

London, January 29th 2020

Novel coronavirus: information for our customers

In light of the recent coronavirus outbreak in Wuhan city and Hubei Province in mainland China, we are monitoring developments closely.

To ensure that our customers and our people have the latest information, we are following the latest guidance from local and national authorities and the World Health Organization (WHO) as it relates to travel to and participation in our events.

We are also working with authorities and our venues to put contingency plans in place as the situation develops.

Please check back here for updates.

If you require further information, please do not hesitate to contact your customer service representative.

Information about the virus

A coronavirus is a type of virus which, as a group, are common across the world. Typical symptoms of coronavirus include fever and a cough that may progress to a severe pneumonia, causing shortness of breath and breathing difficulties.

Generally, coronavirus can cause more severe symptoms in people with weakened immune systems, older people, and those with long-term conditions like diabetes, cancer and chronic lung disease.

Wuhan coronavirus has been termed “novel” because it is a new strain of coronavirus first identified in Wuhan City, China.

Protect yourselves

The World Health Organisation’s standard recommendations for the general public to reduce exposure to and transmission of a range of illnesses are as follows, which include hand and respiratory hygiene, and safe food practices:

- Frequently clean hands by using alcohol-based hand rub or soap and water;
- When coughing and sneezing cover mouth and nose with flexed elbow or tissue – throw tissue away immediately and wash hands;
- Avoid close contact with anyone who has fever and cough;
- If you have fever, cough and difficulty breathing seek medical care early and share previous travel history with your health care provider;
- When visiting live markets in areas currently experiencing cases of novel coronavirus, avoid direct unprotected contact with live animals and surfaces in contact with animals; and

- The consumption of raw or undercooked animal products should be avoided. Raw meat, milk or animal organs should be handled with care, to avoid cross-contamination with uncooked foods, in accordance with good food safety practices.

Advice for travellers from Wuhan

If you have returned from Wuhan or Hubei Province in the last 14 days:

- stay indoors and avoid contact with other people as you would with other flu viruses;
- call your local healthcare provider to advise of your recent travel to the affected area.

Please follow this advice even if you do not have symptoms of the virus.

What this means in practice

You should take simple, common-sense steps to avoid close contact with other people as much as possible (as you would with other flu viruses).

This means remaining at home for 14 days after arriving from Wuhan or Hubei Province and not going to work, school or public areas.

For more information please refer to www.who.int as well as updates from your local or national authorities.