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Llywodraeth Cymru
Welsh Government

For the attention of the visitor economy sector

RE: Maintaining a Covid secure environment in the visitor economy to protect staff and customers

We can all take comfort in the huge gains we have made over the past few months in reducing the number of infections in our communities and in the vaccination of the most vulnerable. These gains have allowed the phased return of the economy and of services that are so important to many people.

I know that throughout this crisis, including during the opening of the sector last year, that tourism, hospitality and event businesses have embraced the guidance developed to ensure that they are Covid secure and have engaged with their local enforcement officers. I also know from reports from local authorities that their officers are out and about supporting you to protect your staff and your clients.

Across the Welsh economy, with very few exceptions, compliance with guidance has been excellent. However towards the end of last year, and in those business permitted to remain open over the last few months, there have been a few worrying incidents of clusters of cases, reports of non-compliance with Covid control measures and there is a danger that 'Covid fatigue' has become an issue across a number of sectors.

Despite the gains that we have made, the underlying principles outlined in guidance on Covid security in your sector has not changed and we must continue to ensure that any opportunity for transmission of the virus is minimised. I would like to remind you that maintaining the 2 metre rule wherever possible, applying good hand hygiene, appropriate use of face coverings and maintenance of accurate customer contact details are essential. These important controls will help mitigate any risks to your staff and customers.

The majority of businesses have worked closely with local authority enforcement officers to ensure that they can deliver a much needed service as safely as possible. I know how successful the joint working has been and that you understand local authority enforcement officers have a legal duty to inspect and advise businesses on the requirements of the Coronavirus regulations. It is important that this is recognised and they are treated with respect, by both yourselves and your customers. To provide support we have produced action cards [Tourism & Hospitality Business Action Card](#) / [Tourism & Hospitality Customer Action Card](#) which highlight the expected response of all partners in keeping everyone safe, in line with the national guidance [Tourism and Hospitality Businesses Guidance](#) / [UK Hospitality Cymru](#) / [Business Wales Tool Kit](#) .

I have confidence that working together we can continue to offer a safe service appreciated by all. Thank you for your efforts in helping to keep Wales safe.

Yours sincerely

A handwritten signature in black ink, appearing to be 'Frank Atherton', with a stylized, cursive script.

DR FRANK ATHERTON