

Sector guidance for tourism and hospitality etc. - Operational guide for tourism and hospitality etc. businesses (COVID-19)

This checklist is designed to be used in conjunction with the [Tourism and Hospitality etc. Guidance](#). Please ensure you read this guidance. It has been updated to include statutory guidance for hospitality businesses, which also covers those seeking to use the 1m exemption (not applicable to playing areas in bingo halls or casinos). The sector guidance now also cover Funfairs.

While most of the actions below apply to all establishments, some will only apply to medium and large establishments. Where this is the case, it has been highlighted. For the purposes of this checklist, small, medium and large tourism, hospitality and gaming establishments are defined as follows:

Small/Micro	Medium	Large
No premises or mobile asset, or fixed unit premises - less than 250m ² (eg. gift shop, small bar, small restaurant, tour operators, boats, experience-adventure tourism, accommodation providers)	Outdoor attractions/indoor facilities or mixed premises of 250 to 2500m ² (eg. bar, restaurant, visitor attraction, experience, adventure tourism, accommodation providers, bingo halls, casinos)	Outdoor attractions/indoor facilities or mixed premises of greater than 2500 m ² (eg. Hotels, visitor attraction, experience, adventure tourism, bingo halls, casinos, Funfairs)

Action for tourism and hospitality etc. businesses to take

Full risk assessment

Must complete and implement full risk assessment in consultation with employees where there are staff (to be written down where 5 or more employees). Applies to establishments of all sizes.

Physical Distancing: Signage and Marking

Use tape or paint to mark 2m or 1m (whichever applies) distances on floors to help people comply with physical distancing regulations, bearing in mind that some people may find these measures more difficult to adhere to than others e.g. those with sight loss, autism, learning disabilities, dementia, or other communication or mobility need. Applies to establishments of all sizes.

Signage should be used to communicate key health and safety points, such as hygiene, physical distancing and that there is no unintended impacts on people with disabilities or caring responsibilities. Messages should be clear and easy to understand. Applies to establishments of all sizes.

Consider using physical distance 2m/1m floor markings for other common areas such as reception desks, waiting areas, kitchens, showers, lockers, changing rooms and smoking shelters - and in any other areas where queues may typically form. Applies to establishments of all sizes.

Physical Distancing: Capacity

Limit the number of customers at one time so this can maintain physical distancing for the setting. Applies to establishments of all sizes.

Decide upon the number of customers that can reasonably follow 2m/1m physical distancing within the premises. Take into account likely pinch-points and busy areas and then implement relevant measures, such as spacing of tables and chairs, and sufficient safe passing places. Applies to establishments of all sizes.

Lifts should only be used by disabled people, for essential purposes, or on a one person per lift basis where possible. Applies to medium and large establishments only.

Physical Distancing: Staff and Customer

If your premises has more than one access point, introduce a one-way system at entry and exit points if possible. Applies to establishments of all sizes.

Stagger arrival and departure times of staff to reduce crowding into and out of the workplace, if this is an issue. Applies to medium and large establishments.

Where possible, take measures to reduce the potential crowding of people, for example by having more entry points for employees/customers into the workplace or change opening hours. Applies to medium and large establishments.

Review layouts to let employees/customers to work/stand further apart from each other where possible. Applies to establishments of all sizes.

Consider staggered arrival times or appointment slots for customers with a queuing system in place to ensure a safe distance of 2m. Applies to medium and large establishments.

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Identify high risk areas such as pinch-points like bar areas (if standing is permitted within the rules – not applicable if seated service only), entrances or stairs where close physical contact is likely and/or obstructions force close physical contact. Take measures to reduce risk, including order points or collection zones. Applies to establishments of all sizes.

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Consider appropriate measures to ensure non-counter based services are conducted safely within physical distancing guidance, such as room service, bar and table service. Applies to establishments of all sizes.

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If your business involves non-assisted activities, such as boat or equipment hire, consider appropriate measures to ensure customers are able to use the service safely and in accordance with physical distancing and hygiene rules. Applies to establishments of all sizes.

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Physical Distancing Queue Management (see [statutory guidance for hospitality](#) for additional measures on queue management)

Check for new traffic and street management plans from local authorities, and consider adjustments that might be required to your own queue management system. Businesses will need to think outside the normal trading environment to implement innovative measures such as numbering systems, and changed opening hours to manage queues. Businesses must take all reasonable measures to ensure

that there is physical distancing within queuing systems. Applies to establishments of all sizes.

Communicate with nearby businesses to manage shared queuing areas where outside space is limited or not available. If assistance in this matter is required contact your local authority for advice. Applies to establishments of all sizes.

Use outside premises for queuing where available, such as car parks, and consider implications for traffic management where necessary. Applies to medium and large establishments.

Physical Distancing: Adapting Services

Plan layouts accordingly within the physical distancing requirements. Applies to establishments of all sizes.

Face to face/physical contact services which currently cannot maintain 2m/1m may still be restricted depending on current measures. Where physical proximity or contact is necessary and cannot be avoided appropriate measures should be considered as part of the risk assessment i. e. use of screens. This does not prohibit goods being sold but relates to the nature of the customer interaction. Applies to establishments of all sizes.

If variations to operating plans are necessary consider whether changes to licenses are required i. e. occasional or major changes – and contact your local licensing board. Applies to establishments of all sizes

Hygiene

Customers should be encouraged to use contactless or cashless payment where possible. Applies to establishments of all sizes

Consider other ways to reduce communal hand contact surface. Applies to establishments of all sizes.

Use signage, tannoy announcements and any other relevant communication tools to remind customers to maintain hygiene standards. i. e. hand washing and coughing etiquette. Applies to establishments of all sizes.

Encourage customers to observe high standards of hand hygiene by providing hand sanitiser at entry and exit points and in any common areas. Applies to medium and large establishments.

Self-service/buffet type services for food and drink carry a high risk where serving equipment would be handled and used by multiple people. It is not possible to offer such services at this time in general hospitality, particularly given the requirement for table service only. Consider other options, such as prepacked goods, alongside table service. Applies to establishments of all sizes.

Toilets – due to the likely contained space of toilet facilities careful consideration must be given to how these can be used safely and within [guidance](#). Applies to establishments of all sizes.

Cleaning

Work areas, staff rooms, canteens and equipment should be cleaned frequently between use. A cleaning schedule should be designed and staff trained to implement the schedule. Applies to establishments of all sizes.

Frequent touch points should be identified and disinfected regularly including all objects and surfaces that are touched regularly such as door handles or staff handheld devices. Adequate disposal arrangements should be made available for any additional waste created. Applies to establishments of all sizes.

Workspaces should be kept clear and all waste should be removed. All personal belongings must be removed from work areas at the end of a shift, i. e. water bottles, mugs, stationery etc. Applies to establishments of all sizes.

Set clear use and cleaning guidance for toilets to ensure they are kept clean. Applies to establishments of all sizes.

Consider whether you can provide additional waste facilities and more frequent rubbish collection. Applies to establishments of all sizes.

Other methods of reducing transmission

Use screens to create a physical barrier between people, for example at till points/reception and service desks. Applies to establishments of all sizes.



Provide a nearby supply of hand sanitiser for employees to use when boarding vehicles or handling deliveries when handwashing is not practical and ensure staff have access to and are able to regularly wash their hands. Provide hand sanitiser if hand washing is not practical. Applies to establishments of all sizes.



Increase ventilation where possible and where it is safe to do so. i. e. do not keep fire safety doors open. Applies to establishments of all sizes.



Communication - Customer and Staff Support

Make your risk assessment available to staff and customers and keep under regular review (for businesses with 5 or more staff). Applies to establishments of all sizes.



Provide written or verbal communication of the latest guidelines to both staff and customers inside and outside the premises. Applies to establishments of all sizes.



You should take reasonable steps to ensure that disabled people are informed about new procedures, and are able to access facilities, i. e. handwashing facilities at

wheelchair height, verbal direction for those unable to see floor markings or signage etc. Applies to establishments of all sizes.

Provide active travel facilities, to encourage staff and customers to walk or cycle to premises, such as bike-racks where possible. Building arrangements will determine whether this is appropriate. Applies to medium and large establishments.

Ensure you have arrangements in place to collect customer contact details to support test and protect in line with guidance for [hospitality](#) and [multi-sector](#). Applies to establishments of all sizes.

Staff Safety: Additional Measures

Use remote working tools to avoid in-person meetings where appropriate. Applies to establishments of all sizes.

Stagger break times and make use of outdoor space for breaks where possible. Applies to establishments of all sizes.

Be clear on what actions you must take if you encounter an incidence, or suspected incidence, of COVID-19 in your premises, whether in staff or customers. Applies to establishments of all sizes.

Use a consistent pairing or grouping system where employees work on shifts together. Applies to establishments of all sizes.

Consider contingency and risk plans for future events i. e. if circumstances require the re-imposition of lockdown measures or customer behaviour results in breakdown of physical distancing requirements. Applies to establishments of all sizes.

Statutory guidance for hospitality (incorporating additional mitigating measures for 1m exemption)

No standing at bar areas/all customers seated – standing areas around bars can become crowded spaces making even 1m physical distancing difficult and should be avoided. Physical distancing is easier to achieve at pre-arranged seating areas. Consider what changes and signage are required to implement this change.

Review layouts – to ensure 1m spacing and back to back or side to side arrangements between seated groups from different households.

Face coverings for staff – while face coverings for customers is not practical in an eating and drinking environment when seated (required when moving around premises), they should – where necessary – be made available for staff to afford them and others added protection, such as in front-of-house roles;

Improved ventilation – adequate and good quality ventilation should be standard in indoor spaces – businesses should consider current arrangements and whether additional measures are required to make improvements. [HSE guidance](#) on this issue may be helpful;