

# COVID-19: Checklist for Tourism and Hospitality Businesses – HYGIENE

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You must undertake a specific COVID-19 risk assessment and take all reasonable measures to minimise exposure to COVID-19 on your premises. This includes implementing good hygiene measures and ensuring adequate ventilation, which can help reduce the spread of COVID-19.

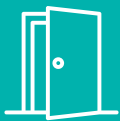
All businesses should implement a deep clean before re-opening and take account of potential legionella after a prolonged period of closure by flushing through water systems to clear any stagnation.



All staff and customers should wear face coverings unless the person is under 11 or has a reasonable excuse not to wear one (e.g. to eat or drink). Ensure safe disposal of face coverings for staff and visitors.



Ensure thorough and regular cleaning using disinfectant in high footfall areas and in high contact touchpoints such as counter tops, tables and door handles.



Increase ventilation by opening windows and doors (not fire doors).



Regularly clean barriers and protective screens used to separate people.



Use clear signage and other communication to remind customers and staff about good hygiene.



Limit customer contact with items such as menus, napkins, and trays. Provide disposable paper “placemat” menus if possible.



Place hand sanitisers in multiple locations, particularly at entry points and elsewhere at key touchpoints. Ideally soap (automated dispensers where possible), water and paper towels should be provided in washrooms rather than hand sanitiser.



Take cutlery and napkins to customers rather than asking them to help themselves.



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## Toilet facilities



Provide individually wrapped sauces and condiments to customers on request, rather than keeping on tables.



Ensure staff regularly wash their hands.



Ensure staff pay careful attention to respiratory hygiene, particularly when handling food.



Designate a member of staff during opening hours to monitor hygiene protocols.



Display certificates for customers evidencing staff have been trained on good hygiene practices.



Maintain a rigorous and regular cleaning schedule, particularly on frequently touched surfaces.



Ensure frequent collection of paper towels and other waste.



Where possible, provide disposable hand towels as an alternative to hand dryers. Ensure a constant supply of soap (preferably via automated dispensers) and warm water.



Use signs and messages to build awareness of good handwashing techniques.



Regularly check toilet facilities and include a record of checks.



Where possible, doors to toilet blocks may be wedged open to maximise fresh air, to allow users to assess numbers inside, and to limit hand contact.

For more information visit: <https://gov.wales/guidance-for-tourism-and-hospitality-businesses-coronavirus>

