

New COVID-19 laws for hospitality & close-contact businesses in England

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Do these regulations apply to me?

They apply to businesses and other public settings where people meet socially or come in to close contact including dine-in restaurants and cafes, pubs and bars, leisure and tourism services, close physical contact services including, for example, barbers, beauticians and nail bars, and community centres.

What does the law say I must do regarding Track and Trace and social distancing?

- **Enforce the rule of 6** – businesses must not take bookings of more than 6 people, should make sure businesses are not meeting in groups of more than 6 on their premises, and should make sure there is adequate space between groups
- **Display an official NHS QR code poster** – this is so that customers can use the NHS Test and Trace app. Details of how to get your QR code poster are here: <https://www.gov.uk/create-coronavirus-qr-poster>
- **Have a system in place for recording people's details if they do not want to use the NHS QR code** – previously, businesses were advised to do this. However this is becoming law. If people do not want to use the NHS QR code, you should collect details for each individual OR for one individual on behalf of a group of up to 6 people: Name, Telephone number, Email address (or postal address if they do not have an email address), Date and time of entry and the Number of people in the group (if applicable). This also applies to members of staff
- **Record instances of isolated one-to-one contact** – if a person entering the premises is to have contact solely with a single member of staff or volunteer, their name and the name of that member of staff should additionally be recorded
- **Businesses serving food or drink for consumption on the premises should take reasonable steps to refuse entry if somebody does not use the QR code or provide their details**
- **You do not need to ask for details in certain exempt situations** - for example if somebody is under 16, or if they have physical or mental health reasons not to

What else is coming in to force?

- Staff in hospitality and retail will now also be required to wear face coverings
- Staff in close contact services will now be required to wear a face covering and a visor
- Businesses selling food and drink as well as a number of other leisure activities must be closed between 10pm and 5am. This includes takeaways, but delivery services can continue after 10pm
- In licensed premises, food and drink must be ordered from, and served at, a table.

When do the rules become law?

From 18th September 2020

- Businesses must comply with the "Rule of 6" and maintaining social distance between customers
- Businesses must collect details from customers for NHS Test and Trace

From 24th September 2020

- Businesses must display an official NHS QR code poster to enable people to use the NHS Test and Trace system
- Compulsory face coverings
- 10pm – 5am curfew
- Compulsory table service

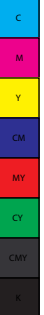
What should I do with the details I collect for Track and Trace?

Details should be retained, securely, for 21 days beginning with the day on which the details were provided. They should be securely destroyed as soon as is reasonably practicable after this period expires, unless you have some other lawful reason for holding the. If you are requested to do so by the Secretary of State, you must disclose the details you hold.

What could happen if I don't abide by the rules?

Offences are punishable by fines that can escalate to a significant size for repeated breaches.

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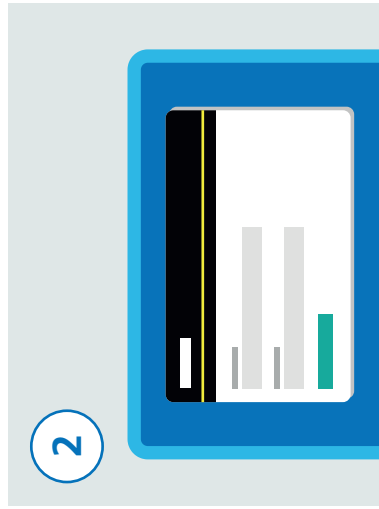
HOW TO CREATE A QR POSTER FOR YOUR VENUE

Venue guide



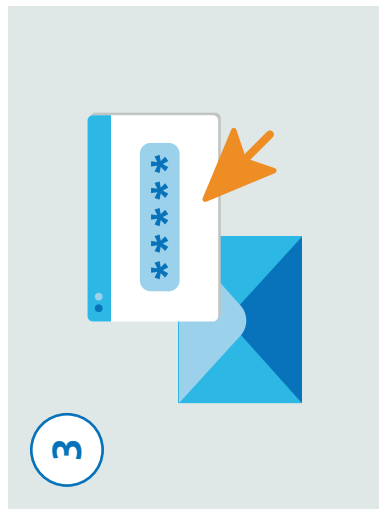
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Go to: gov.uk/create-coronavirus-qr-poster



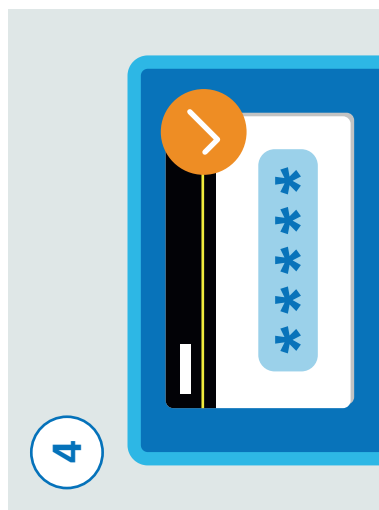
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To register, enter your contact details including your name and email address.



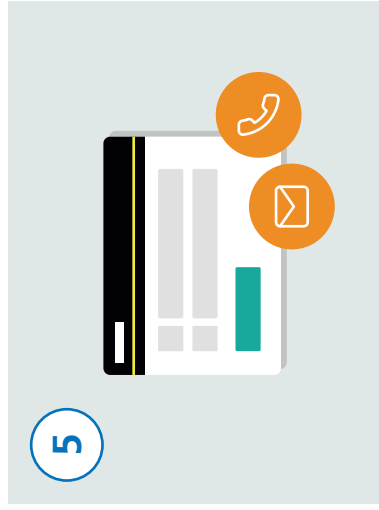
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The website will send a verification code to your email address. You will need to verify that your email address is valid.



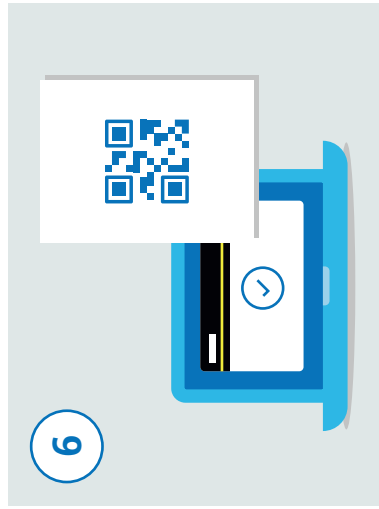
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Enter the verification code that was sent to your email address into the website form. This will allow you to continue with registration.



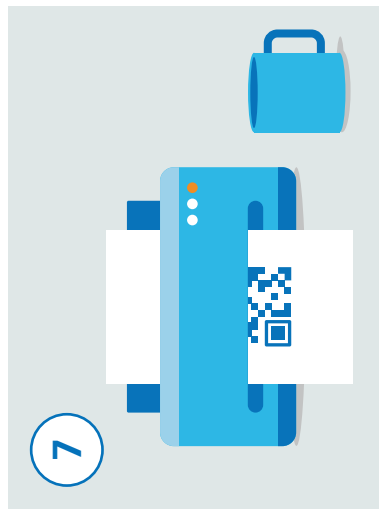
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Next, enter your venue name and address and click continue. You can now add the contact details of the person responsible for the venue if that is not you. This will ensure that they can download the venue's QR poster.



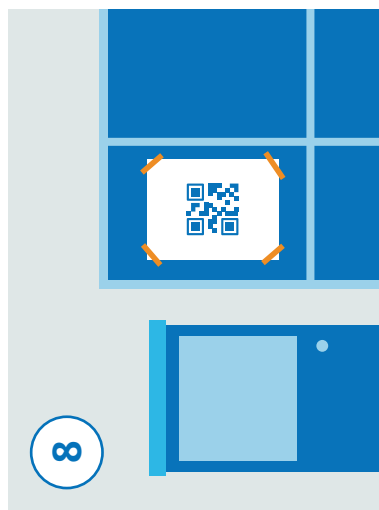
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You need to confirm your details are correct and then click "Accept and generate the poster". Once your details have been submitted, you will receive an email with the QR poster. This poster is unique to your venue.



7

Download and print a copy of the poster. You will need to print copies to display for every entrance in your venue. If you have more than one venue, you will need a different QR poster for each. Please repeat all the steps for each location.



8

Display your poster in a visible and safe position at the venue to make sure it cannot be easily removed. Visitors will then be able to scan the poster to check-in.

