



COVID-19 SUPPORT FOR TAKEAWAYS AND RESTAURANTS

Due to a resurgence of the coronavirus across the UK, the Government in Westminster and the devolved administrations have reinstated some restrictions on hospitality businesses. The restrictions in place vary according to where your business is based. During this time, businesses must continue to take reasonable measures to protect their staff and customers while they are on the premises.

WHAT DOES IT MEAN FOR MY BUSINESS?

England

In England, [current guidance](#) states that **takeaways and restaurants can offer eat-in table service only or collection for consumption off premises from 5am-10pm**. Table service includes customers ordering and being served their food at the counter before taking it to their table.

At 10pm, outlets must close to eat-in customers. This means that customers must vacate the premises by 10pm, rather than a call for last orders. Takeaways can continue to offer a delivery only service until 5am for orders taken electronically or over the phone. Customers cannot make orders for collection during this time.

The use of face coverings for staff is now mandatory in areas where staff are likely to come into contact with customers, i.e. for front-of-house staff. Customers must also wear face coverings at all times, except when they are seated at a table to eat or drink.

- **Social distancing must be maintained by:**
 - Reconfiguring seating and tables to maintain social distancing guidelines
 - Managing entry, queuing and movement of customers through the premises
 - Changing how customers pay to ensure social distancing between staff and customers
 - Reducing staffing levels, using split shifts, and minimising contact between front- and back-of-house staff
- **Other mitigation measures, should be used, including:**
 - Hand sanitiser or wash stations for customers and staff
 - Screens at tills and counters to separate staff from customers
 - Customer self-service should be minimised and disposable condiments used
 - Customers should remain at their table when placing orders
 - Contactless ordering methods, such as ordering apps, should be encouraged

Scotland

In Scotland, [guidance](#) which took effect on Friday 25th September required hospitality businesses to:

- **Close at 10pm with all customers departed.** Customers can still order food for delivery by phone or online after this point. Customers will not be able to make orders for collection on the premises, although drive-thru services are still allowed to operate.
- **Offer table service only where customers are eating in.** This is a legal requirement.

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The social distancing and other mitigation measures outlined above are also required under Scottish guidance. Customers and staff in hospitality settings are already required to wear face coverings under Scottish guidance.

Wales

In Wales, [current guidance](#) states that **only businesses licensed to sell alcohol** must stop alcohol sales at 10pm, and the **premises must be closed and customers off-site by 10.20pm**. They are permitted to reopen from 6am the following day. Licensed premises must only offer table service to eat-in customers.

Premises not licensed to sell alcohol, including any restaurants and takeaway businesses without a license, are **not** required to close at this time.

Face coverings are now a legal requirement in all indoor spaces for those over the age of 11, including for staff and customers of restaurants and takeaway businesses. Customers are only allowed to remove face coverings when seated at a table to eat or drink.

Northern Ireland

Under [guidance currently in force](#), hospitality businesses in Northern Ireland are not subject to any curfew, nor are staff required to wear face masks. However, First Minister Arlene Foster [announced](#) on the 29th of September that hospitality businesses would be subject to a curfew from midnight on the 30th of September. Formal guidance has yet to be published by the Northern Ireland Executive.

WORKING WITH NHS TEST AND TRACE

Dine-in hospitality businesses are required to collect information on their customer to help with the NHS's Test and Trace coronavirus tracking programme.

Who the guidance applies to

The [guidance](#) applies to hospitality businesses, including pubs, bars, restaurants and cafés. Importantly, the guidance **does not apply to takeaway-only businesses**. Where businesses offer a mix of sit-in and takeaway service, contact details must **only be collected for customers who are dining in**.

Businesses also have a **legal obligation** to display the official NHS QR code posters so that customers can 'check-in' at the premises using the NHS Covid-19 app. QR codes for your premises can be generated [here](#).

Collecting information

The following details should be collected:

- **Staff:**
 - Name
 - Contact phone number
 - Dates and times present at work
- **Customers:**
 - Name of 'lead member' of group and number of people in group
 - Contact phone number of 'lead member' of group
 - Date of visit, arrival and departure times

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- If they interact with a single staff member, the name of the assigned staff member

Although businesses should encourage customers to provide these details, they will be shared by customers on a voluntary basis. You should inform customers that you are collecting this information to support NHS Test and Trace, and it will only be used where necessary to help stop the spread of COVID-19. This can be done through signage, or through a notice on your website. Customers can choose to opt out, and if they do you should not share their booking information with NHS Test and Trace. The data should be held for 21 days, and should be securely destroyed after this time period has elapsed.

Further details on interacting with NHS Test and Trace and fraud prevention can be found [here](#).

WHAT GOVERNMENT SUPPORT IS AVAILABLE TO MY BUSINESS?

The Chancellor has announced a package of measures to support businesses through the COVID-19 epidemic. If you are a restaurant or takeaway owner, you can find below the support available to you during this time. Follow the hyperlinks to find out more information on specific measures.

- [Click here](#) for a one-stop website for all business support from the Government. The Government has also created a tool to determine the support that is available for your business online, which is available [here](#).
- A **dedicated HMRC helpline** has been set up to help businesses and self-employed individuals with their tax affairs – **0800 0159 559**

What other support is available?

- A number of private lenders are also making funds available to small businesses impacted by COVID-19, including £14 billion from [Barclays](#), £2 billion from [Lloyds Banking Group](#) and £5 billion from [NatWest](#)
- [Fareshare](#) is offering payments of up to £50,000 to businesses for diverting surplus food to charities rather than sending it to landfill, anaerobic digestion or for animal feed. The food needs to be suitable to pass on to charities feeding the less well off.

Further information and guidance

- [FSA Guidance for food businesses on coronavirus](#)
- [FSA Guidance on food safety for food delivery](#)
- [Details of the Government's support for businesses in response to Coronavirus \(COVID-19\)](#)
- [COVID-19: guidance for employers and businesses](#)
- [HMRC Time to Pay](#)
- [Association of British Insurers Coronavirus Q&A](#)
- [UK Finance Guidance for SMEs – 'Let's Talk Business COVID-19'](#)

You can find all of these links also on the [British Takeaway Campaign website](#) and [BTC Twitter feed](#), which we'll keep updated with further useful information as it becomes available.