

STEP SYSTEM – ENGLAND

GUIDANCE & FAQs

Version 12

Checklist for Step 2 (from 12 April)

- Review your COVID-19 risk assessment to ensure that all relevant mitigations are in place and that staff are aware of their responsibilities.
- You must have an NHS QR Code poster accessible to all customers as well as an alternative method for recording customer contact details. Customers details must be collected, via the app or otherwise, before they place an order.
- All customers (16+) must provide their details for Test and Trace. You must take reasonable steps to refuse entry to those who refuse to check in or provide false details. You should satisfy yourselves that individuals who are checking in using the official NHS QR code have done so – you may do this by asking the individual if they have scanned the code.
- Customers are only allowed indoors to: walk to the outdoor area, use the toilet, baby change and breast feeding facilities or make payment at the bar as a last resort. Customers must wear face coverings indoors and not loiter or congregate.
- Staff must wear face coverings in indoor areas, unless they are separated from customers by a screen or similar. Face coverings do not need to be worn outdoors by staff or customers.
- Outdoor seating and tables should be reconfigured to maintain social distancing guidelines (2m, or 1m+ with risk mitigation where 2m is not viable) between groups of customers. Government have confirmed that social distancing between tables remains the focus and that is reflected in the workplace guidance.
- Customers must be seated at a table to order, be served and consume their food and/or drink in venues serving alcohol. Ideally payment should also be taken at table, however as a last resort (and only if not possible outdoors) payment can be taken indoors.
- It is no longer the case that a substantial meal has to be ordered with alcohol.
- Groups must be a maximum of 6 people or two households (unlimited number).

- Government guidance has been updated to state: ‘Closed premises can continue to provide food and drinks, including alcohol, on a takeaway basis. This means that customers can enter the premises to place and collect their order. Food and drinks can also be provided via drive through, as well as click-and-collect (where goods are pre-ordered by phone, online, via a mobile app or post, and collected without entering the premises) and delivery.’
- Outdoor structures must follow the same rules as smoking shelters – 50% or more of the sides must be open – in order to be classed as “outdoors”.
- You can offer background music and television outside, if it is kept at a reasonable volume and shouting/singing/chanting is prevented. Incidental live music is permitted.
- Customers making takeaway purchases are exempt from both Test and Trace and the requirement to be seated whilst ordering but their purchase must be consumed off-premise (including outside of adjacent areas)

Introduction

On **Monday 8 March 2021**, England entered a new system of ‘steps’ – with differing levels of business operation and restrictions at each step. For reopening systems in Scotland, Wales and Northern Ireland please refer to the relevant guidance.

New guidance and regulations will be produced by the Government to explain these changes. This document is an interpretation of the information currently available as it pertains to hospitality, as we currently understand it.

The regulations for the Step system can be found here:

[The Health Protection \(Coronavirus, Restrictions\) \(Steps\) \(England\) Regulations 2021 \(legislation.gov.uk\)](https://www.legislation.gov.uk)

Updated COVID-Secure workplace guidance was published on 30 March. Of note are the additions regarding the new Test & Trace requirements (namely collecting contact details for all customers aged 16+) and ventilation. The full guidance is available [here](#) for:

- Restaurants, pubs, bars and takeaway services
- Hotels and other guest accommodation
- The visitor economy

Note - the Government has stated around four weeks is required to see the impact of the previous step in the data, and has committed to provide a further week’s notice to businesses, thereby creating at least a five-week period between each step. Steps will therefore take place no earlier than the dates shown below, subject to an assessment of the data against the Government’s four tests. If a step is delayed, subsequent steps will need to be pushed back in order to maintain the necessary five-week period to assess the impact of each step and provide notice.

Free rapid tests for all businesses for regular workplace testing

Workplace testing is now available to all businesses, including those with fewer than 50 employees. Businesses are encouraged to **register interest by 12 April** to access free workplace testing. Further details can be found from the [press release](#). The portal to register interest is [here](#).

STEP 2 – 12 April

Hospitality

Outdoor areas at hospitality venues (cafes, restaurants, bars, pubs, social clubs, including members' clubs) can reopen, including for takeaway alcohol. Venues may allow customers to use certain indoor facilities listed in the Q&A section below. At any premises serving alcohol, customers will be required to order, be served and eat/drink while seated. If customers need to access any indoor areas, they will need to wear face coverings whilst indoors.

Self-contained accommodation

Self-contained holiday accommodation will reopen (see FAQs for definitions), but are restricted to the exclusive use of a single household/support bubble.

Outdoor Attractions

Outdoor attractions can reopen at:

- adventure parks and activities
- animal attractions (such as at zoos, safari parks and aquariums)
- drive in events, such as for cinemas, theatres, and other performances.
- film studios
- funfairs and fairgrounds
- model villages
- museums and galleries
- skating rinks
- theme parks
- trampolining parks
- water and aqua parks

Indoor sports and leisure facilities can reopen. This will include:

- gyms and leisure centres
- sports courts
- swimming pools
- dance studios and fitness centres
- driving and shooting ranges
- riding arenas
- archery venues
- climbing wall centres

The Pools, Sports & Gyms: Guidance has been updated to reflect the change from earlier this week, allowing all remaining outdoor sports facilities can reopen and almost all indoor sports facilities can too – including gyms, sports courts, climbing walls, multi-sport facilities (including driving ranges, archery venues and indoor riding centres) and swimming pools. This includes venues in any location such as hotels or self-contained accommodation. Changing rooms can open but their use should be minimised. Indoor sports facilities can only be used for individual activity or for activities by people from the same household (or support/childcare bubble)

Gift Shops at Attractions

Permitted businesses operating in otherwise closed attractions (such as a gift shop or a takeaway kiosk at a museum) may only open where they are a self-contained unit and can be accessed directly from the street.

Q. From 29 March: When the stay-at-home rule is lifted, are people allowed to travel to visit/maintain/collect belongings from their caravans on parks although the holiday park would be closed by law? And can owners of a self-catering property visit it ahead of reopening in Step 2 for cleaning and maintenance?

A: From 29 March, people are permitted to travel to visit, maintain, clean and collect belongings from their self-catering properties and their caravans on parks which are currently closed, but people should minimise travel where possible.

FAQs – Step 2

PLEASE NOTE THIS WILL BE KEPT UPDATED AS MORE INFORMATION BECOMES AVAILABLE

Q. Can I allow customers into the indoor elements of my venue, for reasons connected with their use of the outside space?

A: Yes, indoor toilets, baby changing rooms or breast-feeding rooms are allowed to be used by customers. Customers can also walk through the venue to access outdoor spaces such as gardens and roof terraces.

You should take payment at the table or at another outdoor location. If it's not possible to take payment outdoors, for example due to a technical issue, you can take payment indoors as a last resort. If you need to take payment indoors the customer should wear a face covering unless exempt, you should ensure only one customer is indoors at any time for the purpose of making payment, and you should operate a tab system to ensure that customers do not need to make multiple indoor payments during their time at the venue. Bar tabs are legally allowed to be used in licensed premises under the Licensing Act 2003.

Q. Will table service be required for food and drink consumed in outdoor areas of hospitality?

Yes. At premises serving alcohol, customers will be required to order, be served and eat/drink whilst seated. You must ensure that all reasonable steps are taken to ensure that customers remain seated outdoors whilst consuming food and drink. As noted above, the working safely guidance has been revised to make clear that indoor payment will be allowed, but only as a last resort, i.e. where portable card payment or cash payment isn't an option.

Q. Will a substantial meal have to be served as a condition of serving alcohol?

No. Alcohol can be served and consumed outdoors without food. Table service will apply as above.

Q. Who is allowed to meet outdoors?

A group of up to 6 from mixed households, or two households. The Government Working Safely guidance states that you should: *'reconfigure outdoor seating and tables to maintain social distancing guidelines (2m, or 1m+ with risk mitigation where 2m is not viable) between groups of customers. For example, increasing the distance between tables.'* Government have confirmed that social distancing between tables remains the focus and that is reflected in the workplace guidance. Businesses and

local authorities are expected to take a sensible approach to social-distancing between different households within the same group.

Q. What entertainment can I offer outside?

A. Background music and TV screenings (e.g. sport) will be allowed outside, provided volume is kept low.

Live music:

On the question of live music performances within hospitality settings, Government have now confirmed that live music events are allowed under Step 2 of the Roadmap, subject to caveats set out in BEIS and DCMS guidance. For example:

- Businesses cannot charge for admission, or admit an audience in addition to seated food and/or drink customers, as this would be considered a live event, which can only take place at Step 3.
- Any live music at Step 2 should be incidental to the consumption of food or drink, and not the main purpose of the gathering.
- Businesses should adhere to safer working guidelines for pubs and restaurants, which includes the need to ensure noise is kept at a low volume and that customers should remain seated, ensuring social distancing is maintained.
- Controls on noise disturbance in accordance with Environmental Health legislation would still apply.

Q: If I am not serving alcohol, for example in a coffee shop, can I allow customers into the premises to order and pay for food and non-alcoholic drink?

Yes, however they cannot remain inside the premises to consume food and drink. They must leave or consume food and drink seated in an outdoor area.

Q. Can takeaway alcohol be served?

Yes, Government has confirmed that takeaway alcohol can be provided from Step 2 Further guidelines are expected on the detail. However, our current interpretation is that you will need to differentiate between sales of alcohol that will genuinely be taken away from the premises, and alcohol that will be consumed in the outdoor area. If it is the latter, then the table service rules apply.

Government guidance has been updated to state: *'Closed premises can continue to provide:*

- *food and drinks, including alcohol, on a takeaway basis. This means that customers can enter the premises to place and collect their order. Food and drinks can also be provided via drive through, as well as click-and-collect (where goods are pre-ordered by phone, online, via a mobile app or post, and collected without entering the premises) and delivery.'*

Q. What are the Test and Trace requirements?

As before, Test and Trace details must be taken for customers eating and drinking seated at the premises – this includes outdoor areas. Please see the appendix for detail on the NHS Test and Trace system and app. Customers for takeaway only are exempt.

NOTE: A new requirement has been included in the new legislation – all customers must now check in via the NHS app or provide their details by other means. Advice here from Government: – “one person can no longer be nominated as a party lead and to give their contact details on behalf of the rest of the group. A party of four, for example, can either all check in with the NHS app via the QR

code or any of them who do not would be required to give their details to the venue. This is for people aged 16 and over.”

Businesses should take steps to satisfy themselves that customers have provided contact details (e.g. asking customers if they have checked-in). Check-in/collection of contact details doesn't have to happen at the front door (i.e. before entry) but does have to happen before an order is taken.

Businesses should satisfy themselves that individuals who are checking in using the official NHS QR code have done so – you may do this by asking the individual if they have scanned the code or ask to view the person's screen to show the venue check-in screen if you still have reason to believe they haven't done so.

This will apply to restaurants, including restaurants and dining rooms in hotels or members' clubs, cafes, including workplace canteens, bars, including bars in hotels or members' clubs, public houses, heritage locations and attractions open to the public (including castles, stately homes and other historic houses), hotels and other guest accommodation provided on a commercial basis, including in bed and breakfast accommodation, boats, campsites, caravans, chalets, guest houses, holiday parks, hostels, motels, pubs, sleeper trains and yurts, indoor sport and leisure centres, including gyms.

Q. Do customers legally have to pre book tables outside from 12 April?

No.

Q. Do staff have to wear face coverings when serving in outside areas?

No. Previous and current reading of the law has been that, for employees and customers, face coverings only apply to indoor areas of the premises (exception being if an employee is behind a screen or similar inside). Practically of course, for example if staff have picked up a tray of drinks/food inside (where a covering is required) to deliver to an outdoor table (where a covering is not required) they will likely keep the covering on for practical reasons. Whilst not mandatory to wear face coverings in outside areas, customers and staff may still choose to wear face coverings, and the business may also ask its customers and/or staff to do so. Further Government guidance can be found here: [Face coverings: when to wear one, exemptions, and how to make your own - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/guidance/face-coverings-when-to-wear-one-exemptions-and-how-to-make-your-own)

Q. Weddings and wakes locations

A: Weddings and civil partnership ceremonies are permitted for up to 15 people in COVID-19 Secure venues that are permitted to open or where a broader exemption applies.

The Government has issued further guidance on holding weddings during Stage 2. The new guidance states that, from 12th April, wedding ceremonies can take place in venues which are permitted to open for the purposes of providing unrestricted services. This includes:

- Conference centres and exhibition halls
- Holiday accommodation, including hotels (in a room approved for the solemnisation of marriage and formation of a civil partnership)
- Any purpose built wedding venue (where that is its sole purpose, and it is not also a hospitality venue or visitor attraction)
- Visitor attractions may be used (if licensed) if the part of the venue used to hold the ceremony is used solely for that purpose and is not ordinarily open to the public (for example a building used for wedding ceremonies within the grounds of a botanical garden).
- Rooms or spaces within indoor visitor attractions (for example a room within a museum) if they can be accessed directly from the street, or open outdoor areas of the venue.

Receptions can take place with up to 15 people in the form of a sit-down meal in any COVID-19 Secure **outdoor** venue that is permitted to open. Such receptions must not take place in people's private gardens or public outdoor spaces.

Q. What is the definition of “outdoor”, for the purposes of shelters/pods/igloos that I may have?

The definition of an indoor area is as set out in the Smoking Ban regulations, namely:

(4) A place is indoors if it would be considered to be enclosed, or substantially enclosed, for the purposes of section 2 of the Health Act 2006(37), under the Smoke-free (Premises and Enforcement) Regulations 2006(38).

Therefore, a marquee or any similar structure must not be wholly enclosed, or substantially enclosed to be ‘outdoors’. **In practice this means it must not have sides (including doors, windows or other fittings that can be opened or shut) that enclose more than 50% of the shelter, if you want to use it as an outdoor space.** Basically, if a marquee is a square but two of the sides are open to the air – then it can be used as an outside space.

If the same marquee has three or four sides enclosing it – it counts as an indoor space.

Q. How is self-contained accommodation defined in detail?

A. Self-contained accommodation is defined as:

- In a campsite or caravan park, provided that the only shared facilities used by guests at the campsite or caravan park are washing facilities, toilets, water points and waste disposal points, or in separate and self-contained premises.
- Premises are separate and self-contained for the purposes of the legislation only if they are provided for persons who are members of the same household, or members of two households which are linked households in relation to each other, and none of the following are shared with the members of any other household—
 - (i) kitchens,
 - (ii) sleeping areas,
 - (iii) bathrooms,
 - or (iv) indoor communal areas.

A reception area is not treated as a shared communal area. However, corridors, lifts and staircases used to access premises contained in part of a building (including lounges or sitting areas) are treated as shared spaces.

Q. Can I still keep my hotel/accommodation open for permitted reasons (such as work travel) as I did under lockdown?

A: Yes. The exemptions for stays permitted in certain circumstances, including for the purposes of work, continue. Accommodation can be provided if a person:

- is unable to return to their main residence;
- uses that accommodation as their main residence;
- needs accommodation for the purposes of a house move;

- needs accommodation to attend a funeral or following a bereavement of a close family member or friend;
- needs accommodation to attend a commemorative event to celebrate the life of a person who has died;
- needs accommodation to attend a medical appointment, or to receive treatment;
- is a carer of a vulnerable person or a person who has a disability and needs respite;
- is isolating themselves from others as required by law;
- is an elite athlete or the coach of an elite athlete and needs accommodation for the purposes of training or competition or, where an elite athlete is a child, their parent;
- to provide accommodation for any person who needs accommodation for the purposes of their work or to provide voluntary or charitable services,
- to provide accommodation for any person who needs accommodation for the purposes of education or training of a kind mentioned in paragraph 4(4) or, where that person is a child, their parent,
- to provide accommodation for the purposes of a women's refuge or a vulnerable person's refuge,
- to provide accommodation or support services for the homeless,
- to provide accommodation for any person who was staying in that accommodation immediately before these Regulations came into force or (if later) immediately before the time when the area in which the accommodation is located became part of the Tier 3 area,
- to provide accommodation for any person who is staying in that accommodation in order to provide care or assistance to a vulnerable person or a person who has a disability who is staying in the same accommodation,
- to host blood donation sessions or food banks,
- any purpose requested by the Secretary of State or a local authority.

Q: What are the rules on travel at this stage?

A: Overnight stays away from home in England will be permitted and self-contained accommodation can also reopen, though must only be used by members of the same household.

Q. When can trampolining and climbing reopen?

Indoor climbing walls can open from Step 2 - no earlier than 12 April. Unless a specific exemption exists, these must only be attended/used in line with the wider social contact limits at this stage - as a single household or bubble indoors.

Outdoor trampolining parks can open in Step 2 - no earlier than 12 April. Unless a specific exemption exists, these must only be attended/used in line with the wider social contact limits at this stage - in a group of 6 people or 2 households outdoors.

Q. When can indoor swimming pools reopen?

Indoor swimming pools can open in Step 2 - no earlier than 12 April. This is in line with indoor gyms, leisure centres and sports courts. Unless a specific exemption exists, these must only be attended/used in line with the wider social contact limits at this stage - as a single household or bubble indoors.

Q. What does the recent announcement on outdoor opening mean?

A: The trade received positive news from MHCLG Minister Robert Jenrick MP recently (5 March). He has written to local authorities asking them to prioritise the below, which should be useful for operators to flag if they are facing difficulties locally:

“Therefore, unless there are very good reasons, we would expect licences granted under these provisions to continue to apply into this summer so that businesses do not have to reapply or be charged a further application fee when they are able to re-open to serve customers outdoors.

These temporary provisions are currently due to expire on 30 September 2021, but to give further certainty to businesses I will be introducing secondary legislation to extend these provisions for a further 12 months.

Given the continuing importance of the outdoors to reduce transmission of the virus, I strongly encourage (Local Authorities) to plan for outdoor dining and make all necessary changes to local high streets, squares and the public realm so this is as convenient as possible for businesses and members of the public.”

NOTE: The definition of an indoor area is as set out in the Smoking Ban regulations, namely:

(4) A place is indoors if it would be considered to be enclosed, or substantially enclosed, for the purposes of section 2 of the Health Act 2006(37), under the Smoke-free (Premises and Enforcement) Regulations 2006(38).

Therefore, a marquee or any similar structure must not be wholly enclosed, or substantially enclosed to be ‘outdoors’. **In practice this means it must not have sides (including doors, windows or other fittings that can be opened or shut) that enclose more than 50% of the shelter, if you want to use it as an outdoor space.** Basically, if a marquee is a square but two of the sides are open to the air – then it can be used as an outside space.

If the same marquee has three or four sides enclosing it – it counts as an indoor space.

Q: What is the easiest way to open up outdoor areas from 12 April?

A: If you wish to use outdoor areas (for example a pavement area or car park you don’t normally use), ensure you have the relevant permissions. The easiest and cheapest option to use for 12 April is the fast track pavement licensing system. Your local authority will have details as to how this can be applied for. Do not confuse this with previous (pre-summer 2020) outdoor area licensing processes – the new version is designed to allow you to use outdoor spaces in a much more cost-effective and faster way.

Q: What furniture can be permitted by a such a licence?

- counters or stalls for selling or serving food or drink;
- tables, counters or shelves on which food or drink can be placed
- chairs, benches or other forms of seating; and
- umbrellas, barriers, heaters and other articles used in connection with the outdoor consumption of food or drink.

This furniture is required to be removable. Local authorities should be pragmatic when determining what is ‘removable’ but in principle this means it is not a permanent fixed structure, and is able to be moved easily, and stored away of an evening.

Q. How much do applications cost?

A. Fees will be set locally, but are capped at a maximum of £100.

Q. I applied for an outdoor licence, as above, last year, but the local authority would only grant it for a limited period (e.g. three months). This has now ‘lapsed’, what is the status of this given the recent announcement?

A: Whilst the stated aim of Government is to facilitate reopening outdoors from 12 April we have been advised that Local Authorities are unable to automatically renew any temporary pavement licences that lapse. Instead, a new licence would need to be applied for.

As yet, despite its announcement of an extension to the temporary provision, the Government has not laid the new legislation to enable temporary pavement licences to be extended beyond 30 September 2021. On that basis, despite the direction to Local Authorities to issue licences for 12 months whenever possible, they are currently unable to issue a licence for a period beyond the end of September until new legislation is in place.

Q. Can you confirm that opening car showrooms as part of non-essential retail will also include caravan and other vehicle showrooms?

A: Yes. The guidance for reopening businesses in Step 2 includes showrooms such as for vehicles which would include caravans.

Q. Can pool tables, darts, fruit machines etc. be used?

A: These will not be permitted to be used indoors.

STEP 3 – 17 May

PLEASE NOTE THIS WILL BE KEPT UPDATED AS MORE INFORMATION BECOMES AVAILABLE

Hospitality

Indoor areas of hospitality venues (cafes, restaurants, bars, pubs, social clubs, including in members' clubs) can reopen. As outdoors, table service will be required. Unless seated to eat or drink, customers will be required to wear face coverings whilst indoors. Venues will be prohibited from providing shared smoking equipment such as shisha pipes.

Accommodation

Remaining holiday accommodation can reopen including hotels, B&Bs and Hostels

Indoor entertainment and visitor attractions

Businesses that can reopen will include:

- cinemas/theatres/concert halls
- museums and galleries
- adventure playgrounds and activities
- amusement arcades and adult gaming centres
- bingo halls/casinos
- bowling alleys/skating rinks
- games, recreation and entertainment venues such as escape rooms and laser quest
- play areas (including soft play centres and inflatable parks)
- trampolining parks/water and aqua parks
- indoor visitor areas at outdoor attractions that opened on 12 April 2021

Indoor trampolining parks can open in Step 3 - no earlier than 17 May. These must only be attended/used in line with the wider social contact limits at this stage - in a group of 6 people or 2 households indoors.

Indoor bowling can open in Step 3 - no earlier than 17 May. Unless a specific exemption exists, it must only be attended/used in line with the wider social contact limits at this stage - in a group of 6 people or 2 households indoors.

Business events

- New [events guidance for local authorities](#) has just been published which includes steps for permitting business events in a variety of locations up to Step 4 of the Roadmap ie 21 June.:
- At Step 3, 17 May business events such as **conferences, trade shows, exhibitions and private dining events such as charity or gala dinners and awards ceremonies, and corporate hospitality** are permitted to resume.
- Capacity restrictions must be adhered to at any point throughout the event. For example, a theatre **can admit over 1,000 people in a single day, but no more than 1,000 people at one time. If an event runs over the course of multiple days, no more than 1,000 people should be admitted at any one time over that period.** If a single venue hosts multiple different events at one time, and the attendees of each event are separated for the duration of the event (for example, a cinema with multiple screens, or **an exhibition centre hosting multiple business events**), **the 50% capacity cap will apply to each individual event, rather than the venue.**
- **Caps refer to the event attendees only.** Staff, workers and volunteers are covered by the work exemption so should not be counted as part of the capacity cap.

Outdoor Events

Remaining outdoor entertainment events, such as cinemas, theatres, and other performance events will also be permitted.

FAQs – Step 3

Q. Will table service be required for food and drink consumed in indoor areas of hospitality?

Yes. At premises serving alcohol customers will be required to order, be served and eat/drink whilst seated.

Q. Will a table/substantial meal have to be served as a condition of serving alcohol?

No. Alcohol can be served outdoors without food. Table service will apply as above.

Q. Who is allowed to meet indoors at my venue at Step 3?

A group of up to 6 from mixed households, or two households.

Q. Who is allowed to meet outdoors at my venue at Step 3?

Groups of up to 30 from mixed households.

Q. Are stays now allowed in non self-contained premises?

A. Yes. Stays are permitted in non self-contained hotels, B&Bs etc.

Q. What are the rules around larger scale events?

A. Controlled indoor events of up to 1,000 people or 50% of a venue's capacity, whichever is lower, will be permitted, as will outdoor events with a capacity of either 50% or 4,000 people, whichever is lower. The Government will also make a special provision for large, outdoor, seated venues where crowds can be safely distributed, allowing up to 10,000 people or 25% of total seated capacity, whichever is lower. In addition, pilots will run as part of the Events Research Programme to examine

how such events can take place without the need for social distancing using other mitigations such as testing.

Q. What are the wedding/life event rules?

A. At this step, weddings, receptions, funerals, and commemorative events including wakes can proceed with up to 30 attendees. A broader range of stand-alone life events will also be permitted at this step, including bar mitzvahs and christenings.

STEP 4 - 21 June

PLEASE NOTE THESE WILL BE KEPT UPDATED AS MORE INFORMATION BECOMES AVAILABLE

Remaining businesses to open including:

- nightclubs and adult entertainment venues
- lifting the restrictions on large events

QR CODES

There is a FAQ regarding the NHS QR codes and app available for England on the NHS website here <https://faq.covid19.nhs.uk/category/?id=CAT-01043&parentid=CAT-01027>

To summarise legal requirements re Test and Trace from 18 September 2020 (these are compulsory):

- from 12 April, pubs, bars, cafes, restaurants and other leisure venues in England need to advise customers of their obligation to take bookings of no more than 6 people or two households, and ensure there is sufficient social distancing space between tables and that tables do not mingle
- it is also mandatory for businesses and organisations, including hospitality, close contact services and leisure venues to collect customer, visitor and staff contact detail logs. If the whole group uses the official NHS app and QR code there is no further requirement for data collection.
- businesses should refuse entry to customers that do not provide their details or provide details that are believed to be inaccurate
- businesses need to display the official NHS QR code posters to make it easier for people to check-in at different premises. If the whole group choose to check-in using the NHS QR code poster they do not need to log in via any other route

However please note that **the requirements for Test and Trace and rule of 6 are different in England than in Wales or Scotland. If you are operating in these areas, please consult the respective national guidance. Please read the FAQ above in full, some key points are outlined below:**

WHICH VENUES IN ENGLAND SHOULD DISPLAY THE OFFICIAL NHS QR CODE POSTER?

If your business or venue falls into one of the sectors or categories that should provide a customer log, then you must display an NHS QR code poster at your venue. This applies if you provide:

- hospitality services, including pubs, bars, restaurants and cafés
- tourism and leisure services, including hotels, museums, cinemas, zoos and theme parks

- close contact services, including hairdressers, barbershops and tailors
- facilities provided by Local Authorities, including town halls and civic centres for events, community centres, libraries and children’s centres
- places of worship, including use for events and other community activities.

IF I CREATE AN OFFICIAL NHS QR CODE POSTER FOR MY VENUE IN ENGLAND, DOES THIS REMOVE MY RESPONSIBILITY TO COLLECT CONTACT DETAILS BY OTHER ROUTES?

If your business or venue falls into one of the sectors or categories that must provide a customer log, and a visitor chooses to check-in using the official NHS QR code, they will not need to provide their contact details by any other route. However, you will still need to have an option for recording visitors' contact details for people who do not have a smartphone or do not want to use the NHS COVID-19 app.

I AM CURRENTLY USING MY OWN QR CODE CHECK-IN SYSTEM AT MY VENUE IN ENGLAND. CAN I CONTINUE TO USE THIS INSTEAD OF THE OFFICIAL NHS QR CODE POSTERS, OR INTEGRATE THE TWO?

The NHS COVID-19 app is only able to scan official NHS QR code posters. This is for security reasons and because the NHS QR technology means that venue check-in history remains on the user’s device.

In England, even if you're currently using your own QR code or other system to collect records of your staff, visitors or customers, you must have a NHS QR poster on site.

If you use any other QR code system at your venue, you must ensure that it does not show any NHS or NHS Test and Trace logos. You should also explain to your customers that you are using more than one QR code system in your venue. Unofficial QR codes will not work with the NHS COVID-19 app.

WHAT INFORMATION MUST I COLLECT?

It is the law that venues must request this information from all members of the party that are aged 16 or over. These records must be retained for 21 days. Please see section above for recent developments regarding the national test and trace app.

The law states you must collect:

- the name of the individual
- a telephone number on which the individual may be contacted;
- an e-mail address if the individual is unable to provide a telephone number;
- a postal address if the individual is unable to provide an email address;
- the date and time that the individual entered the relevant premises;

One person can no longer be nominated as a party lead and to give their contact details on behalf of the rest of the group. A party of four, for example, can either all check in with the NHS app via the QR code or any of them who do not would be required to give their details to the venue. This is for people aged 16 and over. If a customer uses the NHS QR Code and app, this discharges the obligation for the venue to collect their details.
