

Hospitality sector guidance

(We Acknowledge Lancaster City Council for producing the original guidance, which we have adapted for Hertfordshire)



Coronavirus Roadmap

Hospitality Sector Advice (Pubs, restaurants, cafes and hotels)

Following the recent Government announcement of the “road map” out of Lockdown, the “Covid - 19 response – Spring 2021” was published on the 22nd February 2021.

Full version of the document can be found here [COVID-19 Response - Spring 2021 \(Summary\) - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/consultations/covid-19-response-spring-2021)

The 4 steps are included at the end of this document.(Appendix 1)

This document is based on the information and guidance we have received from government and we will provide updates as further information and clarification is announced.

The Roadmap – this document will only consider step 2.

This briefing will focus on advice and guidance to the **hospitality sector** opening outside areas on or after the **12th April** – subject to confirmation from Government that this date has not changed.

Outdoor Hospitality

This is the first step in the reopening of pubs, bars, cafes and restaurants for consumption of food and drink on the premises.

There will be **no restrictions** on opening hours (other than any specific planning or licensing restrictions that may apply) and for sale of alcohol. There **will not be** a requirement to purchase a substantial meal with a drink.

However, the following restrictions and limitations will apply to all hospitality businesses: -

- Outdoor service only (this means that any structure **must be at least 50% open to the air** to allow for suitable ventilation, as would be required for a smoking area. Therefore, standard marquees (unless at least 2 of the sides are fully removed) will not comply. Venues will be **prohibited** from providing shared smoking equipment such as **shisha** pipes
- Table service only (for ordering, consumption and payment)
- Maximum number of 2 households or up to 6 people from different households
- The 2 metre Social Distancing requirements will apply
- Customers to wear face covering when passing through permitted indoor areas when accessing the outdoor space or for toilet usage.

We expect there will be further guidance and clarification issued over the coming weeks to help determine how the measures and controls will be applied, but it may be expected the previous interpretation and advice will still apply such as:-

- In general 2 meters Social Distancing separation between customers will be required unless there are effective mitigation steps such as use of protective screens. Where screens are used between customers from different groups or households, separation can

be reduced to 1m **only** if the screen is substantial, providing good separation lengthways and above head height.

- The 2m distance also applies to back-to-back and side-side seating. Please remember that when measuring distances this is **between customers** and not measured table edge to table edge.
- Controlling customers as they queue to enter, to leave or use the toilet must be considered and controlled. Floor markings, one-way systems and good signage must be in place and staff must be briefed in advance
- Face coverings must be worn by staff and customers when passing through indoor areas (unless an exemption applies)
- Recording customer details for Test and Trace manually or using the NHS QR poster. We understand it will remain mandatory to display the NHS poster and this will need to be positioned somewhere easily accessible for customers and where it does not cause a pinch point for queuing. You are advised to display a number of the posters around your venue.

Preparing for reopening

The roadmap provides businesses and the public with plenty of notice to prepare for the gradual removal of restrictions and we should all make best use of the notice period.

You should consider the following checks and considerations before reopening:-

- Review your Covid safe measures and risk assessment, including refresher training for staff, face covering procedures, disinfection/hygiene arrangements, signage and queue management
- If you intend to open for outdoor service on or after the 12th April, you must assess how many customers you can safely accommodate, seated, allowing for adequate Social Distancing, queue management, ordering and payment. Your risk assessment should include the maximum number permitted.
- Ensure marquees/gazebos are Covid compliant (the structure must be at least 50% open to the air and tables & chairs are suitably placed to ensure social distancing)
- Make sure you have enough trained staff to manage your customers safely and in accordance with the regulations and guidance. Make sure your customers understand your rules and maximum capacity.
- Where possible, let customers know about your rules and seating capacity before you open. Using Social Media is a good way to get the message out and manage customer expectations.
- Make sure you have systems in place to take orders and payments at the table
- Ensure you have sufficient number of sanitiser stations suitably located.
- Check hand gels/wipes minimum 70% alcohol/Disinfectants tested to BSEN14476
- If you provide food, ensure your kitchen staff review your food supplies for durability dates, condition and labelling
- Check for any pest activity
- Make sure your staff have the necessary food, safety and Covid awareness training. Refreshers courses are recommended for all.
- Carry out a deep clean of your Kitchen ready for trading
- Review your menu and allergens controls. It's recommended to keep your menu simple
- Consider introducing Covid testing for your staff
- If your premises has been closed for periods longer than two weeks ensure that the correct recommissioning procedures are in place to control Legionella bacteria in your water systems.

Support & Advice

Local Authorities are here to help with advice and support where we can. Please refer to our Hertfordshire Trading Safely Toolkit for latest information on Covid controls and guidance: <https://www.hertfordshirelep.com/what-we-do/priorities/business-support/better-business-for-all/covid-19-advice-and-support>

Your local **Environmental Health Service**: contact details are available via your district/borough council website.

Hertfordshire Trading Standards: call their Business Advice Line on 01707 281401 - open Monday to Friday 9am-5pm, or email: trading.standards@hertfordshire.gov.uk

We will be running **free online training** and refresher sessions for businesses over the coming weeks and months. Some of these will be run as live events, and others are online recorded training sessions. Please look out for further e-mail announcements and check the above web page for dates.

Future dates and forward planning – a precautionary warning

As already mentioned, please keep in mind that the dates mentioned in the roadmap are **provisional dates**. This means the Government will monitor the number of new Covid cases and if the numbers start to rise again, the dates may be delayed or local restrictions may be imposed.

We are all hopeful the dates will not move, and that by the 21st June, most restrictions will have been lifted. But there is **no guarantee** this will be the case.

Therefore we advise all businesses to be cautious before committing to future events, particularly if this includes ticketed events or where there is a financial commitment. If one date is delayed, this will delay all dates.

Appendix 1

Spring 2021 Roadmap

The 4 steps

Summary of Key changes proposed in the Roadmap

Step 1:

8 March

- Schools and colleges are open for all students. Practical Higher Education Courses.
- Recreation or exercise outdoors with household or one other person. No household mixing indoors.
- Wraparound childcare.
- Stay at home.
- Funerals (30), wakes and weddings (6)

29 March

- Rule of 6 or two households outdoors. No household mixing indoors.
- Outdoor sport and leisure facilities.
- Organised outdoor sport allowed (children and adults).
- Minimise travel. No holidays.
- Outdoor parent & child groups (up to 15 parents).

Step 2

At least five weeks after Step 1, no earlier than 12 April.

- Indoor leisure (including gyms) open for use individually or within household groups.
- Rule of 6 or two households outdoors. No household mixing indoors.
- Outdoor attractions such as zoos, theme parks and drive-in cinemas.

- Libraries and community centres.
- Personal care premises.
- All retail.
- Outdoor hospitality.
- All children's activities, indoor parent & child groups (up to 15 parents).
- Domestic overnight stays (household only).
- Self-contained accommodation (household only).
- Funerals (30), wakes, weddings and receptions (15).
- Minimise travel. No international holidays.
- Event pilots begin.

Step 3

At least five weeks after Step 2, no earlier than 17 May.

- Indoor entertainment and attractions.
- 30 person limit outdoors. Rule of 6 or two households (subject to review).
- Domestic overnight stays.
- Organised indoor adult sport.
- Most significant life events (30).
- Remaining outdoor entertainment (including performances).
- Remaining accommodation.
- Some large events (expect for pilots) - capacity limits apply.
 - Indoor events: 1,000 or 50%.
 - Outdoor other events: 4,000 or 50%.
 - Outdoor seated events: 10,000 or 25%.
- International travel - subject to review.

Step 4

At least five weeks after Step 3, no earlier than 21 June. By Step 4, the Government hopes to be able to introduce the following (subject to review):

- No legal limits on social contact
- Nightclubs.
- Larger events.
- No legal limit on life events.

