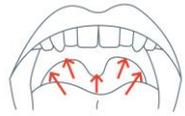


How to take your sample:

We recommend you follow the link on the sample activation page for an instructional video on how to take your sample.

Alternatively, follow the instructions below....

Please wash your hands carefully before you start.	
Open the swab packet and take out the swab. You should avoid touching the swab tip with your hands before and after swabbing to avoid contamination.	
Wipe the soft tip of the swab around the back of your throat as shown in the diagram. Rub the swab several times across the back of your throat, behind the arch. This may make you gag but should not be painful. Ensure you also swab the sides of the arch where your tonsils protrude. Try to avoid swabbing your tongue and teeth.	
Place the tip of the cotton bud gently JUST inside one of your nostrils and gently wipe the cotton bud around the inside of your nose. Please repeat this for your other nostril using the same swab. No force is needed and you do not have to push far into your nostril.	
Once you have taken the swab, place the soft tip of the swab into the collection tube, and snap the plastic swab stick at the breaking point where the swab stick is thinner. The bottom half of the swab stick should be in the tube, with the soft tip of the swab resting in the liquid. The top half of the swab stick can be discarded. Replace the lid on the bottle TIGHTLY.	
Make a note of your Barcode Number for your Reference. Quote your sample barcode and booking reference in all correspondence regarding your test results	
Place the tube back into the SMALL bag (found inside larger bag) and seal. Insert small bag into large bag and seal.	
Place bag into your Returns Postage Box. Add your completed Covid-19 Request Form in the box. Close Box and Stick 'Security Seal' as shown. <u>Please avoid covering details on address label.</u> Please make a note of your tracking number for your reference. Post the package in a Royal Mail Priority Post Box or take to the Post Office.	

Travel Test Package FAQ's

Q. Where are my other test kits?

A. Due to Government requirements, we have to dispatch any Day 5 kits separately from Day 2 and Day 8.

Q. How do I know which kit to use when?

A. Your kits will be clearly labelled as to which Day they are to be used. Use your Day 2 kit between your day of arrival in the UK and Day 2, Day 5 on Day 5, and Day 8 on or after Day 8 of your arrival in the UK.

Q. How do I send my sample back to you?

A. The box provided will have a pre-paid return address label on the underside. Please seal your sample in this box and post the package in a Royal Mail Priority Post Box, or take to the Post Office. (please note, not all Post Office's will accept Covid Packages).



Prepaid Return Label
on Underside of Box



Priority Postbox

Q. How do I track my return package?

A. You can track your package via the Royal Mail website: <https://www.royalmail.com/track-your-item#/>

Q. When will I get my results?

A. We aim to email results for activated kits within 48 hours of your sample arriving at our laboratory. If you haven't received your results, please check if we have received your sample, by tracking your package via the Royal Mail website: <https://www.royalmail.com/track-your-item#/>.