

Guidelines for Accommodation and Hospitality Services during COVID-19 Level 2 restrictions

1. Changes from previous Level 2 requirements

From 11:59pm Tuesday 7 September 2021, many businesses and locations will be required to take steps to ensure people can easily make a record when they visit.

You legally must have more than one way for people to record their visit, especially for people who are not able to scan QR codes.

Current health guidance is that wearing face coverings is highly recommended. We recommend face coverings be worn by all staff, guests and suppliers in all indoor situations. Information on how to use a face covering safely is available [here](#)

Event and entertainment facilities including conference areas, cinemas, stadiums and concert venues can open. There can be up to 50 people in an indoor space, and up to 100 people in an outdoor space.

2. Clear communication with your employees is very important

Accommodation providers should clearly communicate to their employees and contractors that they are permitted to operate under Alert Level 2. Staff should be reassured by outlining the steps you will take to ensure their safety, as well as that of your guests.

3. Physical distancing needs to be maintained

Where there is a cap on the number of people that can be present (cafés, bars, restaurants and nightclubs), customers and workers only need to be 1 metre apart. In all other places customers and clients need to stay 2 metres apart so far as is reasonably practicable.

All workers of a business or service while they are in the workplace of or working for the business or service must comply with the 1 metre physical distancing rule (rather than the 2 metre physical distancing rule) so far as is reasonably practicable.

Appropriate hygiene needs to be maintained at all times.

You will need to consider how you will inform your guests about what they can do themselves to respect the restrictions. For example, limit how many go into a lift, and not to congregate in groups.

In all situations, be clear with your customers about your procedures and why they are in place.

Contactless payment is now not required but still recommended

4. Mandatory Record Keeping

Mandatory record keeping means collecting and maintaining accurate records which include a person's full name, an effective means of communicating with them (for example, a current phone number or email address) and the date and time at which the person arrived and left the event/premises.

If you are the person in charge of a business, location or event, you legally must make sure you have safe and secure systems and processes in place so that as far as reasonably practicable, everyone aged 12 years or over working on or visiting your premises can scan in or provide their details in an electronic or paper-based manual process, no matter how long they are there for. This includes workers, contractors, customers, and volunteers.

Recommended Option – Use the Covid-19 App

Alternative option – Use an alternative sign in option which is a manual record keeping system which complies with Privacy Regulations, such as guest registration.

All businesses must have in place a record keeping system. All guests should be instructed to scan in using the Covid 19 app and encouraged to turn on Bluetooth to support Covid 19 tracing.

[Business.govt.nz](https://www.business.govt.nz) has guidance on record keeping.

Privacy:

Businesses are required to comply with the Privacy Act 2020 and take reasonable steps to ensure manual record keeping is kept private and stored securely.

The paper based customer sign-in registers that have previously been used by some venues are **no longer compliant** (as the contact record information is visible to other customers) These need to be replaced with other processes and systems such as a simple pen-and-paper register using individual slips and a ballot box for storage or an electronic system (such as the tablet sign-in apps already used by many businesses to register visitors).

If collecting contact records for the sole purpose of enabling contact tracing, the business must keep records for 60 days and then dispose of the records securely. <https://www.privacy.org.nz/assets/OPC-Privacy-guidance-on-mandatory-record-keeping-1-Sept-2021.pdf>

How to create your QR code poster

Businesses can generate and print their own QR Codes at: <https://qrform.tracing.covid19.govt.nz/>

To use the webform, you will need:

- a valid New Zealand driver licence so your identity can be verified
- the address details for each of your premises
- your email address
- an email address and contact phone number for each of your locations.

5. Face Coverings

Face coverings are an important component of the safety plan for reducing the spread of Covid 19. Employees are required to wear a face covering when working in a café, restaurant, bar or

nightclub. We recommend face coverings be worn by all staff, guests and suppliers in all indoor situations.

6. Restaurant, Bars and other Communal Facilities and spaces

There can be a maximum of 50 people in an indoor situation and a maximum of 100 in an outdoor situation. These numbers are exclusive of staff.

In bars, cafes and restaurants two S's apply. These are: Seated and Separated:

- **Seated** means cafés and restaurants will only be able to serve as many as can be safely seated. Everyone in your venue must be seated at a table when consuming food and drink on the premises – other than when:
 - Entering, using a toilet or bathroom, paying, or departing; or
 - Ordering or collecting food and drink except in on-licence premises, or club licence premises.
- **Separated** means there must be a social distance of 1 metre between tables. Physical distancing of 1 metre must be maintained in a controlled environment, like a bar, restaurant or cafe. (Different measures required for takeaway operations). The layout of the premises will need to be configured to maintain the distancing between tables and/or between groups.

Face coverings must be worn by all customers at all times unless eating and drinking.

No buffets - including breakfast. All meals are to be pre-plated for guests. Providers are encouraged to implement a booking system for breakfast in order to manage the indoor and outdoor number restrictions.

Areas such as gyms, pools, playgrounds, day spas, conference centres can open but physical distancing needs to be maintained.

Heightened cleaning of all communal areas must be maintained.

Ministry of Health cleaning procedures can be found [here](#).

7. Conferencing and Events

Event and entertainment facilities including conference, cinemas, stadiums and concert venues can open. There can be up to 50 people in an indoor space, and 100 people in an outdoor space.

There is a one-metre distancing requirement, and contact tracing is essential.

Large ticketed events must:

- be seated
- able to keep attendance records effectively (i.e. allowing for contact tracing)
- having physical distancing in place
- have good hygiene procedures
- any food and drink must meet the hospitality provisions.

8. Shared accommodation such as dorms can still operate under strict management

Shared accommodation, such as dorms in backpackers can still operate as they provide necessary accommodation for many people in New Zealand. In the first instance, operators should book non-dorm rooms (eg self-contained rooms) and only utilise dorm rooms when absolutely necessary. Where possible, occupancy should be limited to enable sufficient physical distancing.

9. Communal facilities can open

Communal facilities are communal kitchens, bathrooms and laundries in shared accommodation, such as backpackers, holiday parks or hostels.

These facilities can be utilised in these types of accommodation to ensure guests have access to basic necessities. Operators should develop procedures to ensure physical distancing and rigorous hygiene practices can be maintained. For example:

- Physical distancing needs to be maintained
- They are only to be used by guests
- Heighten the level of your cleaning protocols
- You may consider providing guests that use these facilities with disinfectant spray to wipe down contact areas after use
- In the case of kitchen, dining and laundry facilities you may choose to allocate times for guests use and the hygiene expectations should be made very clear.

10. Housekeeping

Housekeeping services can resume. Care should be taken to ensure that all staff use appropriate personal protective equipment (PPE).

Levels of heightened cleaning should remain once hotel rooms are vacated. This includes wiping down walls, front and back of doors and other high touch surfaces.

Ministry of Health information on PPE can be found [here](#).

11. Clearly communicate the changes to your guests at check-in

You may want to create a guest welcome letter that addresses all the changes and requirements during their stay whilst operating under COVID-19 Alert Level 2.

12. Short Term Rental Accommodation

Short Term Rental Accommodation can operate under these guidelines.

13. Finding alternative accommodation

Accommodation providers should refer those people who are unable to meet the requirements of self-isolation to the Temporary Accommodation Service on 0508 754 163.

14. Guest Health

Should a guest or staff member feel unwell call Healthline on 0800 358 5453

15. You should not enforce the COVID-19 Level 2 restrictions

If any of your guests are not respecting the Level 2 restrictions, please do not try to intervene yourself. If there are any issues, please report the breach online or call 105 to report.

Not following the restrictions may include not following physical distancing requirements.

Useful links

[Unite against COVID-19 \(covid19.govt.nz\)](https://www.covid19.govt.nz/)

[Alert Level 2 | Unite against COVID-19 \(covid19.govt.nz\)](https://www.covid19.govt.nz/alert-level-2)

[Doing business at Alert Level 2 | Unite against COVID-19 \(covid19.govt.nz\)](https://www.covid19.govt.nz/doing-business-at-alert-level-2)

[Mental Wellbeing For You & Your Workplace — Mentemia](#)

[1737 - Need to Talk?](#)

This document has been developed by Holiday Parks NZ, Hospitality NZ and Tourism Industry Aotearoa to assist accommodation operators.

Please note that any government directives take precedence over the guidelines and operators should continue to monitor any government announcements and directives.