



Guidelines for accommodation providers

COVID-19 Level 2 – Play it safe

The Accommodation Forum which includes TIA has worked with MBIE to create guidelines for Accommodation providers during COVID-19 Level 2

From 12 August 2020 the key measures that are required in addition to those outlined in this document are as follows:

- You must display a copy of the QR code for the business or service in a prominent place at or near the main entrances to the workplace; and
- Have other systems and processes in place to support contact tracing of persons who enter the workplace or carry out work for the business or service.
- Mask Use: At Level 2, wearing masks is not compulsory, however, current Health guidance is that wearing masks is highly recommended. Information on how to use a mask safely is available [here](#)
- Mask for Guests – recent advice from MoH is that there is no expectation for accommodation providers to provide masks for guests. This advice **does not** apply to hotels who are providing government managed isolation/quarantine facilities.

COVID19 Level 2 – Play it Safe

Range of measures that can be applied locally or nationally

- People can reconnect with friends and family, go shopping, or travel domestically, but should follow public health guidance.
- Physical distancing of two metres from people you don't know when out in public is recommended, with one metre physical distancing in controlled environments like workplaces unless other measures are in place.
- No more than 100 people at indoor or outdoor gatherings.
- Sport and recreation activities are allowed, subject to conditions on gatherings, contact tracing, and – where practical – physical distancing.
- Public venues can open but must comply with public health measures.
- Health and disability care services operate as normally as possible.
- Businesses can open to the public but must follow public health guidance including in relation to physical distancing and contact

tracing. Alternative ways of working encouraged where possible (e.g. remote working, shift based working, physical distancing, staggering meal breaks, flexible leave).

- It is safe to send your children to schools, early learning services and tertiary education. There will be appropriate measures in place.
- People at higher-risk of severe illness from COVID-19 (e.g. those with underlying medical conditions, especially if not well-controlled, and seniors) are encouraged to take additional precautions when leaving home. They may work, if they agree with their employer that they can do so safely.

Further details are available at: <https://covid19.govt.nz/alert-system/alert-level-2/#life-and-business-at-alert-level-2>

General Public Health Advice

Prevention – how to protect yourself and others

- Cough or sneeze into your elbow or by covering your mouth and nose with tissues.
- Put used tissues in the bin or a bag immediately.
- Wash your hands with soap and water often (for at least 20 seconds).
- Try to avoid close contact with people who are unwell.
- Don't touch your eyes, nose or mouth if your hands are not clean.
- Avoid personal contact, such as kissing, sharing cups or food with sick people.
- Clean and disinfect frequently touched surfaces and objects, such as doorknobs.
- Stay home if you feel unwell.
- Call Healthline on 0800 358 5453 if you have any symptoms and have been recently been overseas or have been in close contact with someone confirmed with COVID-19.

Accommodation Forum Guidelines

Clear communication with your employees is very important

Accommodation providers should clearly communicate to their employees and contractors that they are permitted to operate under Alert Level 2. Staff should be reassured by outlining the steps you will take to ensure their safety, as well as that of your guests.

Physical distancing needs to be maintained

- You need to adhere physical distancing 1 metre in a controlled environment and 2 meters in an uncontrolled environment - accommodation will have to define this, lobby, playgrounds etc
- Appropriate hygiene needs to be maintained at all times.
- You will need to consider how you will inform your guests about what they can do themselves to respect the restrictions. For example, limit how many go into a lift or not congregate in groups.
- In all situations, be clear with your customers about your procedures and why they are in place.
- Contactless payment is now not required.

Contact Tracing

All businesses must have in place a contact tracing system.

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

The health position statement on record-keeping and the privacy commission guidelines both suggest this information should be held for two months.

When an official contact tracing app or device is introduced guests are to be instructed that its use is compulsory.

How to create your QR code poster

Businesses can generate and print their own QR Codes at:
<https://qrform.tracing.covid19.govt.nz/>

To use the webform, you will need:

- a valid New Zealand driver licence so your identity can be verified
- the address details for each of your premises
- your email address
- an email address and contact phone number for each of your locations.

Restaurant, Bars and other Communal facilities and spaces

In bars, cafes and restaurants the three S's apply

The three S's are: seated, separated and single service.

1. **Seated** means cafés and restaurants will only be able to serve as many as can be safely seated. Everyone in your venue must be seated at a table when consuming food and drink on the premises – other than when:
 - i) Entering, using a toilet or bathroom, paying, or departing; or
 - ii) Ordering or collecting food and drink except in on-licence premises, or club licence premises.
2. **Separated** means there must be a social distance of 1 metre between tables. Physical distancing of 1 metre must be maintained in a controlled environment, like a bar, restaurant or cafe. (Different measures required for takeaway operations). The layout of the premises will need to be configured to maintain the distancing between tables and/or between groups.
3. Every venue must have a **single** server per group, where practical. Only one staff member should be providing the service to all customers in a zone/section, to the greatest extent practicable – that staff member should be the seater, order taker, food and beverage runner. A server can have more than one table, but each table should only have one server. Where it is not practicable to use a single server (for example when staff are taking a break), you will need to address how you will manage this risk another way.

You must keep records of all customers and workers to enable contact tracing.

No more more than 100 people in total – this excludes staff.

No buffets - including breakfast. All meals are to be pre-plated for guests.

Areas such as gyms, pools, playgrounds, day spas, conference centres can open but physical distancing needs to be maintained.

Heightened cleaning of all communal areas must be maintained.

Ministry of Health cleaning procedures can be found [here](#).

Conferencing

Ticketed large events, including conferences, theatres and stadiums are subject to a 100-person limit.

There is a one-metre distancing requirement, and contact tracing is essential.

Large ticketed events must:

- be seated
- able to keep attendance records effectively (i.e. allowing for contact tracing)
- having physical distancing in place
- have good hygiene procedures
- and that any food and drink must meet the hospitality provisions.

Therefore, when planning events, the questions to ask are:

- Can your event support seated guests?
- Can your event support physical distancing?
- Can your event allow for appropriate handwashing facilities, and keep communal areas such as bathrooms clean?
- Can you collect adequate information for contact tracing? Contacting tracing means collecting and maintaining accurate records which include a person's full name, their address, an effective means of communicating with them (for example, a current phone number or email address) and the time at which the person arrived and left the event. The health position statement on record-keeping and the privacy commission guidelines both suggest this information should be held for two months.

Shared accommodation such as dorms can still operate under strict management

Shared accommodation, such as dorms in backpackers can still operate as they provide necessary accommodation for many people in New Zealand. In the first instance, operators should book non-dorm rooms (eg self-contained rooms) and only utilise dorm rooms when absolutely necessary. Where possible, occupancy should be limited to enable sufficient physical distancing.

Communal facilities can open

Communal facilities are communal kitchens, bathrooms and laundries in shared accommodation, such as backpackers, holiday parks or hostels.

These facilities can be utilised in these types of accommodation to ensure guests have access to basic necessities. Operators should develop procedures to ensure physical distancing and rigorous hygiene practices can be maintained. For example:

- Physical distancing needs to be maintained
- They are only to be used by guests.
- Heighten the level of your cleaning protocols.
- You may consider providing guests that use these facilities with disinfectant spray to wipe down contact areas after use.
- In the case of kitchen, dining and laundry facilities you may choose to allocate times for guests use and the hygiene expectations should be made very clear.

Housekeeping

Housekeeping services can resume. Care should be taken to ensure that all staff use appropriate personal protective equipment (PPE).

Levels of heightened cleaning should remain once hotel rooms are vacated. This includes wiping down walls, front and back of doors and other high touch surfaces.

Ministry of Health information on PPE can be found [here](#).

Clearly communicate the changes to your guests at check-in

These measures will only have a positive effect if we all follow them. It is vital that you let your guests know of all of the changes and requirements. Think about how you might reinforce this throughout their stay too. Most will want to follow the new rules, but if not, remind them of the reason why we're limiting physical interactions. We all have a part to play, including them.

You may want to create a guest welcome letter that addresses all the changes and requirements during their stay whilst operating under COVID-19 Alert Level 2. Displaying the COVID-19 Alert Level 2 requirements may also be helpful.

Short Term Rental Accommodation

Short Term Rental Accommodation can operate under these guidelines.

Finding alternative accommodation

Accommodation providers should refer those people who are unable to meet the requirements of self-isolation to the Temporary Accommodation Service on 0508 754 163.

Guest Health

Should a guest or staff member feel unwell call Healthline on 0800 358 5453

You should not enforce the COVID-19 Level 2 restrictions

If any of your guests are not respecting the Level 2 restrictions, please do not try to intervene yourself. If there are any issues, please report the breach online or call 105 to report.

Not following the restrictions may include not following physical distancing requirements.

Updated: 15 February 2021