

Sector guidance for tourism and hospitality - checklist

Operational guide for tourism and hospitality businesses (COVID-19)			
Action for tourism and hospitality businesses	Small/micro – i. e. no premises or mobile asset, or fixed unit premises - less than 250 m2 (i. e gift shop/small bar/small restaurant/tour operators/boats/experience-adventure tourism/accommodation providers)	Medium – i. e. outdoor attractions/indoor facilities or mixed premises of 250 to 2500 m2 (i. e. bar/restaurant/visitor attraction/experience/adventure tourism/accommodation providers)	Large – i. e. outdoor attractions/outdoor facilities or mixed premises of greater than 2500 m2 (i. e Hotels/ visitor Attraction/experience/adventure tourism)
Must complete and implement full risk assessment in consultation with employees where there are staff (to be written down where 5 or more employees).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Distancing: Signage and Markings			
Use tape or paint to mark 2m distances on floors to help people comply with physical distancing regulations, bearing in mind that some people may find these measures more difficult to adhere to than others e.g. those with sight loss, autism, learning disabilities, dementia, or other communication or mobility needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Signage should be used to communicate key health and safety points, such as hygiene, physical distancing and that there is no unintended impacts on people with disabilities or caring responsibilities. Messages should be clear and easy to understand.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consider using physical distance 2m floor markings for other common areas such as reception desks, waiting areas, toilets,	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

kitchens, showers, lockers, changing rooms and smoking shelters - and in any other areas where queues may typically form.			
Physical Distancing: Capacity			
Limit the number of customers at one time so this can maintain physical distancing for the setting.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Decide upon the number of customers that can reasonably follow 2m physical distancing within the premises. Take into account likely pinch-points and busy areas and then implement relevant measures, such as spacing of tables and chairs, and sufficient safe passing places.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifts should only be used by disabled people, for essential purposes, or on a one person per lift basis where possible.		<input type="checkbox"/>	<input type="checkbox"/>
Physical Distancing: Staff and Customer			
If your premises has more than one access point, introduce a one-way system at entry and exit points if possible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stagger arrival and departure times of staff to reduce crowding into and out of the workplace, if this is an issue.		<input type="checkbox"/>	<input type="checkbox"/>
Where possible, take measures to reduce the potential crowding of people, for example by having more entry points for employees/customers into the workplace or change opening hours.		<input type="checkbox"/>	<input type="checkbox"/>
Review layouts to let employees/customers to work/stand further apart	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

from each other where possible.			
Consider staggered arrival times or appointment slots for customers with a queuing system in place to ensure a safe distance of 2m.		<input type="checkbox"/>	<input type="checkbox"/>
Identify high risk areas such as pinch-points like bar areas, entrances or stairs where close physical contact is likely and/or obstructions force close physical contact. Take measures to reduce risk, including order points or collection zones.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consider appropriate measures to ensure non-counter based services are conducted safely within physical distance guidance, such as room service, bar and table service.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If your business involves non-assisted activities, such as boat or equipment hire, consider appropriate measures to ensure customers are able to use the service safely and in accordance with physical distancing and hygiene rules	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Distancing Queue Management			
Check for new traffic and street management plans from local authorities, and consider adjustments that might be required to your own queue management system. Businesses will need to think outside the normal trading environment to implement innovative measures such as numbering systems, and changed opening hours to manage queues.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Businesses must take all reasonable measures to ensure that there is physical distancing within queuing systems.			
Communicate with nearby businesses to manage shared queueing areas where outside space is limited or not available. If assistance in this matter is required contact your local authority for advice.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use outside premises for queuing where available, such as car parks, and consider implications for traffic management where necessary.		<input type="checkbox"/>	<input type="checkbox"/>
Physical Distancing: Adapting Services			
Plan layouts accordingly within the physical distancing requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Face to face/physical contact services which currently cannot maintain 2m physical distancing cannot be offered while restrictions remain in place. Where physical proximity or contact is necessary and cannot be avoided appropriate measures should be considered as part of the risk assessment i. e. use of screens. This does not prohibit goods being sold but relates to the nature of the customer interaction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
If variations to operating plans are necessary consider whether changes to licenses are required i. e. occasional or major changes – and contact your local licensing board	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hygiene			

Customers should be encouraged to use contactless or cashless payment where possible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consider other ways to reduce communal hand contact surfaces.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use signage, tannoy announcements and any other relevant communication tools to remind customers to maintain hygiene standards. i. e. hand washing and coughing etiquette.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Encourage customers to observe high standards of hand hygiene by providing hand sanitiser at entry and exit points and in any common areas.		<input type="checkbox"/>	<input type="checkbox"/>
Self-service/buffet type services for food and drink carry a high risk where serving equipment would be handled and used by multiple people. It is not possible to offer such services at this time. Consider options for pre-packed goods for over-counter sale.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toilets – due to the likely contained space of toilet facilities careful consideration must be given to how these can be used safely and within guidance. Ensure you have checked and are following the guidance provided for safe use of toilet facilities when it is made available.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleaning			
Work areas, staff rooms, canteens and equipment should be cleaned frequently between uses. A cleaning schedule should	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

be designed and staff trained to implement the schedule.			
Frequent touch points should be identified and disinfected regularly including all objects and surfaces that are touched regularly such as door handles or staff handheld devices. Adequate disposal arrangements should be made available for any additional waste created.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Workspaces should be kept clear and all waste should be removed. All personal belongings must be removed from work areas at the end of a shift, i. e. water bottles, mugs, stationery etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Set clear use and cleaning guidance for toilets to ensure they are kept clean.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Consider whether you can provide additional waste facilities and more frequent rubbish collection.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other methods of reducing transmission			
Use screens to create a physical barrier between people, for example at till points/reception and service desks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide a nearby supply of hand sanitiser for employees to use when boarding vehicles or handling deliveries when handwashing is not practical and ensure staff have access to and are able to regularly wash their hands. Provide hand sanitiser if hand washing is not practical.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Increase ventilation where possible and were it is safe	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

to do so. i. e. do not keep fire safety doors open.			
Communication - Customer and Staff Support			
Make your risk assessment available to staff and customers and keep under regular review (for businesses with 5 or more staff)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide written or verbal communication of the latest guidelines to both staff and customers inside and outside the premises.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
You should take reasonable steps to ensure that disabled people are informed about new procedures, and are able to access facilities, i. e. handwashing facilities at wheelchair height, verbal direction for those unable to see floor markings or signage etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provide active travel facilities, to encourage staff and customers to walk or cycle to premises, such as bike-racks where possible. Building arrangements will determine whether this is appropriate.		<input type="checkbox"/>	<input type="checkbox"/>
Staff Safety: Additional Measures			
Use remote working tools to avoid in-person meetings.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stagger break times and make use of outdoor space for breaks where possible.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Be clear on what actions you must take if you encounter an incidence, or suspected incidence, of COVID-19 in your premises, whether in staff or customers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use a consistent pairing or grouping system where	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

employees work on shifts together.			
Consider contingency and risk plans for future events i. e. if circumstances require the re-imposition of lockdown measures or customer behaviour results in breakdown of physical distancing requirements.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>