly, Test to Release, and Mandatory 2- & 8-Day Testing all test options are self-explanatory on our website

\*\*\* a few countries accept Antigen tests for travel such as Italy – check the destination Government requirements before booking\*\*\*.

**Wear your face mask..**

We insist anyone visiting our clinic wears a facemask and can only be removed when the swab is being taken. Hand sanitiser is also a must and available at the clinic

**Do I need a test to travel abroad?**

We advise you to do your own research in-line with the guidelines where you are travelling to. You can find lots of information on the UK’s government website. <https://www.gov.uk/foreign-travel-advice> and <https://www.gov.uk/guidance/coronavirus-covid-19-travel-corridors> .

**Do you have an Express service?**

Yes, we have same day results available subject to when the sample is taken – call 0800 702 2145 or email [hello@covidsmart.co.uk](mailto:hello@covidsmart.co.uk) to discuss

**What is the Emergency Service?**

RT- PCR with results within 4 hours.

**Is PCR and RT-PCR the same?**

Broadly speaking yes, it is the method to test the samples. Our labs method of testing is RT-PCR which is the current standard for travelling.

**What if I don’t get my results in-time?**

If you have chosen to use self-testing kits you are at the mercy of Royal Mail for this service to get your sample kit and getting the sample to the lab on time and sometimes if the samples have not been taken correctly, inconclusive results can occur requiring the sample to be taken again.

If you want guaranteed results better to attend a clinic appointment for the sample to be taken for you and taken to the lab by us immediately after the test.

Please also ensure that you have completed lab forms or registered your tests correctly, if there are mistakes with personal details, mistakes can be made if the wrong email has been provided or if your writing is not clear.

Check your junk email for results, as the PDF attachments can sometimes be filtered into junk mail.

If you do not get your results when you expect, please call or email us sooner rather than later and we will assist.

**FIT TO FLY Certificate & additional information?**

Our PCR result certificates note the customer is ‘Fit to Fly’ based on the negative PCR result requirement and there is no need for additional documentation, except for when traveling to Asia, when sometimes they require extra documentation. You will need to check the regulations for the place you are travelling to. We are a Government Approved Private Testing Provider, so our result certificates comply with International travel, including passport numbers added to the certificate, please bring your passport to your appointment.

**What if I have symptoms?**

You must book an appointment with NHS testing services and stay at home and follow government guidelines. DO NOT attend the clinic for travel tests in this instance. Call 111 for assistance and 999 for Emergencies – you can check the Government link for all advice.

www.gov.uk/government/collections/coronavirus-covid-19-list-of-guidance

**When do I get the results?**

The PCR as indicated earlier

Antigen tests the results are ready within 15 -20 minutes by telephone and then a certificate will be issued within a few hours

**Do you analyse PCR tests 7 days per week?**

Our clinics are open Monday – Saturday unless by prior arrangement for bespoke services. We have one lab that operates on a Sunday however generally Monday – Saturday testing is the norm. You will need to call to make special arrangements for Sunday testing.

**Is your clinic safe?**

All our staff are regularly tested and have been vaccinated to ensure no one is carrying the virus when working. Our clinic is government approved and follows all regulations regarding infection control. The testing station /clinics are deep cleaned daily and sanitised in between each person with our disinfection fogging. All our staff wear PPE to protect you and themselves from the spread of the virus. Please keep your mask on unless you are having the sample taken and replace it afterwards.

**Cancellations**

If you choose to cancel your appointment and have already paid for the test but not attended the clinic then a full refund will be given, If the test sample has been taken there is no refund if you try to cancel the test once the process has started. There is no refund available once self-test kits have been dispatched due to infection control

**What regulations for testing do you follow?**

We are approved by UK Government as a private Covid-19 testing provider and are listed on the public list for General Testing and Test to Release and International day 2 and 8 Testing services. Our reference number is **UKAS 22357**. All the laboratories we use are also accredited and any lateral flow tests used are Government approved.

**What is Test to Release?**

Test to Release is a new initiative for travellers entering England from a country that is not on the red list. Currently there is a need to self-isolate for 10 days on arrival from any country. The test to release can be carried out from 5 days after arriving in England. The self-isolation period will be shortened if you have a negative test result.

**When can I take the test?**

You can only take a test on or after the fifth full day after you arrive in England. Day one begins the day after you arrive in England.

**How do I get tested?**

You can contact us to make an appointment at [www.covidsmart.co.uk](http://www.covidsmart.co.uk) or by calling 0800 702 2145

How can I take part in the scheme?

* Book in your test
* Choose to opt into the scheme on the government’s website and complete the UK Government [passenger locator form](https://www.gov.uk/provide-journey-contact-details-before-travel-uk)
* Enter our clinic reference UKAS 22357 as a Government approved clinic which you need to enter on your government form
* Bring a copy of your passenger locator form to your appointment or you can email it to us at [hello@covidsmart.co.uk](mailto:hello@covidsmart.co.uk)

**Can I travel to your clinic if in isolation?**

Yes, you are permitted to travel to a Covid-19 testing facility as part of Test to Release if you live in England