



## FACTSHEET AND FAQs

# RECENT CHANGES TO TEST & TRACE, GROUPS AND FACE COVERINGS

## ENGLAND

**29 September 2020**

**Version 1.4.1**

NOTE – for those businesses operating in England, you **must** follow the specific UK Government legislation and guidance relating to England. There are also further restrictions on certain areas within England (links can be found at the end of this FAQ), please check if your area is amongst them. Please refer to the Scotland and/or Wales guidance if you are operating in these nations, as there are differences in business responsibilities across the different parts of the UK.

The guidance below is either taken directly from current published Government legislation and/or advice, or the shared view of UKHospitality, BBPA and BII on how aspects of the guidance could be applied to different practical situations. Please note not all of the information is currently available. This will be kept updated as new information emerges. This note does not constitute legal advice.

Hospitality venues will have to close at 10pm, and premises serving alcohol must offer seated service only (including ordering and service to seated customers), including outdoors. Customers and front of house staff must wear face coverings, customers can remove these to eat and drink once seated. Hospitality and leisure venues in England are now legally required to enforce the rule of six or face a fine of up to £4,000, and to collect and record customer details or refuse entry to any customer that declines.

Each set of regulations can be found here:

<https://www.legislation.gov.uk/uksi/2020/1005/contents/made> (test and trace)

<https://www.legislation.gov.uk/uksi/2020/1008/contents/made> (rule of six)

<https://www.legislation.gov.uk/uksi/2020/1026/contents/made> (face coverings)

[https://www.legislation.gov.uk/uksi/2020/1029/pdfs/uksi\\_20201029\\_en.pdf](https://www.legislation.gov.uk/uksi/2020/1029/pdfs/uksi_20201029_en.pdf) (10pm and table service regulations)

<https://www.legislation.gov.uk/uksi/2020/1046/made> (singing, dancing, music levels)

In England, designated businesses and organisations, including hospitality, close contact services and leisure venues, are now legally required to log details of customers, visitors and staff for NHS Test and Trace - and from Thursday 24 September they will be required to display official NHS QR code posters under law for use with the NHS COVID-19 app. Please see QR Code section for relevant links and poster download.

Businesses must:

- Consider your closure time
- Restrict to table service unless exempt
- Understand and communicate face covering requirements for staff and customers
- Collect Test and Trace information and refuse service for those that do not provide it
- Put up the NHS Test and Trace App poster
- Enforce the 'Rule of Six', subject to exemptions
- Ensure no dancing or singing (other than exemptions) and limit the sound level of music

## FAQS

**PLEASE NOTE THESE WILL BE KEPT UPDATED AS MORE INFO BECOMES AVAILABLE**

### Is there Government advice available yet?

The updated workplace guidance for pubs, bars and restaurants can be found here:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery>

Government has published summary guidance, this can be found here:

[https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\\_data/file/921141/200923\\_Closures\\_Guidance.pdf](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/921141/200923_Closures_Guidance.pdf)

### When are the new rules to be introduced?

The rules on the 10.00pm curfew and table service announced by the Prime Minister came into effect on Thursday 24<sup>th</sup> September at 5.00am. Please see above for links to relevant regulations.

### **Who must close between 10pm and 5am?**

This is confirmed as applying not just to premises selling food and drink but also social clubs, casinos, bowling alleys, amusement arcades, indoor leisure, bingo, theme parks and adventure parks. There is a ban on all such activity between 10pm and 5am, including walk-up takeaways (but delivery is permitted via phone/online/drive through). Workplace canteens/cafes are exempted if in a hospital, care home, school, prison, military facility or where there is no practical alternative for staff at a workplace to obtain food.

### **Do hotel restaurants and bars have to stop serving at 10pm?**

Yes. The 10pm closure applies to hotel restaurants, bars and dining areas. Therefore guests and residents will not be able to continue using these areas which must be closed between 10pm and 5am. Hospitality services within hotels, such as hotel dining rooms and bars will need to follow the new requirement to close to the public between 10pm - 5am. We are seeking clarification regarding lounge/lobby areas.

### **Is room service after 10pm counted as delivery and allowed?**

Yes. Hotels will still be able to provide food and drink through room service as long as it is ordered by phone or online.

### **Which businesses do the table service requirements apply to?**

The regulations state that:

If your business is serving alcohol: food and drink can only be provided to the customer if they order it, and are served it, whilst they are seated. You must take all reasonable steps to ensure customers remain seated whilst consuming food and drink on the premises. This includes outdoor and adjacent areas.

If your business is not serving alcohol: the customer does not have to be seated to order, and be served, food and drink. However, if the customer stays on the premises to consume food and drink you must take all reasonable steps to ensure they remain seated.

We are seeking clarification around payment points within venues.

From Thursday 24 September, a business that sells alcohol for consumption on the premises must only provide table service. This means all food and drink (whether or not alcoholic) must be ordered from, served at and consumed by seated customers. A business that does not sell alcohol, but sells food and drink for consumption on or near the premises, does not need to provide table service. However, food and drink must be consumed by customers while they are seated.

For example, a kiosk or breakfast buffet counter that does not sell/offer alcohol can sell/offer food or drink over the counter, as long as they take reasonable steps to ensure customers will only consume the food or drink once seated.

In some cases, both types of business or service may be offered separately within a single venue; for example, a hotel that has a bar selling alcohol and a counter that does not. In those circumstances, a counter which does not sell or supply alcoholic drinks will be able to sell food and soft drinks over the counter, provided it is wholly separate and distant from any place at which alcoholic drinks are sold or supplied or the sale of alcoholic drinks is made unavailable at that time (ie, breakfast period).

This includes offering the services from separate locations, using stewards and signs to ensure customers know the different rules, and ensuring the services are placed sufficiently far apart to enable staff to implement the rules and to avoid a breakdown of social distancing.

- We understand the above can allow for separate areas within venues to operate as serving alcohol and not serving alcohol, e.g. a buffet area not serving alcohol with counter order/service
- We understand the above can allow for the same area within venues to operate as serving alcohol and not serving alcohol at different times of the day (i.e. no table service permitted at breakfast where alcohol is not sold, but table service in the same room for dinner when alcohol is sold)

### **Do customers need to wear face coverings while going to the toilet or entering/walking through the venue, and what are the staff requirements?**

Yes, new face covering regulations mandate the wearing of a covering in hospitality venues for customers and front of house staff. A covering should be worn when moving around venues, including while being taken to be seated and going to the toilet. Face coverings should follow the Government guidance [here](#). You must remind customers to wear a face covering whilst moving around the venue.

UPDATE - If businesses have taken steps to create a physical barrier or screen between workers and members of the public then staff behind the barrier or screen will not be required to wear a face covering.

DCMS has also shared some further advice on face coverings:

**Face masks vs visors:** For sectors that the new regulations apply to, the baseline is face covering. People can then choose to wear a visor on top of that but a visor cannot replace a face covering. For customers with difficulty understanding speech, there is an exemption if you are speaking to or providing assistance to someone who relies on lip reading, clear sound or facial expressions to communicate.

**Housekeeping staff:** DCMS view is staff would not have to wear a mask if they are deep cleaning an \*unoccupied\* room. If they were cleaning a room when the customer is there or is likely to come back in at any point, they would need to wear a mask. This relates to the point about 'coming into contact with a member of the public'.

### **UPDATE – background music**

Update 28.09.20 – the regulations have been amended to stipulate no recorded music can be played above 85 decibels (as measured from source).

### **Can gaming machines and other games (e.g. pool/snooker) be used if wearing a mask?**

Yes, if wearing face coverings and subject to the 'rule of six', and risk assessed cleaning regimes etc. are in place.

### **Are takeaway deliveries and drive-thru subject to the same curfew rules as other hospitality venues?**

No. Takeaway deliveries and drive-thrus are not subject to the same curfew restrictions as other hospitality venues. These types of business can remain open beyond 10pm. Venues operating at motorway service stations are exempt from the curfew regulations and can remain open 10.00 – 5.00. The relevant table service provisions apply depending if alcohol is sold or not.

### **Can I offer a breakfast buffet?**

Businesses offering breakfast/lunch buffets are allowed to have people order and be served by a member of staff at the food station as long as no alcohol is being served at the sitting restaurant at the time.

### **Have the new regulations changed the number of people permitted to visit a venue?**

No, up to six people are still permitted to be seated together (more if it is a single household and/or bubble).

### **Can meetings of up to 30 people still be held?**

Yes, it is still permitted to hold work meetings of this size, provided they are COVID secure and social distancing is observed.

### **Have the penalties for noncompliance changed?**

Businesses can now be fined up to £10,000 if they are found not to be in compliance with COVID-19 restrictions.

### **Can we still accept bookings from coach tours?**

Coach tours are still permitted to go ahead and it is therefore fine to accept bookings from them. When in any venue, those on the tour must stay within their groups of six (or larger if they are from one household) on all parts of the tour. Guides can still take groups of up to 30 provided that each party within it complies with the Rule of Six

## **QR CODES**

There is a FAQ regarding the new 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 new legal requirements re Test and Trace from 18 September (these are compulsory):

- from 18 September, pubs, bars, cafes, restaurants and other leisure venues in England will now need to advise customers of their obligation to take bookings of no more than 6 people (subject to exemptions, please see Q&A), ensure people are not meeting in groups of more than 6 people on their premises (see below exemptions in Q&A) and ensure there is sufficient social distancing space between tables and that tables do not mingle

- it will be also mandatory for businesses and organisations, including hospitality, close contact services and leisure venues to collect customer, visitor and staff contact detail logs from Friday 18 September. 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
- from Thursday 24 September, these businesses will also 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
- The aim of the law is to enable an individual (over the age of 16) who seeks to enter the relevant premises and has a smartphone in their possession to scan the NHS QR code with that smartphone as, or immediately after, they enter the premises

To generate and download the official NHS QR Code for an individual site visit

<https://covid19.nhs.uk/venue-check-in-businesses.html>

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 from 24 September.

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 now the law that venues must request this information from at least one member of the party. These records must be retained for 21 days. Please see section above for recent developments regarding the national test and trace app.

The new 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;
- where the individual is a member of a group seeking permission to enter premises together, the number of people in that group (including any member of the group that has scanned a QR Code when seeking to enter the premises).

If a customer uses the NHS QR Code and app, this discharges the obligation for the venue to collect their details.

### **Do I have to refuse service to those who do not provide details?**

Yes. The new law states that where a business is aware that a customer has not provided details, or has reason to believe that the details provided are inaccurate, they must take all reasonable steps to prevent entry by an individual to the relevant premises that they occupy or operate.

## 'RULE OF SIX'

*There are also further restrictions on certain areas within England (links can be found at the end of this FAQ), please check if your area is amongst them.*

### **From September 14th, what is the maximum number of people allowed in a single group in a venue?**

From September 14th, the maximum number of people permitted to be in a single group in a venue is six. This applies for both indoors and outdoors. There are some exceptions to this, listed in the answer to the next question. Overall, the total capacity of a venue is still dependent on a risk assessment and adherence to all COVID-19 guidelines.

### **There are some exceptions to the rule of 6, what are these?**

The Government has introduced this rule change to make a significant restriction on what people are able to do in England. There are some exceptions, listed below, but it should be noted that these exceptions are by design very limited. If your event is not explicitly listed on the below, it is unlikely to be permitted.

- where everyone lives together or is in the same support bubble, or to continue existing arrangements where children do not live in the same household as both their parents
- for work, and voluntary or charitable services.
- for education, training, or registered childcare (including wraparound care)
- fulfilling legal obligations such as attending court or jury service
- providing emergency assistance, or providing support to a vulnerable person
- for you or someone else to avoid illness, injury or harm
- participate in children's playgroups
- wedding and civil partnership ceremonies and receptions, or for other religious life-cycle ceremonies - where up to 15 people will be able to attend (new lower limit comes into force 28 September).
- funerals - where up to 30 people will be able to attend
- organised indoor and outdoor sports, physical activity and exercise classes (see the list of recreational team sports, outdoor sport and exercise allowed under the gyms and leisure centre guidance
- youth groups or activities
- elite sporting competition or training

### **Are wakes exempted from the group of 6 protocols?**

No, unless they are for a specific religious purpose as part of a funeral ceremony. Weddings and civil partnerships are the only 'life events' where a reception is allowed of up to 15 people (from 28 September).

### **Will conference centres and stadia still be permitted to reopen from the 1st of October- as per previous government announcements?**

The Government has announced that future reopening of these will be put on hold.

### **What happens if groups are found to be socialising in groups of more than 6 in a venue?**

The government has made it clear that it is illegal not to follow these guidelines. Venues will be fined and/or be subject to other enforcement action if they are found to have knowingly broken these rules. Initial fines will be £1,000, to be paid within 28 days. The second fine rises to £2,000, the third and subsequent fines are £4,000 each.

### **What will happen to customers if they are caught socialising in groups greater than 6?**

The police will have the powers to enforce these legal limits, including to issue fines (fixed penalty notice) of £100, doubling for further breaches up to a maximum of £3,200.

### **Are parties exempted from the 'group of six' rule (in the same way as wedding receptions)?**

No. It is our read on the guidance that there is only a very specific set of exemptions from the rule, listed above.

### **Are there any restrictions on where people can visit?**

Provided that people do not exceed a group of 6 people (exemptions above) or bubble, there are no restrictions on the distances that people are able to travel (local lockdown restrictions permitting – check the specific rules for your area if a local lockdown is in force).

### **Is it our job as a business to police how many households are part of a gathering?**

The new rule of 6 has replaced previous rules relating to household number. Businesses must ensure that the rule of 6 is followed within their establishment.

### **Two parties of 6 come to a venue, with two separate table bookings. If staff know that the two groups are essentially one party, can they allow them in? If so, if the parties start to swap places between tables, how is it supposed to be policed and who is responsible for the breach of the rule of 6 – the individuals or the venue?**

In this instance, staff must ensure that there is no mixing/socialising between the two groups. This should be made clear to parties when entering a venue. Venues will be held liable if 'group of six' regulations are not being followed within their establishment and separate groups are allowed to mix.

### **Can I still host business meetings of up to 30 people?**

Yes, with the requisite COVID-19 Secure procedures in place.

### **Are coach trips and parties still permitted?**

Coaches can operate to their Covid-19 Secure capacity provided that each individual party on the coach complies with the Rule of Six and social distancing remains between each party.

### **Can I accept a booking from a coach trip in my accommodation, even if it is of more than 6 people?**

Yes, this is permitted, however COVID-19 guidelines should be followed. Once off the bus, each individual party must stay socially distanced and enter any attraction/accommodation or otherwise as an individual party complying with the Rule of Six. A tour guide can take up to 30 people from the coach on a walking tour around an attraction – once again the people must stay in their individual groups that comply with the Rule of Six with social distancing between them.

### **Am I still permitted to book weddings under the new rules?**

From Monday 28 September, wedding ceremonies are still permitted to take place but with a limit of 15 people. People that are not from the same household or support bubble should continue to socially distance from one another. The venue must record visitors' details, in case they need to be traced.

### **Can sit-down meals for more than 30 people take place?**

Large bookings of this kind are not currently permitted under government guidance.

### **My company operates across the UK, are the differences in regulation between Scotland, Wales and England?**

Yes. If you are operating in different UK nations, you must read and implement the respective guidance for each as there are differences.

## **NORTH EAST ENGLAND**

From Friday 18 September 2020, Newcastle along with Durham, Gateshead, North Tyneside, Northumberland, South Tyneside and Sunderland became an area of national intervention, with new restrictions being put in place on businesses operating in these regions. These restrictions will change how hospitality businesses are able to operate within the affected regions. The new regulations will be monitored and reviewed weekly. By law they must be reviewed every 14 days by the Secretary of State, with the first review having to take place by October 2nd, 2020.

From 30 September, it will become a legal requirement that different households cannot meet in any indoor space, including hospitality venues.

Government guidance/FAQs can be found here: <https://www.gov.uk/guidance/north-east-of-england-local-restrictions>

