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

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As an operator of accommodation, a pub, bar, café or restaurant, you should take all reasonable measures to ensure that a distance of 2 metres is maintained between people who are on your premises or are waiting to go into your premises.

Where 2 metre social distancing is not practical or commercially viable within the venue e.g. between tables, it is particularly important to take other reasonable mitigating measures to minimise the risk of exposure to coronavirus.
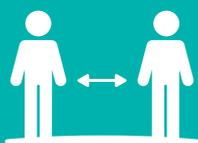
Use clear signage and other communication to ensure customers adhere to social distancing.

Implement one way systems e.g. using signs, floor graphics, cordons/barriers or floor arrows, and encourage guests and visitors to move through enclosed public areas as quickly as possible.

In **licensed** premises only, Controlled Entry is required. This includes pre-booking wherever possible and keeping walk-ups to a minimum. For more detail see the 'Keeping Records' checklist.

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

Treat marquees as part of the external environment, open on at least 3 sides or more than 51% open.

Implement queueing systems including prompts (such as floor tape) to maintain social distancing.

All licensed premises must implement table service.

Use Apps for the ordering, and where possible payment, of food and drink to minimise staff interaction with customers.
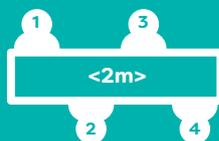
For groups from different households, every effort should be made to ensure compliance with social distancing requirements and other reasonable mitigations.

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Do not allow customers to drink or congregate at the bar or other areas.

Use back-to-back or side-to-side seating (rather than face-to-face), including installing physical barriers such as protective screens, which can be effectively washed and cleaned, between tables.

Install physical barriers such as protective screens, which can be effectively washed and cleaned, at reception desks and pay stations.

Minimise loud noise and music to avoid shouting, and do not permit live performances.

Within accommodation, ensure that guests keep the doors to their rooms closed at all times, apart from when entering and leaving.

Ensure social distancing is maintained in toilet facilities by closing some urinals/toilets and basins (or installing suitable dividers), and restricting the number of individuals who are able to enter at any one time.

Deploy fixed teams of staff for each shift, and minimise the sharing of equipment.

Allow space for staff to practice social distancing whilst working in all parts of your premises.

Designate a member of staff to monitor COVID-19 safety protocols.

Ensure your specific COVID-19 risk assessment is updated in line with the latest guidance and make it publicly available.

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

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