



## COVID-19 SUPPORT FOR TAKEAWAYS AND RESTAURANTS

Due to a resurgence of COVID-19 across the UK, the Government in Westminster and the devolved administrations have reinstated some restrictions on hospitality businesses. The restrictions 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

Under current [restrictions](#) in England, food and drink businesses are still allowed to operate takeaway facilities, either on a delivery, "grab-and-go" or drive-thru basis. Customers are not permitted to eat or drink while on site and must leave immediately upon collecting their orders. Collection must only be offered between the hours of 05:00 and 22:00. From 22:00 to 05:00 only delivery is permitted.

The Government has also issued updated [guidance](#) on maintaining safe social distancing for a range of businesses, including those offering delivery services:

- **Collection**
  - Customers should be encouraged to order online, by app or by phone.
  - Customers waiting to order or collect should wait in a designated area where a 2-metre distance from other people can be maintained.
  - If this is not possible, customers should enter the premises one at a time and only when their order is ready to be made or collected.
  - Customers could have staggered collection times - customers should be discouraged from entering the premises until their order is ready.
  - Businesses should discourage crowding outside the premises. Where possible, use queue management systems to maintain the 2 metres separation.
- **Delivery**
  - No food should be physically handed over to the customer. There should instead be a set drop-off point agreed in advance, e.g. customers' doorsteps.
  - Drivers should maintain a safe distance from the door and oversee the deliveries, which should not be left unattended. The driver should not enter the customer's property.
  - There should a way for customers to inform you if they are sick or self-isolating in advance when placing the order.
  - Drivers should carry out sensible hygiene practices, such as washing their hands regularly.

#### Scotland

Scotland has introduced a [tiered system](#) of coronavirus restrictions. The tiers which apply to different areas can be viewed [here](#), and you can enter your business's postcode to find out which tier you are under [here](#). Under all of the different tiers, takeaway and delivery services are permitted, but there are restrictions on eat-in services in each tier:

- Level 0

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- Licensing times apply indoors and outdoors
- Level 1
  - 21:30 last entry and 22:30 closed in indoor and outdoor settings
- Level 2
  - Alcohol to be served only with main meal
  - 19:00 last entry and 20:00 closed for indoor settings; 21:30 last entry and 22:30 closed for outdoor settings
- Level 3
  - No alcohol to be served
  - 17:00 last entry and 18:00 closed indoors and outdoors
- Level 4
  - Closed for sit in, takeaway and delivery only

## **Wales**

Wales' "firebreak" lockdown has now ended, and restaurants, takeaways and hospitality businesses are once again allowed to open.

There are a number of restrictions in place which hospitality businesses must follow:

- Bookings should be limited to groups of up to 4 people, unless all customers in a booking are from a single household. Contact details should be gathered from customers who eat in to facilitate contact tracing.
- Premises serving alcohol should provide table service only. Non-licensed premises can let customers collect their food from a counter.
- Licensed premises cannot sell alcohol between 10pm and 6am and must close by 10.20pm. There are no closing time restrictions on premises not licensed to sell alcohol.
- Where customers are eating inside, all food and drink should be consumed at tables.
- Customers should wear face coverings unless they are sitting at a table to eat or drink.
- Businesses should continue to implement measures to ensure social distancing between customers and staff.

## **Northern Ireland**

Under Northern Ireland's current [restrictions](#), all hospitality businesses must remain closed for consumption on the premises but can offer a takeaway or delivery service. Businesses must close their takeaway and delivery service by 11pm.

The restrictions are set to expire at midnight on the 26<sup>th</sup> of November. A new set of measures is yet to be agreed 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](#).

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[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.
- [InYourArea](#) has launched a platform on which you can list your takeaway or food business for free. Consumers can then search for local food businesses in their area using the tool.

### **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.

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