

## Tourism Matters: Latest Government announcements and updates

Dear Tourism Industry Partner

Following the Prime Minister's update yesterday, herewith a summary of the changes to restrictions. There is also information on the new measures to support and enforce self-isolation, the new regulations for hospitality businesses to enforce the rule of 6, the NHS test and trace guidance from DHSC, plus a few other updates.

We would also like to **draw your attention to the urgent message in the Visit Kent section** below.

If you know somebody who would like to read our e-news, please forward it on, or let them know they can register to receive it themselves on [visitth.net.co.uk/tourismmatters](https://visitth.net.co.uk/tourismmatters)

### Government Advice

The [Prime Minister Boris Johnson made a statement](#) to the House of Commons on Tuesday 22nd September to outline the Government's response to the rising number of Coronavirus cases, including new restrictions in England.

#### **In summary:**

- From Thursday 24th September all pubs, bars, and restaurants must operate a table service only (except for takeaways)
- Also, from Thursday 24th September, all hospitality venues must close at 10pm. Takeaways should also close, but they can continue to provide delivery services after 10pm
- The requirement to wear face coverings has been extended to include staff in retail, all users of taxis/private hire and to staff and customers in indoor hospitality with the exception of when seated at a table to eat or drink.
- In retail, leisure, tourism and hospitality settings, the Government's COVID-19 secure guidelines will become legal obligations. Businesses will be fined and can be closed if they breach the rules.
- From Monday 28th September a maximum of 15 people will be able to attend wedding ceremonies and receptions. Up to 30 will still be able to attend funerals.
- Business events, and large sports events, will not be able to reopen from Thursday 1st October as intended.
- Office workers who can work from home have been asked to do so. In professions where this is not possible, people should continue to go into their workplace.
- The rule of six will be extended to all adult indoor team sports.

These rules will be enforced by tighter penalties. The penalty for breaking the rule of 6 or not wearing a mask when required will double to £200 for a first offence. The police will be provided with extra funding, and given the ability to draw on military support when needed. We will update you as and when more guidance becomes available.

[Read the full statement](#)

## **Other Information updates**

### **New regulations for hospitality businesses and venues to enforce the rule of 6, NHS QR code posters and contact logs**

The Government announced that from **Friday 18th September**, [hospitality venues in England](#) are legally required to enforce the rule of 6 or face a fine of up to £4,000. From then these venues will also be legally required to log details of customers, visitors and staff for NHS Test and Trace and from Thursday the 24 September they will be required to display official NHS QR code posters under law ahead of the NHS COVID-19 app being rolled out nationally on Thursday 24th September. A short video introduction to QR posters for businesses can be found [here](#).

#### **Services included in the new legal requirements are:**

- Hospitality, including pubs, bars, restaurants and cafés
- Tourism and leisure, including gyms, swimming pools, hotels, museums, cinemas, zoos and theme parks
- Close contact services
- Facilities provided by local authorities, including town halls and civic centres (for events), libraries and children's centres

Click [here](#) for a full list of services.

#### **Further details:**

- From Friday 18th September, pubs, bars, cafes and restaurants in England will now need to take bookings of no more than 6 people, ensure people are not meeting in groups of more than 6 people on their premises, and make sure there is sufficient space between tables.
- The regulations will be enforced by Local Authorities, who will have the power to issue fines of up to £1,000 for venues that are failing to comply, or the police as a last resort. Fines will rise to up to £4,000 for repeat offenders.
- Businesses will be expected to make sure their customers are aware of the rules around QR codes by displaying posters and speaking to customers directly.
- It will be an offence for a business to fail to adhere to the rule of 6 (respecting all exceptions to this) when taking a booking, allowing entry to a group of more than 6 people. Once groups are within the premises, businesses also risk offending if they fail to advise groups not to merge in ways that breach the rules.
- Businesses will also need to ensure adequate distance between tables (2m or 1m+) and prevent customers from dancing.
- If individuals choose to check-in using the NHS COVID-19 app QR code poster they do not need to log in via any other route.
- Information should be collected by the venue for those people that have not checked-in using the QR poster.

[Businesses can create their coronavirus NHS QR code here](#). Or please see the attached document

### **What to do if customers don't scan the QR code**

If anyone does not scan the QR code you **must** [take their details](#) which should include:

- **The name of the customer.** If more than one person, **record the details of all of the group** and the number of people (up to 6).
- **Contact phone number.** If a phone number is not available, get an email address or postal address
- **Date of visit**
- **Arrival time and, where possible, departure time** (even estimated time will help)
- **Name of the assigned staff member**, if a customer will interact with only one member of staff (for example, a hairdresser). This should also be recorded on the log.
- **Records must be kept for 21 days.**
- **Hospitality venues must refuse entry** to customers who refuse to scan or log their details.

### **NHS Test & Trace testing guidance from DHSC**

Following a recent survey at testing sites that found that a quarter of people turning up did not have symptoms, DHSC (Department for Health and Social Care) guidance is that if you don't have coronavirus symptoms, and have not been advised to take a test by a doctor or a public health professional or by your local council, you should not be booking a test. Healthcare professionals will be checking those for symptoms at testing sites.

As well as [guidance for individuals](#) please see below some advice for employers and travel companies:

- **Employers:** you should not be asking members of staff to get tested before they come into the workplace. You can also help by communicating the guidance around testing to your staff.
- **Travel companies:** you should not be directing clients to NHS Test and Trace to get a test for anything related to overseas travel. Clients should be directed to get a private test.

### **New measures to support and enforce self-isolation in England from 28 September**

From Monday 28th September, people will be legally required to self-isolate when instructed to by NHS Test and Trace. Fines for those breaching self-isolation rules will start at £1,000, in line with the penalty for breaking quarantine after international travel, and can increase to up to £10,000 for repeat offences and for more serious breaches, including for those preventing others from self-isolating. For example, this could include business owners who threaten self-isolating staff with redundancy if they do not come to work. A number of steps will be taken to make sure that people are complying with the rules.

A payment of £500 will be available for people in England who are on lower incomes, cannot work from home and have lost income as a result of self-isolating. Local Authorities are setting up these self-isolation support schemes which are expected to be in place by

Monday 12th October. Those who start to self-isolate from Monday 28th September will receive backdated payments once the scheme is set up in their Local Authority.

[Read the full announcement.](#)

### **Update to how to self-isolate when you travel to the UK guidance**

A new example of [exceptional circumstance](#) which may permit you to leave your place of self-isolation has been added - if you have a health condition or a disability that would be seriously exacerbated if you were not able to leave your accommodation (and its outdoor areas) where you are self-isolating to take exercise.

### **Statutory Sick pay update**

From Wednesday 26th August 2020 employers can claim [Statutory Sick Pay](#) for employees who have been notified by the NHS to self-isolate before surgery.

### **[Visit Kent](#)**

#### **URGENT MESSAGE**

Visit Kent has received a report that guest houses in Kent have been receiving calls from a gentleman claiming to be from Visit Kent asking for a one off payment of £5.99 for a website listing. Please be aware that they have no connection with Visit Kent so you should not provide card or payment details to them. Visit Kent has contacted the police but please let them know if you have been contacted - [enquiries@visitkent.co.uk](mailto:enquiries@visitkent.co.uk)

### **Training and Support Needs for your business**

We included this information in Tourism Matters last week, but thought it worth highlighting again as you have the opportunity to express what support or training you need to help with the development of your business.

Visit Kent and the Kent Downs AONB would like you to complete a short survey, to help them deliver free support and training to businesses in Kent at a time when it is vital to rebuilding the sector. The survey will take around 10 minutes to complete and can be found [here](#). Please complete the survey by **Friday 2nd October**.

### **[Your News](#)**

Ramsgate Visitor Information Centre at The Customs House is now open Monday to Friday 10am - 4pm