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Food Business Operator- Hospitality  
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May 2021

Reference: Hospitality Reopening

Dear Sir/Madam

### **Reopening of Hospitality on 17<sup>th</sup> May 2021 and Covid19 requirements**

I hope you are keeping safe and well.

Government has announced that from Monday 17<sup>th</sup> May 2021 indoor eating and drinking can restart with seated service and consumption only with a maximum of 6 individuals or two households seated together. Shisha is not permitted. You must ensure that every customer either scans the NHS Test and Trace QR Code on arrival or complete your test and trace record. Records are to be kept for 21 days. This is a legal requirement. Indoor and outdoor tables and chairs must be socially distanced either 2m or 1m+ where screens are used or there is back to back seating.

#### **Test & Trace NHS QR Code and records**

1. You need to **print off a new** NHS QR Code and have this displayed at your premises as the QR messaging system has been changed.  
<https://www.gov.uk/create-coronavirus-qr-poster>
2. You are required by law to ensure that each individual person who comes in to your premises to sit down and eat both indoors and outdoors scans the NHS Test and Trace QR Code on entry. You should refuse entry to any person who does not agree to either use the App or complete a record.
3. If a customer has not downloaded the NHS QR Code App, or they do not have a mobile phone, you must by law keep a record of their name, contact telephone number or email including the date and time they arrived; and preferably when they leave. This is so that in the event of a covid19 outbreak we can trace every person to ensure they get tested and isolate where required to prevent the further spread of the virus.



## Face Coverings

Customers must wear a face covering indoors when they are walking in and out of your premises and for example, when they go to the toilet.

Staff must wear face coverings indoors when in public areas. Staff are encouraged to wear face coverings when in outdoor areas.

## Rule of 6 and up to 2 households

Groups of no more than 6 individuals from different households are to be seated together.

Up to 2 households can be seated together.

## Social Distancing

Chairs and tables are to be kept 2 meters apart; or 1m+ where for example there are screens between tables and chairs or where chairs are back to back.

All customers are to be seated and remain seated when eating and drinking and should pay electronically when seated.

It is important that staff socially distance when at work from each other and when dealing with customers to help reduce virus transmission. Staff should not share car journeys to work and you need to ensure that in staff rooms and smoking areas that social distancing occurs, as these are common causes of outbreaks of the virus in workplaces.

## Ventilate

Any outdoor structures such as marquees must be 50% or more open.

Keep windows and doors open for fresh air and ventilation as this has been shown to be effective in keeping virus levels down and reducing transmission. You may want to consider applying for a pavement licence for tables and chairs  
[https://m.luton.gov.uk/Page/Show/Business/Business\\_support\\_and\\_advice/licensing-and-regulation/Permits%20Authorisations%20and%20Licences/Pages/Fast-track-pavement-licence.aspx](https://m.luton.gov.uk/Page/Show/Business/Business_support_and_advice/licensing-and-regulation/Permits%20Authorisations%20and%20Licences/Pages/Fast-track-pavement-licence.aspx)

Shisha is **not** permitted.

## Cleaning

Please sanitise touch points, toilets, tables, chairs, and common areas frequently. It is advisable to serve sauces, salt and pepper in sachets.

## Noise and Music

The virus is spread more quickly where people have to talk loudly or shout to be heard. Please ensure that music and TV volumes are kept to a minimum.



## Twice Weekly Testing

Everyone is encouraged to use a lateral flow test kit twice a week to check that they are virus free; especially as 1 in 3 people will not have symptoms. You can get your free test kits by picking up from testing stations, pharmacies or ordering by phone or online. <https://www.nhs.uk/conditions/coronavirus-covid-19/testing/regular-rapid-coronavirus-tests-if-you-do-not-have-symptoms/>

Please encourage your team and their families to test regularly to keep the workplace and Luton Safe.

Anyone with symptoms of covid19 should get a PCR test at a test station or by ordering a kit to be home delivered. Anyone with symptoms must remain at home and isolate until they have the result of their PCR test. <https://www.gov.uk/get-coronavirus-test>

## In the event of someone testing positive

If you have any concerns about a team member or a customer testing positive; or your staff have suspected symptoms, you should immediately contact the local Public Health England Health Protection Team on 0300 303 8537 or email [eoecrc@phe.gov.uk](mailto:eoecrc@phe.gov.uk). Please also copy [C19workingsafely@luton.gov.uk](mailto:C19workingsafely@luton.gov.uk) in to your email so the council's public health team can also offer advice and support.

## Not sure about c19 working safely guidance and need advice?

If you need advice on covid secure measures and risk assessments for your workplace, please email [c19workingsafely@luton.gov.uk](mailto:c19workingsafely@luton.gov.uk) for advice. You can also find official government guidance on covid secure measures at [www.gov.uk/coronavirus](http://www.gov.uk/coronavirus)

## Vaccination

The vaccine is safe and effective in helping keep the community and loved ones safe. Please encourage all staff to get the vaccine when they are offered it.

Thank you for helping keep Luton Safe and good luck with reopening. Covid Marshalls and Officers will be carrying out visits to answer queries and check social distancing measures are in place.

Kind Regards, best wishes and thank you,

Liz Bailey  
Commercial Regulatory Manager