

Restaurants, Cafes, Pubs, hotels and B&B's -The Track & Trace System in England.

What is Track & Trace?

The system used in England to identify and find people who have been in contact with someone who has tested positive for Covid-19,

Why Track & Trace?

This enables the NHS, Public Health England and Local Authorities to work together to stop the virus spreading, by identifying and testing contacts, and where necessary asking them to self-isolate.

What is a 'contact'

A contact is someone who has been in close proximity, (less than 2 meters) with a person who is carrying the virus. This places them at greater risk of catching the virus, and spreading it further.

What are Hospitality Businesses being asked to do by the government to assist Track & Trace?

Keep a record of the names and contact details of customers, guests and where appropriate contractors for 21 days after they have visited your businesses.

You do not need to record details of takeaway customers if they are only coming into your business very briefly to collect and pay for takeaway food.

How do I keep customer records?

- You can record names and phone numbers electronically on your mobile phone or tablet, (there are apps available to help you do this).
- You can use a paper form to record names and phone numbers.
- You can delete or shred the records after 21 days
- All records should be kept secure, so that only you and any managers or supervisors have access to them.
- As a minimum you should record the contact details of the lead person for each table.
- The date, and where possible the time of arrival and departure should also be recorded for each group.
- For further information visit: <https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace>

Are customers required to provide their contact details by law?

- No. Not in England. The government are actively encouraging people to be responsible and provide this information.
- However as the owner of a business you have the right and authority to ask individual customers to leave if they are refusing to cooperate and adhere to your social distancing procedures including providing their contact details.