



Guidelines for tourism activities under the NZ COVID-19 Protection Framework



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1. The COVID-19 Protection Framework (Traffic Light System)

Government has announced a new protection framework as part of the next stage of the COVID-19 response plan. Referred to as the COVID-19 Protection Framework (CPF) the framework is also commonly referred to as the Traffic Light System due to the use of Green, Orange and Red stages. This new framework replaces the previous system of Alert Levels 1-4.

The CPF comes into effect on 3 December 2021. Refer to <https://www.business.govt.nz/covid-19/covid-19-protection-framework> for more details on the CPF and what it means for businesses.

The government has announced that some regions will move to Red and others to Orange when the CPF takes effect. No regions will move directly to Green.

2. Tourism activities are a mandated sector

Tourism activities have been mandated as part of the restrictions on [*Entertainment, recreation, and exercise businesses and services*](#). This means vaccination is required for all workers in these businesses. All employees must have had their first vaccination by 3 December 2021 and be fully vaccinated by 17 January 2022.

Businesses can choose to operate under the My Vaccine Pass or not. However, if businesses choose not to operate under the Pass different control measures apply – refer Section 4 for more detail. Workers must be vaccinated regardless of whether the business chooses to use My Vaccine Pass or not.

3. My Vaccine Pass

[*My Vaccine Pass*](#) is an official record of each person's COVID-19 vaccination status for use within New Zealand. It will allow NZers to access certain events and venues operating under the COVID-19 Protection Framework (traffic light system).

For more information on My Vaccine Pass mandates refer <https://www.business.govt.nz/news/vaccine-updates-vaccine-assessment-tool-and-my-vaccine-pass-mandates/>

4. Tourism activities operating under the Traffic Light System

The restrictions for tourism activities vary depending on whether a business chooses to operate under My Vaccine Pass rules or not. For the purposes of the CPF government have grouped tourism activities under the following five headings:

- Cinemas and theatres

- Other indoor on-premises entertainment facilities, eg bowling alleys, arcades, mini golf, casinos.
- Outdoor activities and sport both on and off-premises, eg guided walks, kayaking tours, golf clubs, tennis clubs.
- An entire facility privately hired for a gathering, eg a bowling alley hired for a staff event.
- Gyms and other indoor physical activity facilities (Gyms are not public facilities)

For detailed information on restrictions relating to each group and traffic light setting refer to <https://www.business.govt.nz/covid-19/covid-19-protection-framework/entertainment-recreation-and-exercise/>.

Many businesses have combined retail and ticketing areas. Retail is a non-mandated sector. For guidance on retail activities, click [here](#).

5. Verification of vaccine passes

When the COVID-19 Protection Framework is in place, tourism activity businesses will be required to check customers' My Vaccine Pass. All customers aged 12 years and 3 months or over must be checked. People under the age of 12 years and 3 months are not required to show proof of vaccination.

For more information on the My Vaccine Pass including checking passes refer <https://www.business.govt.nz/news/requiring-my-vaccine-passes-for-entry/>

Check customers' My Vaccine Pass at points of entry. Businesses are best placed to determine their 'point of entry'. It is recommended that passes be checked at or near the point of entry, or as soon as possible after entry (for example, if there is only one staff member, this might be at the counter). For some businesses the point of entry may be the place the customer purchases a ticket for your product, or at a staging or boarding area prior to commencing the activity.

Points to note

- Businesses must display posters or signage indicating to customers that entry is contingent on having a My Vaccine Pass. These can be downloaded from the COVID-19 website [Posters for businesses and organisations](#).
- Everyone needs to show a My Vaccine Pass for participation.
- Identification can be but does not have to be checked.
- You can record in your systems whether a regular customer has been verified, but you cannot store any data from My Vaccine Pass
- You can use the verifier app to check customer's passes – third party apps are also allowed, provided no data is collected. *A reasonable number of My Vaccine Passes must be verified each day.*

- My Vaccine Pass is the only acceptable form of evidence to meet Government requirements
- Notify customers on your website and in booking processes (for example, during phone booking and in email confirmation of booking) that your property requires use of My Vaccine Pass for all occupants over the age of 12.
- Get your workforce ready. WorkSafe and the Police have enforcement roles (Note Section 10 re enforcement),
- A business does not have to use the verifier app as evidence, but if you use other evidence you will need to comply with privacy and human rights law.

6. Mandatory Record Keeping

Mandatory record keeping means collecting and maintaining accurate records including a person's full name, an effective means of communicating with them (for example, a current phone number or email address) and the date and time at which the person arrived and left the event/premises.

If you are the person in charge of a business, location, or event, you legally must ensure that you have safe and secure systems and processes in place so that, as far as reasonably practicable, everyone aged 12 years or over working in or visiting your premises can scan in or provide their details in an electronic or paper-based manual process, no matter how long they are there for. This includes workers, contractors, customers, and volunteers.

The new requirements to display additional QR codes will apply to all workplaces that are already required to display a QR code. Under all settings, all businesses and services, unless exempt, need to display the official NZ COVID Tracer QR code poster in a prominent place at or near the main entrances to each of their premises.

People in control of workplaces must also ensure that:

- Additional copies of a Covid-19 QR code are displayed in other places throughout businesses and locations (which are already required to display them). This is in addition to an already required QR code displayed at the main entrance.
- QR code posters are now also required to be kept in a good condition. This limits the risk that scanning doesn't take place if posters are faded, damaged or difficult to scan in on.
- The QR code must not be altered in a way that makes it unclear that it has been issued by the NZ Government for the purposes of contact tracing. Businesses and locations must use the official Covid-19 QR code posters issued by the Ministry of Health. This also ensures people know that the QR code they are scanning, links to the COVID tracer app and is for contact tracing purposes.

- You legally must have more than one way for people to record their visit, especially for people who are not able to scan QR codes.

Your system for recording customers and visitors can include:

- asking people to scan in using the NZ COVID Tracer app
- recording your customers' and visitors' details manually
- providing paper forms for customers and visitors to fill in with their details and place in a collection box
- using your existing record-keeping systems, such as swipe-card access or appointment bookings.
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All guests should be instructed to scan in using the Covid 19 app and encouraged to turn on Bluetooth to support Covid 19 tracing.

[Business.govt.nz](https://www.business.govt.nz) has guidance on record keeping.

Privacy

Businesses are required to comply with the Privacy Act 2020 and take reasonable steps to ensure manual record keeping is kept private and stored securely.

The paper-based customer sign-in registers that have previously been used by some venues are no longer compliant (as the contact record information is visible to other customers) These need to be replaced with other processes and systems such as a simple pen-and-paper register using individual slips and a ballot box for storage or an electronic system (such as the tablet sign-in apps already used by many businesses to register visitors).

If collecting contact records for the sole purpose of enabling contact tracing, the business must keep records for 60 days and then dispose of the records securely. Privacy Guidance can be found [here](#).

7. Guidance for workplaces that have a case of COVID-19

The Ministry of Health has published guidance on steps to take in the event of an employee, customer, or visitor becomes a confirmed or probable COVID19 case. You can find the guidance [here](#).

8. Capacity limits

Capacity limits apply to premises or a defined space. Limits include all attendees, but not workers. For more detail on capacity limits refer to <https://www.business.govt.nz/covid-19/covid-19-protection-framework>.

Some capacity limits are based on 1 metre distancing. This means the maximum number of people who could occupy the space if each person was 1 metre apart. People do not need to stand 1 metre apart.

9. Clearly communicate the changes to your customers

It is recommended that businesses communicate with clients at time of booking with information detailing the new participation requirements under the mandate. Participants who are unvaccinated may not be able to participate in your activity.

10. You should not enforce the COVID-19 CPF restrictions

All customers are required to show their My Vaccine Pass before participation in your activity. They are also required to follow safety guidance provided by your team (including COVID19 protection protocols). If any of your guests are not respecting the CPF restrictions, please do not try to intervene yourself. If there are any issues, please report the breach online or call 105 to report.

It may be useful to brief staff on what to do in situations where their safety is at risk from guests who do not wish to comply. These [*tips*](#) are designed to help workers feel a little more confident and able to maintain their own safety and sense of calm when dealing with strong emotions.

Useful links

[Unite against COVID-19 \(covid19.govt.nz\)](https://covid19.govt.nz)

[Mental Wellbeing For You & Your Workplace — Mentemia 1737 - Need to Talk?](#)

This document has been developed by Tourism Industry Aotearoa in consultation with tourism operators to assist tourism activity providers.

Please note that any government directives take precedence over the guidelines and operators should continue to monitor any government announcements and directives.

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