

Scottish Government Changing coronavirus restrictions

Phase 3

Hospitality Stakeholder Toolkit

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Scotland's Route Map

- Scotland's Route Map through and out of the crisis was published on 21 May and provides an indication of the order in which we will carefully and gradually seek to lift restrictions across four phases.
- To review the Route Map click [here](#).

Phase 3: A Staged Approach

- Progression through the phases of the Route Map depends on meeting a range of criteria including conditions set by the World Health Organisation – to ensure that we do not further ease restrictions unless it is safe to do so. The substantial progress that we have collectively made in Scotland, by following the relevant rules and guidance, has enabled us to meet the conditions to progress to Phase 3.
- Click [here](#) for the latest guidance.

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Phase 3

Latest updates on Hospitality

- On 14 August 2020, the Scottish Government published new statutory guidance for the hospitality sector.
- The assets on the following pages are available for hospitality businesses to download and print, to ensure customers have the latest information on how to keep themselves and others safe.
- Further information on guidance for the hospitality sector can be found on the [Scottish Government website](#).

Phase 3 – Hospitality

Assets

- Available on the [Scottish Government website](#) for businesses to download, print and display.
- Provide customers with information on the latest guidance to support safe visits to hospitality locations.
- Two versions are available, each in A3 and A4 formats

PUBS, CAFES AND RESTAURANTS ARE OPEN – LET'S KEEP IT THAT WAY. Phase 3

Follow the guidance below to keep yourself and others safe.

1. No more than three households should be meeting in venues at one time as one group
2. Where 2m isn't possible, ensure at least 1m physical distancing from those from different households
3. Supply your contact details for Test and Protect
4. Pay attention to guidance and instructions from staff
5. For further guidance visit [gov.scot/coronavirus](#)

#WeAreScotland

Remember **FACTS** for a safer Scotland

- use coverings
- avoid crowded places
- clean your hands regularly
- 2M (two metre distance)
- self isolate and book a test if you have symptoms

Healthier Scotland Scottish Government | [gov.scot/coronavirus](#) | NHS SCOTLAND

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1. No more than three households should be meeting in venues at one time as one group
2. Avoid crowding, and where 2m isn't possible, ensure zone of at least 1m physical distancing from those in different households
3. Supply your contact details for Test and Protect
4. Avoid singing or shouting – this increases the risk of transmission
5. You should be seated, with table service, not standing, dancing, or queuing
6. Tables should be pre-booked in advance where possible
7. Limit the number of hospitality settings you visit in one day
8. Follow good hygiene practices
9. Pay attention to guidance and instructions from staff

#WeAreScotland | For further guidance visit [gov.scot/coronavirus](#)

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Healthier Scotland Scottish Government | [gov.scot/coronavirus](#) | NHS SCOTLAND

Phase 3 – Test and Protect

Overview

- Hospitality premises must record customers' details, including name, contact details and the date and time of visit.
- In the event of a localised outbreak, NHS Scotland will contact those affected.

Assets

- Test and Protect poster – [A3](#) and [A4](#)
- [Collection of personal data privacy notice](#)

WE NEED YOUR HELP TO STOP THE SPREAD OF CORONAVIRUS

For the health and safety of the customers and staff, we'll need to record your:

• name • contact telephone number • date of your visit • time of arrival and departure

Enjoy your visit and help support NHS Scotland's Test & Protect.

1



PROVIDE YOUR DETAILS

We'll ask you to provide your name, contact details and the date and time of your arrival.

2



ENJOY YOURSELF

Enjoy your food and drink and help us by following instructions from staff.

3



LET STAFF KNOW WHEN YOU LEAVE

When finished, please let a member of staff know so they can take a note of what time you left the venue.

4



NHS CONTACTS VENUE

In the unlikely event there is a cluster of coronavirus cases linked to the venue, NHS Scotland may ask the venue for details of those individuals who were present.

5



NHS GETS IN TOUCH

If you were in close proximity to someone at the venue who tested positive for coronavirus, NHS Scotland will get in touch.

6



FOLLOW ADVICE

Follow the instructions from NHS Scotland.

Thank you for your support

Privacy Notice

The venue has a lawful basis to process your information. Contacting people who might have been exposed to coronavirus is an important step in stopping the spread. Your information will be held securely, controlled by the organisation whose premises you are in and will be destroyed after 21 days. Your information will only be used if requested by NHS Scotland for contact tracing purposes. You have the right to have your data erased or corrected. For the full Collection of Personal Data – Privacy Notice for Hospitality Businesses, visit gov.scot/hospitality/privacynotice



Phase 3 – Hospitality checklist

Assets

- Checklist for hospitality settings to ensure their premises are prepared to safely serve customers.
- Available to download from SG [website](#).

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

This checklist is designed to be used in conjunction with the [Tourism and Hospitality Guidance](#). Please ensure you read this guidance. It has been updated to include additional mitigating measures for hospitality businesses seeking to use the 1m exemption.

While most of the actions below apply to all establishments, some will only apply to medium and large establishments. Where this is the case, it has been highlighted. For the purposes of this checklist, small, medium and large tourism and hospitality establishments are defined as follows:

Small/micro

No premises or mobile asset, or fixed unit premises - less than 250m² (eg. gift shop, small bar, small restaurant, tour operators, boats, experience-adventure tourism, accommodation providers)

Medium

Outdoor attractions/indoor facilities or mixed premises of 250 to 2500m² (eg. bar, restaurant, visitor attraction, experience, adventure tourism, accommodation providers)

Large

Outdoor attractions/indoor facilities or mixed premises of greater than 2500 m² (eg. Hotels, visitor attraction, experience, adventure tourism)

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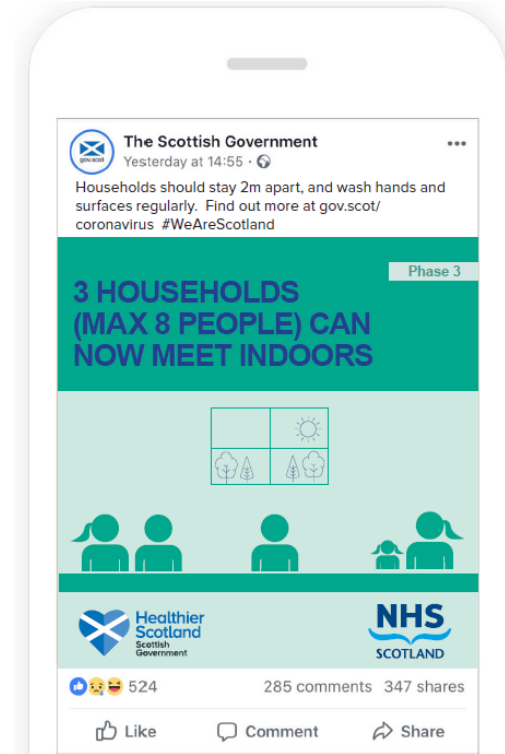
Existing assets

The following existing assets can be used in conjunction with the specific hospitality assets, to provide comprehensive guidance for customers and staff.

Phase 3 – Latest Restrictions

Assets

- Meeting indoors (infographic and social copy)
- Latest restrictions (infographic and social copy)
- CTA: www.gov.scot/coronavirus
- Download all Phase 3 assets [here](#)



The infographic is titled 'Phase 3' and asks 'DO YOU KNOW WHAT THE LATEST CORONAVIRUS GUIDANCE IS?'. It features a large question mark icon and a person icon. The text states: 'The guidance to help you stay safe and protect others is updated regularly. If you're unsure about what you should or shouldn't be doing go to gov.scot/coronavirus for the latest information. #WeAreScotland'. Below this is a 'Remember FACTS for a safer Scotland' section with icons for: Face coverings, Avoid crowded places, Clean your hands regularly, 2M (two metre) distance, and Self isolate and book a test if you have symptoms. At the bottom, it features the logos for 'Healthier Scotland Scottish Government', 'CORONAVIRUS STAY SAFE PROTECT OTHERS SAVE LIVES' with the URL gov.scot/coronavirus, and 'NHS SCOTLAND'.

FACTS Protection Campaign

YouTube

- [30 second TV ad](#)
- [British Sign Language version](#)

Assets

- Digital social asset (20 sec)
- A3 Poster
- British Sign Language asset
- Download all assets [here](#)

Please note the poster is now available in 38 languages and can be downloaded [here](#).

Remember **FACTS** for a safer Scotland



nhsinform.scot/coronavirus
#WeAreScotland







Protection Assets

Assets


- A4 Poster
- A3 Poster
- Download all assets [here](#)

PLEASE ACT SAFELY WHEN USING THIS TOILET

-  Always follow physical distancing guidance
-  Thoroughly wash your hands in soapy water for 20 seconds
-  Dry your hands with paper towels or a hand dryer
-  Keep your hands away from your face
-  If you have coronavirus symptoms, return home immediately, self-isolate and request a test right away at [NHSinform.scot/test-and-protect](https://www.nhs.uk/informationscotland/test-and-protect)

If you have concerns about the cleanliness of this toilet contact:

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 **Healthier Scotland**
Scottish Government

CORONAVIRUS
STAY SAFE
PROTECT OTHERS
SAVE LIVES

 **NHS**
SCOTLAND

0002 / Apr 20

NEW: We Are Scotland

- On 9 July we launched the latest We Are Scotland campaign. The role of this campaign is to embed a greater a sense of collective responsibility in fighting coronavirus. It aims to tap into people's emotions, reflect how we are all in this together, provide a sense of hope and how we can only overcome coronavirus together.
- We Are Scotland is the overarching campaign, running alongside FACTS protection campaign, Test & Protect and any restriction changing messaging.
- [You Tube link](#)
- Download We Are Scotland assets [here](#)



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For more information:

www.gov.scot/coronavirus