



# COVID-19 Secure advice and risk assessments for hospitality businesses

Version 1.8 - as at 30 November 2020

**REFER TO THIS GUIDANCE IN THE FIRST INSTANCE FROM THIS DATE:  
30.11.2020**

**----- Welsh Government Guidance -----**

**Hospitality (pubs, bars, cafés and restaurants)**

**Mitigating guidance for Wales**

Restrictions are in place for hospitality settings from 18:00 on Friday 4<sup>th</sup> December and will be kept under review. The temporary Christmas Rules and 'Christmas bubbles' from 23-27 December do not apply to hospitality settings over this period, where the rule of 4 will remain in place.

The sector has faced immense challenges as a result of the measures put in place to keep bars, pubs, cafés and restaurants safe, with the majority of businesses working hard to comply. Whilst venues are required to continue to implement these measures to minimise the risk of exposure to coronavirus, additional measures whereby hospitality venues can no longer serve alcohol and must close by 18:00 will be introduced from 18:00 on 4th December. This reflects the current public health advice.

Whilst the main aim of these measures is to minimise the level of risk, it is ultimately everyone's responsibility (including a personal responsibility) in individual circumstances to consider the most sensible thing to do to avoid the spread of the virus. This includes continuing to ensure safety measures are in place but also factoring in the risks associated with the length of time people spend in hospitality venues, the number of people present and levels of ventilation. The longer a person with the virus spends in a venue and the more they interact with others, the higher the number of people likely to be infected. In addition, the more people move between hospitality venues, the higher the risk for the individuals involved and the more likely it is the virus spreads and the more difficult it becomes for contacts to be traced. For this reason, as part of the controlled entry requirements, booking periods/dwell times of up to 2 hours (120 minutes) should be considered as a rule of thumb.

At all times safety should be put first, and going to a pub, bar, café or restaurant should not feel the same as it used to. We have a duty of care to each other and to the businesses we all enjoy and that others rely on for their livelihoods. The sector is open – let's keep it that way by doing our bit to keep coronavirus under control and to keep Wales safe.

**This guidance has been produced by the Welsh Government following consultation with industry stakeholders and applies to hospitality businesses in Wales.**

1. Hospitality settings, including restaurants, cafés, pubs, and bars can open indoors and outdoors for the consumption of food and non-alcoholic drinks but must close to all members of the public by **18:00**. Alcoholic drinks cannot be served or consumed at any time within these premises and this will be **strictly enforced**. Takeaway services can still operate as normal, providing food and drinks are sold for consumption off the premises and no alcohol is sold after 22:00. Premises with a license for off-sales can continue to sell alcohol up until 22:00 as part of the takeaway offer. Face coverings and physical distancing rules must be followed.
2. Hotels and other accommodation providers can serve food and non-alcoholic drinks in bar/restaurant areas within their premises up to 22:00 but must close by 18:00 to non-residents. For room service, residents can order food and drink at any time for consumption in their own rooms only, but must not include alcohol after 22:00 and before 06:00 the following morning. For bookings made for weddings and civil partnership receptions and funeral wakes before 30 November to be held in hotels and other accommodation (for up to the maximum of 15 people allowed), non-residents and residents can remain until 22:00 for food and non-alcoholic drinks. For those booked after 30th November the venue must close by 18:00 to non-residents.

3. In all premises (other than private dwellings or in holiday or travel accommodation), indoors and outdoors, the maximum number of people that can meet, without a reasonable excuse, is set to four. This means that up to four people (not including children aged under 11 or a person who is caring for someone participating in such a gathering) from different [households](#) can meet – but this should be a maximum not a target. The only exception is if more than four people live together in one household, in which case there is no maximum if they meet indoors or in any part of regulated premises that is outdoors (see regulation 21(1) for the meaning of “regulated premises”. Other than that exception, the intention is that four is an absolute maximum rather than a “target” number and that the maximum number will be [strictly enforced](#). A household means a group of people living in the same home. A household can be one person living on their own, flatmates, or a family living in the same home.

The temporary Christmas Rules and ‘Christmas bubbles’ from 23-27 December will not apply to hospitality settings, where the rule of four will remain in place over this period.

4. All regulated premises must take all reasonable steps to minimise the risk of exposure to the virus including continuing to ensure compliance with Social Distancing requirements and other reasonable mitigations within the venue e.g. implementing mitigations between tables where it is not possible to maintain 2m of space and maximising ventilation. This also applies during this period of further restrictions where alcohol cannot be consumed within hospitality premises. Where up to 4 people from different households are sat together at a table, every effort should still be made by the business and the customer to ensure that they maximise distance at the table. The aim is to keep staff and customers safe and it is fully acknowledged that there is a vital role for the customer to play in adhering to Social Distancing requirements when on the premises. A checklist to help businesses implement social distancing measures is [available here](#). Bookings should not knowingly be taken for more than four people (unless they are from the same household) by separating the party onto different tables e.g. for Christmas parties.
5. In premises authorised to sell or supply alcohol (e.g. licensed premises) only, there must be a person controlling entry in respect of the sale or supply of food or drink for consumption on the premises. This also applies during this period of further restrictions where alcohol cannot be consumed within hospitality premises. Controlled entry includes pre-booking wherever possible with details of all members of the group taken as part of the booking and verified on arrival (see also point 5). “Walk-ups” should be kept to a minimum

and subject to access through a controlled entry point with provision and verification of names of all members of the group at that point.

6. In all premises (licensed and non-licensed) keeping records of staff, customers and visitors to support the [NHS Wales Test, Trace, Protect service](#) is mandatory, and the names of all customers or visitors, their telephone numbers, date of visit and arrival and departure time must be collected and retained for 21 days. This can either be done on paper or electronically but should adhere to General Data Protection Regulations (GDPR).

The [NHS COVID-19 app](#) complements the above mandatory arrangements on keeping records of staff, customers and visitors, by providing your customers with the fastest way to see if they are at risk from coronavirus. However the NHS COVID-19 app does not substitute this guidance and is not essential or mandated. A checklist and information to help businesses with keeping records is [available here](#) and [here](#).

- 7 In all premises customers are required to provide verification of their name when filling in contact details. Methods of verification may vary but might for example include drivers licence, bank or credit cards. Particular attention should be given to the details of a household group over 4 (not including any children aged under 11 or a carer of a person in the group), where adult customers will need to provide proof of name and address e.g. an electronic or paper based official document. A household means a group of people living in the same home. A household can be one person living on their own, flatmates, or a family living in the same home. What is important is that it is always the same people and the same home. Where the data of children may be collected (for example, where a 16 year old person attends the premises), consideration must be given to any associated risk in retaining this information, and further information on these risks can be found on the [ICO website](https://ico.org.uk/for-organisations/guide-to-data-protection/key-data-protection-themes/children/) (https://ico.org.uk/for-organisations/guide-to-data-protection/key-data-protection-themes/children/). After reading this guidance, a premises might decide that it's more appropriate for their responsible adult's contact details to be noted against their children.
- 8 As indicated in section 3 above, in all premises authorised to sell or supply alcohol (e.g. licensed premises) there must be a person controlling entry, this must include allocating a limited time period during which customers may stay in the premises, for example a booking period/dwell time of up to 2 hours (120 minutes) for each group. It is recognised there is a risk that some customers might book consecutive time slots at, for example, a variety of pubs which could increase the risk of the spread of the virus. There is a responsibility on all customers to keep themselves and others safe but the hospitality sector is encouraged to work together to

discourage, for example, “pub crawls” in order to also help keep the sector safe and open.

- 9 In premises authorised to sell or supply alcohol (e.g. licensed premises), customers must be seated (anywhere other than at a bar) when ordering food or drink, when being served with food and drink, and when consuming food and drink. Licensed premises are encouraged to use smartphone apps for customers to pay of food to minimise contact between staff and customers. If paying at the counter, social distancing should be maintained. In unlicensed premises customers can order and pay at the counter subject to maintaining social distancing, but should consume food and drink at their table.
- 10 All premises must ensure that where people are required to wait to enter the premises that a distance of 2m is maintained except between members of the same household or a carer and the person assisted by the carer.
- 11 All staff and customers should wear face coverings unless the person is under 11 or has a reasonable excuse not to wear the [face covering](#) (e.g. where reasonably necessary to eat or drink). A face covering can be very simple; it just needs to cover the mouth and nose but advice is provided within the linked guidance. From a public health perspective, a face shield/visor is not as effective as a face covering. They are worn in clinical/care giving settings to protect against large droplet exposure, including by inoculation through the eyes, but when worn outside these settings there is no evidence that face shields/visors protect the wearer or are an effective source control for either larger droplets or small aerosols. A checklist to help businesses with hygiene measures is [available here](#).
- 12 The obligation is on members of the public to adhere to the latest travel restrictions. Whilst businesses are not legally responsible for enforcing these requirements on their customers, they must not help customers break these restrictions. This means not knowingly accepting customers who have travelled to their premises from an area where travel is not permitted. The obligation is on the individual although a business that encourages a breach may also commit an offence.
- 13 All businesses must set and display the maximum capacity for the premises and put in place measures for communicating and managing the maximum capacity set.
- 14 Ensure customers are fully aware of their responsibilities for observing social distancing and all Covid-19 safety measures – using clear signage and other visual communications (e.g. posters or airline style flashcards).

- 15 Implement one way systems, where the building (and other legislation – e.g. Equality Act 2010) allows. Outside queues should be managed to ensure they do not cause a risk to individuals, other businesses or additional security risks, for example by introducing queuing systems.
- 16 Maximise ventilation and enhance airflow by opening windows and propping open internal doors (but not fire doors) where possible.
- 17 Deploy fixed teams of staff on each shift to reduce interactivity between team members. Set a maximum staff number, or space per staff member, in kitchens to allow for social distancing whilst taking into account the cramped nature of many kitchens. Encourage new ways of working, adapting shift patterns and menus to significantly reduce the number of people working in kitchens at any one time.
- 18 Designate a named member or members of staff (depending on number of covers) during all opening hours to monitor Covid-19 hygiene and enforcement of social distancing/safety protocols – acting as ‘Covid Secure Monitors’. This is an important role in ensuring a Covid secure environment and you should ensure that priority is given to this role and that a responsible member of staff is in place for each shift.
- 19 Employers should appoint and engage with a staff representative, and trade union representative wherever possible, for all employee related Covid-19 issues.
- 20 The maximum number of people that can meet outdoors in hospitality premises is the same as indoors and is set to four. This means that up to four people (not including children aged under 11 or the carer of a person involved in the gathering) from different households can meet outdoors in hospitality premises such as beer gardens. The only exception would be if more than four people live together in one household, in which case there is no maximum.
- 21 When utilising outdoor spaces, the use of physical coverings, awnings, gazebos or marquees should be implemented in such a way so as to ensure that they are aligned with current public health advice. The effects of sunlight, wind direction and intensity, social distance and effective handwashing should all be considered.

Specifically, if they are closed on all sides and roof/ceiling they are considered and treated as an internal environment, and if they are open-sided (at least 3 or 4 sides open) they are to be considered and treated as an external environment. The risk associated with spreading COVID-19 is significantly higher in indoor environments as there is less natural ventilation, so consideration should continue to be given to using marquees as part of the external environment. It is imperative that if marquees or similar are to be used they need to be part of the premises' risk assessments included in cleaning regimes, and monitored so as to ensure compliance with social distancing requirements

<https://gov.wales/creating-safer-public-places-coronavirus>.

- 22 Loud noises, which will require people to raise their voices or shout and therefore increase aerosol spread, must be avoided. To that end TV broadcasts, recorded music and any other approved forms of entertainment should be kept at background level, dancing and singing avoided, and live performances should only take place if you can demonstrate that risks can be mitigated. Further information on the [rules on rehearsing and performing](#) is available on Gov.Wales.
- 23 Avoiding shared activities in hospitality venues that would entail people breaching the rules on indoor gatherings e.g. skittles, darts, pool and other 'pub games'. However each proposed activity can be considered on its own merits. For example, a quiz maintaining separate groups and complying with the rules on indoor gatherings (for example where each group collects a quiz sheet at the beginning of an evening and submits it at the end of the evening) would not necessarily constitute a gathering and could therefore be permissible.
- 24 The use of Apps or other communications devices is recommended, to reduce contact with customers, including options for menus, ordering, billing and contactless payment.
- 25 Access to indoor toilets will be allowed subject to adherence to cleaning and other protocols aimed at protecting staff and customers. See guidance on the safe management of toilets used by the public <https://gov.wales/providing-safer-toilets-public-use-coronavirus-html>
- 26 All businesses should implement rigorous cleaning and hygiene practices to keep their premises safe from thorough and regular cleaning of high contact touch points, toilets, tables etc throughout the course of the service in line with your risk assessed cleaning regime. Businesses are required to undertake a deep clean before any re-opening after a prolonged period of closure and to take account of potential legionella issues. (Where mains water has been turned off since the close of the premises at lockdown, when it is reconnected it will need running through

to flush away any microbiological or chemical residues built up while the water supply was disconnected).

- 27 Each business must have available on site a full risk assessment, prepared in line with the Welsh Government and UK Hospitality industry guidance which staff have been consulted on. Businesses should make their Covid-19 risk assessment publicly available for staff, customers and the community and should update their risk assessments in line with the latest guidance.

**Useful links:**

**Coronavirus regulations from 9 November: frequently asked questions**

<https://gov.wales/guidance-for-tourism-and-hospitality-businesses-coronavirus-html>

<https://gov.wales/coronavirus-regulations-guidance>

<https://gov.wales/coronavirus-regulations-guidance#section-48600>