

Frequently Asked Questions – April 12th reopening

****Please note you should always consult the Government Guidance as information may change at short notice****

Which businesses can reopen on April 12th?

A number of businesses can reopen from April 12th, a full list can be found [here](#)

Which businesses must remain closed?

- indoor hospitality venues such as cafes, restaurants, pubs, bars and social clubs; with the exception of providing food and non-alcoholic drinks for takeaway or outdoor service
- accommodation such as hotels, hostels, guest houses and campsites, except for specific circumstances, such as where these act as someone's main residence, where the person cannot return home, for providing accommodation or support to the homeless, or where it is essential to stay there for work purposes. However, self-contained accommodation such as campsites or holiday lets are allowed.
- entertainment venues such as theatres, concert halls, cinemas, museums and galleries, casinos, amusement arcades, bingo halls, bowling alleys, skating rinks, go-karting venues, indoor play and soft play centres and areas (including inflatable parks and trampolining centres), circuses, fairgrounds, funfairs, water parks and theme parks
- Adult entertainment venues such as nightclubs

Does a business still need to undertake Track and Trace for customers?

Under the new rules which apply for all indoor and outdoor trading, **all businesses** where customers are seated or will spend a long amount of time at the venue are legally required to ask all customers to provide their contact details or to check in with the NHS app. This relates mainly to hospitality, personal care and gyms.

Within hospitality venues it no longer just the lead Booker. Staff will also have to verify that each individual over the age of 16 has checked in using the QR code by reviewing their phone. Hospitality venues are also required to take reasonable steps to refuse a customer who does not provide their details. <https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace>

If two unaccompanied teenagers aged 16 wanted to eat in the café/restaurant would they need to sign in?

Yes, as they are over 16. Venues are not required to ask anyone under the age of 16 to check in.

Do accommodation providers need to record times of arrival for Track & Trace?

Yes, venues must record arrival time along with a name, email address (postal address if no email is available), and contact number. It is not required to record departure time, but you this should be done if possible.

What restrictions apply to hospitality businesses?

[Staying COVID-secure notice - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery#takeaways-2-2)

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Only **Outdoor areas** at hospitality venues (cafes, restaurants, bars, pubs, social clubs, including in member's clubs) can reopen, including for takeaway alcohol.

To be classed as “outdoors” any structure must be substantially open, having at least 50% of the area open to the air. Any temporary structures erected need to be suitable and safe for use. You need to consider its structural capabilities, especially in high winds.

Visit [hse.gov.uk - temporary-demountable-structures](https://www.hse.gov.uk/temporary-demountable-structures) for more information.

- These venues may allow customers to use toilets located inside.
- At any premises serving alcohol, customers will be required to order, be served and eat/drink while seated (“table service”).
- Venues will be prohibited from providing smoking equipment, such as shisha pipes, for use on the premises.
- These venues may allow customers to use toilets located inside.
- In all the venues above, **indoor events that bring people together - even if they do not mix with other households - must not run until Step 3.** This is only permitted if there is an explicit exemption - this includes support groups, supervised activities for children, parent-and-child groups (up to 15 people, not counting those aged under five), communal worship, or a wedding, reception or commemorative event like a wake.

Can customers pay their bill inside hospitality venues?

Customers should pay at their table whilst seated or another outdoor location wherever possible. If it is not possible to take payment outdoors (for example due to a technical issue), the venue can take payment indoors as a last resort. If a venue needs to take payment indoors the venue should ensure that only one customer is indoors at any time for the purpose of making payment, and should operate a tab system to ensure that customers do not need to make multiple indoor payments during their time at the venue.

Can a chargeable performance take place at a hospitality venue?

Any venue that charges for admission would constitute a performance event which cannot go ahead.

Are any performances allowed to take place in a hospitality venue?

Any performance activity should be ancillary to the main activity taking place, e.g. eating and drinking. It should not constitute a specific "event" or be likely to be the main purpose of attendance. Any music performances should be kept at a low volume to reduce the risk of voices being raised. Attendees should remain seated at all times (aside from going to the toilet etc), and maintain social distance from other groups. Attendees should not dance or sing.

How many people may share a table at an outdoor venue?

You can meet:

- in a group of up to 6 from any number of households (children of all ages count towards the limit of 6)
- in a group of any size from up to two households (each household can include an existing support bubble, if eligible)

Can I use my outside space for more seating?

In order for you to use your outdoor space there are two conditions which need to be met.

1. In order for you to serve alcohol you must have an appropriate premises licence. Sales of alcohol for consumption off the premises can only be made with an off sales permission on your premises licence. Licences can be temporarily amended to include off sales until 30 September 2021 by submitting a notification to our Licensing Section under the [Business and Planning Act 2020](#).

For further information email Licensingoffice@wakefield.gov.uk

2. You also require a **Pavement Café Licence** if your premises are not on private land. Through the Business and Planning Act, the process has been simplified and replaces the existing Pavement Café Licence and policy. This licence permits the business to use furniture placed on the highway to sell or serve food or drink and/or allow it to be used by people for consumption of food or drink supplied from, or in connection with, the use of the premises **between the hours of 7:30am and 10pm**. The application form can be found [here](#)

If I don't sell alcohol do we still need to have table service?

Hospitality venues that do not serve alcohol may allow someone to order from the counter.

What hours are retail businesses allowed to trade?

There has been a temporary relaxation of Monday to Saturday shop opening, where shops can open until **10pm**, Sunday trading hours have remained the same.

Can gyms fully reopen?

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

Yes, gyms and are allowed to open for one on one training but group exercise classes (including fitness and dance) should not go ahead indoors. Classes and organised sport can take place outdoors but should avoid contact activity.

What considerations must hairdressers take?

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19>

Where the social distancing guidelines cannot be followed in full, businesses should consider whether that activity can be redesigned to maintain a 2m distance or 1m+ with risk mitigations.

Further mitigating actions include:

- further increasing the frequency of hand washing and surface cleaning
- keeping the activity time involved as short as possible
- using screens or barriers to separate clients from one another; as everyone working in close proximity for an extended period of time should wear a visor and a [Type II face mask](#), screens will not be necessary between the practitioner and the client.
- working from the back (behind the client) or from the side, regularly circling the client.
- unless crucial for the treatment, avoiding skin-to-skin contact and using gloves where possible
- using a consistent pairing system, defined as fixing which workers work together, if workers have to be in close proximity (defined as being within arm's-length of someone else for a sustained period of time)

Can a visor be worn instead of a face covering?

Regulations now state that all staff in all businesses must not wear only a visor, a face mask or covering must also be worn at all times. A visor may be worn alongside a face mask or covering.

How can I change my business model to start selling food?

If you are a hospitality business who wishes to start offering food provision for the first time, please contact the Council Food Safety Team at food@wakefield.gov.uk who will be able to help and guide you with this.

What financial support is available for businesses?

Local Authorities have been allocated funds to distribute to eligible businesses. Information on the current funding available can be found here <https://www.wakefieldfirst.com/covid-19/>