

GET TOURISM READY

Checklist for
medium - large
tourism businesses
preparing to re-open



**MOMENT
FOR
CHANGE**

Operational guide for tourism and hospitality businesses (COVID-19)

Action for tourism and hospitality businesses

Medium-
large
business*

Notes

Must complete and implement **full risk assessment** in consultation with employees, where there are more than five present.

Physical distancing: signage and markings

Use tape or paint to **mark one / two metre distances on floors** to help people comply with physical distancing regulations, bearing in mind that some people may find these measures more difficult to adhere to than others e.g. those with sight loss, autism, learning disabilities, dementia, or other communication or mobility needs.

Signage should be used to **communicate key health and safety**, such as hygiene, physical distancing and that there is no unintended impacts on people with disabilities or caring responsibilities. Messages should be clear and easy to understand.

Consider using **physical distance one / two metre floor markings** for other common areas such as reception desks, waiting areas, toilets, kitchens, showers, lockers, changing rooms and smoking shelters - and in any other areas where queues may typically form.

Physical distancing: capacity

Limit the number of customers at one time so this can maintain physical distancing for the setting.

Decide upon the number of customers that can **reasonably follow one / two metre physical distancing within the premises**. Take into account likely pinch points and busy areas and then implement relevant measures, such as spacing of tables and chairs, and sufficient safe passing places.

Lifts should only be used by people with disabilities, for essential purposes, or on a one person per lift basis where possible.



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Physical distancing: staff and customer

If your premises has more than one access point, **introduce a one-way system** at entry and exit points if possible.

Stagger arrival and departure times of staff to **reduce crowding into and out of the workplace**, if this is an issue.

Where possible, take measures to **reduce the potential crowding of people**, for example by having more entry points for employees into the workplace or change opening hours.

Review layouts to let employees **work further apart from each other** where possible.

Consider staggered arrival times or appointment slots for customers with a **queuing system in place** to ensure a safe distance of one / two metres.

Take measures to reduce risk, including order points or collection zones. Identify high risk areas which may also be pinch-points. For example, bar areas, entrances or stairs where close physical contact is likely and/or obstructions force close physical contact.

Consider appropriate measures to ensure **non-counter based services are conducted** safely within physical distance guidance, such as room service, bar and table service.

If your business involves non-assisted activities, such as boat or equipment hire, consider appropriate measures to **ensure customers are able to use the service safely** and in accordance with physical distancing and hygiene rules.

Physical distancing: queue management

Check for new traffic and street management plans from local authorities, and consider adjustments that might be required to your own queue management system. **Think outside the normal trading environment to implement innovative measures** such as numbering systems, and changed opening hours to manage queues. Take all reasonable measures to ensure that there is physical distancing within queuing systems.



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* outdoor attractions/facilities or mixed premises of 250 to 2,500 m2

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Communicate with nearby businesses to manage shared queueing areas where outside space is limited or not available. If assistance in this matter is required contact your local authority for advice.

Use outside premises for queuing where available, such as car parks, and consider implications for traffic management where necessary.

Physical distancing: adapting services

Plan layouts accordingly within the physical distancing requirements

Face to face/physical contact services which currently cannot maintain one / two metre physical distancing **cannot be offered while restrictions remain in place**. Where physical proximity or contact is necessary and cannot be avoided appropriate measures should be considered as part of the risk assessment i.e. use of screens. This does not prohibit goods being sold but relates to the nature of the customer interaction.

If variations to operating plans are necessary **consider whether changes to licenses are required** i. e. occasional or major changes – and contact your local licensing board

Additional mitigating measures for 1 metre exemption for hospitality

Queue management – no queueing at bars to avoid crowding – order points may still be used but with systems to ensure no queues can form and physical distancing can be observed – queues for cafeteria/food type services and outdoor queueing must be managed within risk assessments and ensure physical distancing. ([see statutory guidance for hospitality](#) for additional measures on queue management).

No standing at bar areas / all customers seated – standing areas around bars can become crowded spaces making even 1 metre physical distancing difficult and should be avoided. Physical distancing is easier to achieve at pre-arranged seating areas. Consider what changes and signage are required to implement this change.

Review layouts – to ensure 1 metre spacing and back to back or side to side arrangements between seated groups.



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face coverings are mandatory in indoor hospitality venues for front of house staff and for customers when not eating and drinking (e.g. when entering a venue). Limited exemptions apply.

Improved ventilation – adequate and good quality ventilation should be standard in indoor spaces – businesses should consider current arrangements and whether additional measures are required to make improvements. HSE guidance on this issue may be helpful.

Noise control in hospitality – no background music and televisions on mute and or with subtitles.

Hygiene

Customers should be encouraged to **use contactless or cashless payment** where possible.

Consider other ways to **reduce communal hand contact surfaces**.

Use signage, tannoy announcements and any other relevant communication tools to **remind customers to maintain hygiene standards**. i. e. hand washing and coughing etiquette.

Encourage customers to observe high standards of hand hygiene by **providing hand sanitiser at entry and exit** points and in any common areas.

Self-service/buffet type services for food and drink **carry a high risk** where serving equipment would be handled and used by multiple people. It's not possible to offer such services at this time. Consider options for pre-packed goods for over-counter sale.

Toilets – due to the likely contained space of toilet facilities careful consideration must be given to how these can be used safely and within guidance. This should be included in your risk assessment work and preparations for safe reopening.



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Cleaning

Work areas, staff rooms, canteens and equipment should be cleaned frequently between uses. A **cleaning schedule should be designed** and staff trained to implement the schedule.

Frequent touch points should be **identified and disinfected regularly** including all objects and surfaces that are touched regularly such as door handles or staff handheld devices. Adequate disposal arrangements should be made available for any additional waste created.

Workspaces should be kept clear and all waste should be removed. All **personal belongings must be removed from work areas** at the end of a shift, i. e. water bottles, mugs, stationery etc.

Set clear use and cleaning guidance for toilets to ensure they are kept clean.

Consider whether you can provide **additional waste facilities** and more frequent rubbish collection.

Other methods of reducing transmission

Use screens to create **a physical barrier between people**, for example at till points/reception and service desks.

Provide a nearby supply of **hand sanitiser for employees** to use when boarding vehicles or handling deliveries when handwashing is not practical and ensure staff have access to and are able to regularly wash their hands. Provide hand sanitiser if hand washing is not practical.

Increase ventilation where possible and where it is safe to do so. i. e. do not keep fire safety doors open.



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Communications: staff and customer support

Make your **risk assessment** available to staff and customers and keep under regular review (for businesses with five or more staff).

Provide written or verbal **communication of the latest guidelines** to both staff and customers inside and outside the premises.

You should take reasonable steps to ensure that **people with disabilities are informed** about new procedures, and are able to access facilities, i. e. handwashing facilities at wheelchair height, verbal direction for those unable to see floor markings or signage etc.

Provide active travel facilities, to **encourage staff and customers to walk or cycle to premises**, such as bike-racks where possible. Building arrangements will determine whether this is appropriate.

Ensure you have arrangements in place to collect customer contact details to support test and protect. Applies to establishments of all sizes.

Staff safety: additional measures

Use **remote working tools** to avoid in-person meetings.

Stagger break times and **make use of outdoor space** for breaks where possible.

Be clear on **what actions you must take** if you encounter an incidence, or suspected incidence, of COVID-19 in your premises, whether in staff or customers.

Use a consistent **pairing or grouping system** where employees work on shifts together.

Consider **contingency and risk plans for future** events i.e. if circumstances require the re-imposition of lockdown measures or customer behaviour results in breakdown of physical distancing requirements.



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Communicate

Let visitors know when you're opening and what else is nearby.

Let visitors know how to book / reserve with your business product.

If you have an opted in database, send informative emails to update previous visitors.

Provide a mix of inspirational messaging, welcome and COVID-safe reassurance. Showcase your [Good to Go safety measures](#)

Let visitors know how they can visit your community responsibly and safely e.g. display the visitor charter in your property. And be aware and be sensitive to concerns in your community.

Digital footprint

Update your website to say you're open, what COVID-safe measures you've put in place and what else is open nearby.

Update your Google My Business listing and your [VisitScotland.com web listing](#).

Use Facebook, Instagram and Twitter to let your visitors know when you're opening and what else is open nearby.

Share our content with your visitors. You could start with information on [what stage they'll be able to take a local trip or explore further](#) as well as [tips on how to enjoy these spaces responsibly](#).

Learn from [a range of recorded webinars](#) from COVID-19 specific information to digital skills and customer service.

OTAs are an essential tool for reaching new consumers - read our [guidance on working with them](#).

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