

## COVID Restrictions for Public Houses

Regulation 4 of **The Health Protection (Coronavirus, Restrictions) (England) Regulations 2020** requires that premises listed in Part 1 of Schedule 2 (Pubs, Clubs, Restaurants etc.) are to close the premises or parts of premises where food and drink is consumed on those premises. This also applies to adjacent areas where customer seating is provided. They are to cease the sale of food to be consumed on the premises.

**This does however allow these premises that have been requested to close to operate a takeaway or delivery service where food is consumed off the premises.**

Following a review of the available guidance for the safe operation of such takeaway and delivery services, the following points have been drawn from each document:

1. **Guidance for food businesses on coronavirus. Paragraph for Takeaways and restaurants offering a pick up service**  
(<https://www.gov.uk/government/publications/covid-19-guidance-for-food-businesses/guidance-for-food-businesses-on-coronavirus-covid-19> ) **published 25/03/2020**
  - i. No orders to be take in person on the premises – this is to be communicated to customers by appropriate signage or on your website.
  - ii. Businesses should therefore only take orders online or by phone.
  - iii. Customers could have staggered collection times – customers should be discouraged from entering premises until their order is ready.
  - iv. Customers arriving without having already placed an order should be encouraged to leave the premises to place their order by telephone or online and return at the designated collection time.
  - v. Customers whose orders are ready should enter one at a time to collect orders and make payments. Payments should be contactless where possible
  - vi. Businesses should discourage crowding outside their premises. Where possible use queue management system to maintain the 2 meters separation.
2. **GOV.UK guidance – Closing certain businesses and venues. Updated 9/04/2020**  
(<https://www.gov.uk/government/publications/further-businesses-and-premises-to-close/further-businesses-and-premises-to-close-guidance> )
  - i. People can continue to enter premises to access takeaway services, including delivery drivers.
  - ii. Businesses are encouraged to take orders online or by phone.
  - iii. Businesses are not to provide any seating to allow eating on the premises.
  - iv. Ordering in advance is encouraged to avoid waiting in premises.
  - v. People must not consume any food or drink on the premises, even when waiting for takeaway food.
3. **CIEH Food Delivery and Takeaway Guidance.** (<https://www.cieh.org/media/4070/covid-19-food-delivery-and-takeaway-guidance.pdf> )
  - i. Encourage non-cash payments

- ii. A hand over area should be designated away from the kitchen. This area should be regularly sanitised throughout the day
- iii. Try and adopt a 'one in, one out' policy and provide allocated collection times.
- iv. If queueing is likely, a control system must be in place ensuring a 2-metre separation

## **Wiltshire Council are therefore encouraging businesses to adhere to the following:**

- Orders should be placed via phone or online and not in person. This is to minimise the spread of infection.
- Cashless payment should be encouraged. Staff and customers should avoid handling cash if possible and always wash their hands thoroughly where this is necessary.
- Collection times should be staggered to avoid crowding of customers, use a one in one out policy and ensure a 2m segregation.
- The area where food is collected from must be sanitised regularly. Social distancing measures must be observed.

## **Pop up shops in pubs/restaurants**

Wiltshire Council is aware that some public houses, particularly in rural areas, may be looking to provide a grocery service to customers in the community who are unable to leave home/and or travel to shop for essentials.

These public houses may propose setting up a retail grocery operation on their premises to sell these items.

Wiltshire Council is seeking government confirmation on the regulatory position but currently take the view that these 'shops' may be permitted, subject to the following advice:

- Please use an online or phone ordering system for grocery items to avoid personal contact and reduce the risk of the spread of infection. Customers must not be invited into the pub to browse items.
- Please use a delivery or a collection service for customers to receive goods. Take note of the points above for collection.
- Please use contactless payment where possible. Staff and customers should avoid handling cash if possible and always wash their hands thoroughly where this is necessary.

This advice is based on the purpose of the regulations which is to prevent people being admitted to the premises, to safeguard both public and customers from the spread of infection through social contact. Pubs and restaurants have been required to close and access by customers is only permitted for the collection of takeaway orders. The primary use of these premises is a public house and not a retail food shop.

## **Pub gardens**

Customers are not to congregate in pub gardens. By following the social distancing measures outlined above, customers need only wait in the garden to be called in to collect pre-ordered food. No foods or beverages are to be consumed in the garden. Customers must be encouraged to leave the site immediately on receipt of their order.