

TIER UPDATE 08/04

Following today's daily update, [the visitor economy guidance](#) and [hotel and other accommodation guidance](#) is now available on gov.uk with more detail on what businesses can open from step two.

Visitor Economy - from 12 April, the following will apply:

Outdoor recreation and visitor attractions can reopen, but indoor areas and settings must remain closed. Locations which have both indoor and outdoor facilities can open the outdoor areas and facilities, but indoor areas and facilities must remain closed (other than toilets and facilities such as baby changing rooms). Those outdoor venues and attractions that are permitted to remain open can offer food and drink as a takeaway service or to customers that are seated outdoors socially distanced (you can find more information in the [section on hospitality](#)). This applies to many visitor economy settings, including:

- ziplining and other active outdoor leisure activities
- adventure parks and activities
- funfairs and fairgrounds
- theme parks,
- water parks, aqua parks,
- drive in events, such as for cinemas, theatres, and other performances
- animal attractions, including zoos, safari parks and aquariums
- skating rinks and trampolining parks
- visitor attractions at film studios
- botanical or other gardens, biomes or greenhouses, sculpture parks, landmarks (including observation wheels or viewing platforms) and model villages
- museums and galleries
- heritage locations such as stately and historic homes, castles, heritage sites and ruins

Non-essential retail can reopen. This will include but not be limited to: clothing stores, charity and antique shops, homeware stores, showrooms (such as for vehicles which would include caravans), retail travel agents, auction houses and markets and betting shops (subject to additional COVID-secure measures, such as limiting the use of gaming machines).

Personal care facilities and close contact services can reopen. This will include: hair, beauty and nail salons, spas and massage centres (except for steam rooms and saunas, which must remain closed), holistic therapy (including acupuncture, homeopathy, and reflexology) and tanning salons. You can find more information in the [guidance for close contact services](#) and the [guidance for sport facilities](#) (for saunas and steam rooms).

Indoor sports facilities will be permitted to open in addition to outdoor sports facilities. This includes sport facilities such as pitches, courts, golf and mini-golf courses, swimming pools, gyms and leisure centres. You should check the [guidance for sport facilities](#), and ensure you adhere to any relevant measures.

Self-contained accommodation can reopen for leisure stays for groups comprising a single household/support bubble. This is defined as accommodation in which facilities including kitchens, sleeping areas, bathrooms and indoor communal areas such as lounges, sitting areas, and any lifts, staircases or internal corridors used to access the accommodation are restricted to exclusive use of a single household/support bubble. See [guidance for hotels and guest accommodation](#) for more information.

Outdoor areas at hospitality venues (cafes, restaurants, bars, pubs, social clubs, including in member's clubs) can reopen, including for takeaway alcohol. These venues may allow customers to use toilets (and facilities such as baby changing rooms) located inside. At any premises serving alcohol, customers will be required to order, be served and eat/drink while seated ("table service"). You should check the [guidance for restaurants, pubs, bars and takeaway services](#), and ensure you adhere to any relevant measures.

Business meeting/event show-rounds, viewings and site visits for the purpose of viewing the venue for a future booking can take place at venues which are permitted to open at each step of the roadmap, or where a relevant exemption applies. From Step 2, this will include conference centres and exhibition halls, including conference centres located within hotels. Viewings of other venues can only take place from Step 3 - no earlier than 17 May.

Some outdoor events organised by a business, charity, public body or similar organisation, such as fetes, funfairs and fairgrounds, and literary fairs, are permitted. These events can take place if they meet the criteria set out in the [section on outdoor events](#) and meet specific conditions: they comply with COVID-secure guidance including taking reasonable steps to limit the risk of transmission, complete a related risk assessment; and adhere to all legal requirements including maintaining group sizes permitted by the social contact restriction at the relevant step in the roadmap, and also preventing mixing between groups; enforcing social distancing guidelines; and mandating face coverings in indoor areas where required. Events guidance will shortly be published for local authorities setting out more information on the events permitted at each step of the roadmap.

Skippered boats can operate, with restrictions for some types of vessel. Boats which are open-air can be used within the legal gathering limits (by groups of up to 6 people or 2 households/support bubbles) and multiple groups are permitted if the boat tour is organised by a business/organisation, a risk assessment is completed which will take into account capacity limits, COVID-secure guidance is adhered to, and people maintain social distancing and do not mingle outside of their permitted groups of up to 6 people or 2 households/support bubbles). Where boats are partially enclosed, attendees may only go indoors to access/use the toilet. Boats which are fully enclosed can only be used by people from the same household or support bubble. The skipper does not count as part of the group. For more information see the [waterway guidance from British Marine](#).

Self-drive holiday hire of boats where people make overnight stays are permitted for people from the same household or support bubble.

[See the full guidance to see more and find out what business must still be closed.](#)

The [hotels and other guest accommodation guidance](#) has also been updated

Self-contained accommodation can open as follows:

Overnight leisure stays in self-contained accommodation will be permitted. This is defined as accommodation in which facilities including: kitchens, sleeping areas, bathrooms and indoor communal areas such as lounges, sitting areas, and any lifts, staircases or internal corridors used to access the accommodation are restricted to exclusive use of a single household/support bubble. A reception area is not to be treated as an indoor communal area if it is required in order to be open for check-in purposes, but it should only be used for the purposes of check-in. Guests may also use indoor public toilets, baby changing rooms, breastfeeding rooms, and facilities for laundering clothes, which are not to be treated as indoor communal areas. These areas should be cleaned regularly and kept well-ventilated and guests should try where possible to limit their interaction with other households whilst using these facilities. This will mean that any holiday parks, 'standalone' holiday lets such as houses and cottages, chalets, yurts, holiday boats, and motels and other accommodation in which kitchens, sleeping areas, bathrooms and indoor communal areas such as lounges, sitting areas, and any lifts, staircases or internal corridors used to access the accommodation are for the exclusive use of a single household/support bubble may open for leisure stays.

Campsites and caravan parks will be permitted to open for leisure stays provided that the only shared facilities used by guests at the campsite or caravan park are receptions, washing facilities (including facilities for laundering clothes), public toilets, baby changing rooms, breastfeeding rooms, water points and waste disposal points. Shower facilities should be operated so as to ensure no household mixing takes place. This would involve either assigning shower facilities to one household group/support bubble, (i.e. making them private), or running a reservation and clean process (whereby one household can exclusively book the shared facilities for a fixed time, and the

facilities are cleaned between reservations and kept well-ventilated). Other facilities - receptions, facilities for laundering clothes, public toilets, baby changing rooms, breastfeeding rooms, water points and waste disposal points - should be cleaned regularly and kept well-ventilated and guests should try where possible to limit their interaction with other households whilst using these facilities.

If a site is open to provide self-contained accommodation for leisure stays, permitted businesses or services can also operate on site and can be used by guests and by the general public. This includes:

- **Indoor and outdoor sport facilities (swimming pools and gyms), recreation facilities such as ziplining, spas and personal care, and retail.** These facilities can open even where access is via shared indoor communal areas such as lifts or corridors, as long as those communal areas are used solely to access the facilities and not to access accommodation. Saunas and steam rooms must remain closed. You should check the guidance for [sport facilities, close contact services](#) and [retail shops, stores and branches](#) and ensure you adhere to any relevant requirements.
- **Outdoor hospitality such as restaurants, cafes and bars.** These facilities can open even where access is via shared indoor communal areas such as lifts or corridors, as long as those communal areas are used solely to access the facilities and not to access accommodation. The use of indoor public toilets (and facilities such as baby changing rooms) is permitted even if access is via shared indoor communal areas such as lifts or corridors, as long as those communal areas are used solely to access the facilities and not to access accommodation. You can find more information in the [section on hospitality](#). You should check the guidance for [restaurants, pubs, bars and takeaway services](#), and ensure you adhere to any relevant measures.
- **Hospitality venues may provide takeaway food and drink** (including takeaway alcohol).

If a site is not self-contained and therefore remains closed for leisure stays, permitted businesses or services can still operate on site and can be used by guests and by the general public:

- **Indoor and outdoor sport facilities (swimming pools and gyms), spas and personal care, and retail may open for access by the public as well as for guests staying for legally permitted reasons.** These facilities can open even where the entrance is within the hotel and access is via shared indoor facilities such as lifts/corridors. Saunas and steam rooms must remain closed. You should check the guidance for [sport facilities, close contact services](#) and [retail shops, stores and branches](#) and ensure you adhere to any relevant requirements.
- **Outdoor hospitality such as restaurants, cafes and bars can open for the public as well as for guests staying for legally permitted reasons.** Outdoor hospitality can open even where the entrance is within the hotel and access is via shared indoor communal areas such as lifts/corridors. The use of indoor toilets (and facilities such as baby changing rooms) is permitted, even if accessed through shared communal areas such as lifts/corridors. You can find more information in [section on hospitality](#). You should check the guidance for [restaurants, pubs, bars and takeaway services](#), and ensure you adhere to any relevant measures. Food and/or drink (including alcohol) can be provided through room service as long as it is ordered by phone or online.
- **Communal spaces such as lounges or lobbies may remain open to guests but no food or drink should be served** in these spaces, people should not be encouraged to gather and social distancing should be observed.

If your business provides both self-contained and non-self-contained accommodation, both may only open subject to their respective restrictions, for example:

- the hotel may open for legally permitted stays (only)
- the self-contained chalets may open for leisure stays and for legally permitted stays
- the hotel's indoor facilities may open to the public and to all guests

[Read the full guidance to find out more.](#)

Restaurants, pubs, bars and takeaway services guidance update

The Restaurants, pubs, bars and takeaway services guidance has been [updated under section '2.3.2](#) with information on managing customer payment at the venue.

- At venues serving alcohol, customers are required to order, be served and eat/drink while seated (even if no alcohol is ordered).
- As a last resort, venues that serve alcohol can take payment indoors. Venues should take payment at the table or at another outdoor location. If it's not possible to take payment outdoors, for example due to a technical issue, you can take payment indoors.
- If you need to take payment indoors the customer should wear a face covering unless exempt, you should ensure only one customer is indoors at any time for the purpose of making payment, and you should operate a tab system to ensure that customers do not need to make multiple indoor payments during their time at the venue.

Additional information on NHS Test and Trace for hospitality venues and other settings - If someone does not wish to share their details, provides incorrect information or chooses not to scan the NHS QR code

- Hospitality venues must take reasonable steps to refuse entry to a customer or visitor who does not provide their name and contact details or who has not scanned the NHS QR code. Some exemptions apply.
- Hospitality venues should verify that an individual has checked in using the QR code by reviewing the individual's phone screen. This is not necessary if they have already provided their contact details.
- Venues in other settings do not need to refuse entry but should strongly encourage customers and visitors to scan the official NHS QR code poster or provide their contact details in order to support NHS Test and Trace.
- If in the rare case that a customer or visitor becomes unruly, you should follow your own security procedures.
- The accuracy of the information provided will be the responsibility of the individual who provides it. You do not have to verify an individual's identity for NHS Test and Trace purposes, and we advise against doing so except where organisations have a reasonable suspicion that customer or visitor details are incorrect. You may refuse to allow entry if you have reason to believe the details are inaccurate.

Alternative to NHS Test and Trace App - Venues must make sure that there is a method of checking in that does not rely on the customer using a smartphone or other technology in order not to digitally exclude people without access to these technologies. You must therefore ensure that there is also a way for an individual to provide their contact details if they do not own a smartphone or have access to digital routes.

Read [the full guidance on test and trace](#).

Coronavirus Job Retention Scheme page updates

- [Organisation testing registration: record of users](#) - A video demonstration of registering multiple test kits on the portal has been added

- [Steps to take before calculating your claim using the Coronavirus Job Retention Scheme](#) – A section about employee reference dates has been added and changes made throughout the page to include employee reference dates.
- [Find examples to help you calculate your employees' wages](#) - Examples updated to include employee reference dates.
- [Check which employees you can put on furlough to use the Coronavirus Job Retention Scheme](#) – updated with additional information for businesses that have changed ownership and new information under TUPE.

Other updates:

- The [grassroots sports guidance](#) for the public and sport providers has been updated to include information on step 2 of the roadmap.
- [Safer transport guidance for operators](#) has been updated with information on coronavirus testing for workers
- [Safer travel guidance for passengers](#) has been updated with travel and coronavirus testing information
- New data available on [coronavirus and the latest indicators for the UK economy and society: 8 April 2021](#)

TOURISM ALLIANCE UPDATE 08/04

- **Primary Guidance for Restaurants, Pubs, Bars and Takeaway Services Updated**
The Working Safely During Coronavirus guidance for restaurants, pubs, bars and take-aways has been updated to provide more detail on taking payments. For premises that sell alcohol, there is a requirement for table service only – this applies even if the customer is not purchasing alcohol – and for payment to be taken at the table. However, because these businesses are only able to serve customers sitting outside from 12th April until 17th May, and electronic payment connections may not have sufficient range, the guidance has been updated to say that:

“if it’s not possible to take payment outdoors, for example due to a technical issue, you can take payment indoors as a last resort. If you need to take payment indoors the customer should wear a face covering unless exempt, you should ensure only one customer is indoors at any time for the purpose of making payment, and you should operate a tab system to ensure that customers do not need to make multiple indoor payments during their time at the venue.”

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/restaurants-offering-takeaway-or-delivery#service-at-the-venue>

- **Safer Travel Guidance Updated**
With the increase in people returning to work and employers asking staff to take a test, the guidance on safer travel has been updated to include a new section on best practice when travelling to a test centre. The guidance is to:
 - If possible, walk, cycle or drive in a private vehicle alone to the test site.
 - If driving, travel by yourself or, if necessary, only with people from your household or support bubble.
 - If using public transport to travel to the test site, you should travel alone. Try to avoid travelling on busy routes or during busy periods, such as rush hour.

If employees have concerns about travelling back from the testing venue safely should they test positive, they should discuss this in advance with their employer and arrange to attend a community test centre near home, or arrange a home test if available.

<https://www.gov.uk/guidance/coronavirus-covid-19-safer-travel-guidance-for-passengers>

- **CJRS Guidance Updated**

The Guidance on employee registration dates has been updated with greater detail as to when an employee is eligible for furlough payments. The key points are that

- **The employee's reference date is 19 March 2020:** if you made a payment of earnings to the employee in the tax year 2019 to 2020 (and reported this to HMRC on a Real Time Information (RTI) Full Payment Submission (FPS) on or before 19 March 2020)
- **The employee's reference date is 30 October 2020:** if the 19 March 2020 employee reference date does not apply and you made a payment of earnings to the employee which was reported to HMRC on an RTI FPS between 20 March 2020 and 30 October 2020 (inclusive)
- Where neither 19 March 2020 nor 30 October 2020 reference dates apply the employee is not eligible for furlough payment before 1 May 2021.
- **The employee's reference date is 2 March 2021:** If you made a payment of earnings to the employee which was reported to HMRC on an RTI FPS between 31 October 2020 and 2 March 2021 (inclusive). These employees will be eligible for furlough payments from 1 May 2021.

<https://www.gov.uk/guidance/steps-to-take-before-calculating-your-claim-using-the-coronavirus-job-retention-scheme#emp-ref>

- **Sports and Gym Facilities Guidance Updated**

For Mondays the restrictions on sports and activities businesses will be relaxed. The main changes are that:

Outside

- All remaining outside sports facilities can open including skating rinks and trampolining parks

Inside

- Almost all inside sports facilities can open indoor businesses can open including gyms and leisure centres, sport courts and pitches, dance studios and fitness studios, climbing walls and climbing wall centres, multi-sport facilities (including driving ranges, archery venues and indoor riding centres) and swimming pools. The only businesses that must remain closed are indoor skating rinks and trampolining parks
- Changing rooms can open but their use should be minimised
- Indoor sport facilities can only be used for individual activity or for activities by people from the same household (or support/childcare bubble)
- Personal training and coaching can take place either 1:1 or within households/bubbles.
- Children can take part in indoor sport and physical activity in any number and can use indoor trampoline and ice skating facilities, which are closed to adults.

It is worth noting that gyms and other sports facilities that are part of hotels are able to open from Monday even if other services such as accommodation and restaurant may not be open.

<https://www.gov.uk/guidance/coronavirus-covid-19-grassroots-sports-guidance-for-the-public-and-sport-providers>

- **UK Gigabit Voucher**

This one is really worth knowing about. DCMS is launching their “UK Gigabit Voucher” scheme today. This was announced on 19 March as part of the wider £5bn ‘Project Gigabit’ programme. This new voucher scheme builds on the Rural Gigabit Voucher Scheme and is aimed providing micro grants of up to £1,500 for households and £3,500 for businesses in the hardest to reach rural areas (with current speeds of less than 100Mbps) to support the cost of installing new gigabit-capable connections when part of a group scheme.

To help raise awareness and drive uptake of the UK Gigabit Voucher, the voucher website includes a new premises level postcode checker that enables you to establish whether you are eligible for the Voucher, and information on other support that may be available.

To qualify for a business voucher you will be asked to self-certify that you are an Small or Medium size Enterprise (SME)

- Up to 249 employees and annual turnover no greater than £36 million; and/or
- An annual balance sheet total not exceeding £18 million.

You will also be asked to:

- provide evidence of your status as a SME or sole trader.
- self-certify that you will have received less than 325,000 Special Drawing Rights (SDRs) in public grants over any period of three fiscal years including the current year, including the voucher contribution (this includes all coronavirus-related grants)

It’s also worth noting that not-for-profit and charity SMEs are eligible for the vouchers.

<https://gigabitvoucher.culture.gov.uk/>