

# 2.1 Keeping customers and visitors safe

**Objective:** To minimise the risk of transmission and protect the health of customers and visitors in restaurants, pubs, bars and takeaway venues.

- ✦ Continued opening up of the economy is reliant on NHS Test and Trace being used to minimise transmission of the virus. In order to ensure that businesses are able to remain open, we are now mandating that you ask one member of every party who visit your premises to provide their contact details to assist NHS Test and Trace. You must have a system in place to ensure that you can collect that information from your customers and visitors.
- ✦ Many businesses that take bookings already have systems for recording this information – including restaurants, hotels and pubs. These existing systems may be an effective means of collecting contact details, but if such a system is not in place, this will now be required in order to be compliant with the new regulations on NHS Test and Trace.
- ✦ In addition, the hospitality sector will be required to ensure that anyone visiting pubs, restaurants and other venues provides their contact information before being allowed entry to the venue. Any business that is found not to be compliant with these regulations will be subject to financial penalties. It is vital that you comply with these regulations to help keep people safe, and to keep businesses open.
- ✦ Businesses must also keep records of staff working patterns for a period of 21 days to assist NHS Test and Trace contain clusters or outbreaks. You can find out more about how NHS Test and Trace works [here](#).
- ✦ To prevent the spread of the virus, from 14 September there will be legal limits on how many people someone can spend time with in a social group at any one time. Whether indoors or outdoors people from different households must not meet in groups of larger than 6. This limit does not apply to meetings of a single household group or support bubble where it consists of more than 6 people.
- ✦ Venues following COVID-19 secure guidelines can host more than 6 people in total, but no one should visit or socialise in a group of greater than 6. It is also important that people from different households or support bubbles meeting in a single group remain socially distanced. Further information on social contact rules, social distancing and the exemptions that exist can be found [here](#). These rules will not apply to workplaces or education settings, alongside other exemptions.
- ✦ The number of people permitted to gather in indoor and outdoor spaces could vary with local restrictions. You should consult your local guidance for further clarification on the number of people permitted to gather. Information on local restrictions can be found [here](#).
- ✦ Businesses should not intentionally facilitate gatherings between a greater number of people than is permitted in their local area; and should take steps to ensure customer compliance with the limits on gatherings. These could include:
  - ✦ Informing customers of guidance through signage or notices at the point of booking or on arrival.
  - ✦ Ensuring staff are familiar with the guidance, and if any local restrictions are in place.
  - ✦ Asking customers for verbal confirmation of the number of people in their party at the point of arrival.
- ✦ Businesses that are found to operate in a way that increases the risk of transmission (for example by facilitating indoor gatherings between multiple households) can be closed by Local Authorities under the Health Protection (Coronavirus, Restrictions) (England) (No. 3) Regulations 2020.

## 2.1 Keeping customers and visitors safe (continued)

**Objective:** To minimise the risk of transmission and protect the health of customers and visitors in restaurants, pubs, bars and takeaway venues.

- ✦ Individual businesses or venues should consider the cumulative impact of many venues re-opening in a small area. This means working with local authorities, neighbouring businesses and travel operators to assess this risk and applying additional mitigations. These could include:
  - ✦ Further lowering capacity - even if it is possible to safely seat a number of people inside a venue, it may not be safe for them all to travel or enter that venue.
  - ✦ Staggering entry times with other venues and taking steps to avoid queues building up in surrounding areas.
  - ✦ Arranging one-way travel routes between transport hubs and venues.
  - ✦ Advising patrons to avoid particular forms of transport or routes and to avoid crowded areas when in transit to the venue.
- ✦ Local authorities should avoid issuing licenses for events that could lead to larger gatherings forming and provide advice to businesses on how to manage events of this type. If appropriate, the Government has powers under schedule 22 of the Coronavirus Act 2020 to close venues hosting large gatherings or prohibit certain events (or types of event) from taking place.

