

Hospitality Sector Guidance (COVID-19) – 2nd June 2020

Phase 1: Outdoor Dining - Restaurants, cafes and pubs with food services

Suggested approach for phased reopening of the Hospitality sector

- **Phase 1:** Restaurants, cafes and pubs that offer sit-down dine-in meals or takeaways can open for physically-distanced outdoor seating only.
- **Phase 2:** Restaurants, cafes and pubs that offer sit-down dine-in meals or takeaways can open for physically-distanced indoor and outdoor seating.
- **Phase 3:** Pubs and bars that solely serve drinks are able to offer physically-distanced seating.

Overview

As food establishments on the Isle of Man begin to reopen through this phased approach, the most important consideration will be the health and safety of employees and customers. Businesses must continue to exercise caution and ensure they adhere to the guidance set out in this document. **Those businesses that are not able to meet the operating requirements outlined in this document should delay re-opening until they are able to or await further changes to the restrictions.**

The guidance set out below is developed in relation to the Level 2 'Stay Safe' strategy. Phase one of the proposed reopening is to allow restaurants, cafes and pubs that offer sit-down dine-in meals or takeaways to re-open for physically-distanced outdoor seating only. In restaurants, cafes and certain pubs, as long as customers are on the premises for the purpose of dining, alcohol can be sold in the same transaction to accompany substantial meals. The serving of alcohol to accompany such meals must be conducted in line with existing licencing rules for licensed premises.

Following the first phase reopening for outdoor dining a review will take place to support the development of further detailed guidance, providing specific measures for indoor dining and at a later stage pubs, bars and clubs. **In phase one of the re-opening strategy establishments that solely serve drinks with no dine-in meals such as pubs, bars and clubs must remain closed.**

Prior to reopening

- Establishments should conduct a COVID-19 risk assessment for individual premises and produce a plan to ensure compliance with the guidance outlined in this document. ([Checklist for restarting a food business](#))
- Pilot and test re-openings of outdoor seating areas should be completed prior to full public reopening to ensure suitability and effectiveness of policies and procedures.

- Training should be completed with all employees to ensure they understand individual businesses physical distancing guidelines and increased hygiene measures.

Employee's wellbeing Guidance

- Employees must stay at home if experiencing symptoms of COVID-19 and must not be allowed to work.
- Ensure all employee contact details are up to date and shift patterns are accurate to support effective contact tracing if required. Keep a record of your staff rotas and contact details for up to 28 days.
- Keep a record of the dates and times of visits by all non-customers to your business, including delivery staff, maintenance worker etc.
- Emphasize effective hand hygiene, including washing hands with soap and water or alcohol-based hand sanitiser if soap and water are not available.
- Communicate behavioural adjustments to employees – no hand shaking etc.
- Where possible implement changing shift patterns and rotas to keep smaller, contained teams. Fixed teams of staff will help minimise the number of people in contact with one another.
- Consider the use of masks/face shields and gloves for kitchen staff.
- Implement required use of face masks and coverings in working areas where physical distancing cannot be maintained.
- Provide regular updates to staff on any changes to policy or guidelines.

Physical Distancing

- Restrict customers from using indoor dining areas. Customers should only enter a premise in certain circumstances, to place/collect an order or to use the toilet facilities.
- Provide clear markings and physical guides, such as tape on floors and signage. If possible, develop one-way systems to regulate the flow of movement for customers and staff.
- Review and regulate entry and exit routes for premises and outdoor seating areas. If possible, separate access points.
- Assess kitchen areas to ensure appropriate distancing in place. This could include rearranging workstations so that employees do not face one another.
- Outdoor tables must be restricted to only individuals from the same household group.
- Outdoor dining areas should be redesigned to accommodate both staff and customer physical distancing. Tables must be arranged to facilitate physical distancing of at least 2 metres between household groups.
- New capacity limits for outdoor seating areas must be calculated in line with 2 metre physical distancing limits between tables.
- Encourage the use of contactless payments where possible, without disadvantaging older or vulnerable customers.

- Consider using physical barriers where practical; install screens at counters if required for ordering, payment or food collection.
- Ensure customers are always seated when consuming any food or beverages, unless they are for takeaway.
- Develop a solution for service that suits your individual businesses circumstances, this could include offering outdoor table service only or specific food collection points. The aim is to reduce and control the movement of customers.
- Where table service is in place, ensure tables are waited on by single waiters.

Hygiene and cleaning measures

- Regular cleaning and sanitation schedules, especially of key touch points.
- Remove all unnecessary touch points, especially those that cannot be sanitized.
- Provide additional pop-up outdoor hand washing stations or facilities if possible, providing soap, water and hand sanitiser.
- Remove communal amenities – water fountains, salad bars, Buffet dining etc. For communal collection points surfaces must be sanitised between each customer pickup.
- Restrict the number of people using indoor toilet facilities at any one time. This could entail closing off adjacent toilets or implementing a queuing system.
- Enhance the cleaning regimes for toilet facilities particularly door handles, locks and the toilet flush.
- Ensure any items present on a customer's outdoor table are single use or have been thoroughly sanitised before and after each use.
- Outdoor tables must be fully cleaned and sanitised between customers.

Customers Guidance

- Customers must not visit food establishments if they experience any of the associated COVID-19 symptoms. ([Click here for further details on symptoms](#))
- Place clear signage throughout the establishment and outdoors to remind customers of the social distancing measures and asking them to follow these rules.
- Develop a system for admitting customers to your outdoor seating areas that suits your individual businesses circumstances. In some cases reservation only may be required for adequate planning of table sizes and staggered customer arrival. Outdoor capacity limits of these areas should be strictly maintained.
- For establishments that take bookings a record of visitor details with contact information (table number, full name, phone number and time of visit) will be valuable to support contact tracing if required. Personal information must be stored confidentially/securely in line with existing GDPR policies and retained for up to 28 days for the purposes of tracing COVID-19 infections.

Further Suggestions

- Consider changes to use of menus –
 - Provide laminated menus which can be sanitised after each use



- Utilise general non-contact signage to display your menu
- Have single use paper menus available that can be disposed of after use
- Make menus available for viewing online.
- Removal of condiments from tables. Provide them by request and sanitise after usage, or provide single-use containers or disposable packets.

Review and Monitor

- Establishments must regularly review their systems of work to ensure they are consistent with guidelines and information from Government.
- Keep up to date as new guidance and measures are released.