

Our ref: COVID Test & Trace
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Dear business owner

To help control the spread of coronavirus, the Government has announced a new legal requirement for certain venues to display official NHS QR code posters to support the NHS COVID-19 app being launched - part of the national coronavirus testing and contact tracing programme.

The NHS COVID-19 app will provide people with information about the risk level for coronavirus in their local area, alert them if they have been in close contact with someone who has tested positive for coronavirus, and has a built-in QR scanner which people who download the app will use to easily and securely 'check-in' at venues.

Displaying NHS QR code posters to support the NHS COVID-19 app will be a **legal requirement** from 24 September for all venues open to the public which are already being asked to use a logbook for Test and Trace.

If this is relevant to you, this letter provides you with the details and web links to help you put this new legal requirement in place for your business.

Businesses and venues which need to display an NHS QR code COVID-19 poster from 24 September are:

- hospitality, including pubs, bars, restaurants and cafés
- tourism and leisure, including hotels, museums, cinemas and amusement arcades
- [close contact services](#), including hairdressers, barbershops and tailors
- facilities provided by local authorities, including community centres, libraries and village halls

A full list of organisations within scope in these sectors can be found in [annex A](#).

Further information on the venues is available at: <https://faq.covid19.nhs.uk/article/KA-01183/en-us?parentid=CAT-01043&rootid=CAT-01027>

And, <https://www.gov.uk/guidance/maintaining-records-of-staff-customers-and-visitors-to-support-nhs-test-and-trace#information-to-collect>



The official NHS QR code poster for businesses and venues

- The NHS QR code poster will allow customers to check into venues in a simple and secure way
- Each business will need to generate posters for their venue online at www.gov.uk/create-coronavirus-qr-poster and print them off to display at their premises
- Each QR code is unique to a location, so if your business operates from more than one venue, please create a separate QR code for each location. You can add multiple locations in the service.
- Advice on how to create and where to display your NHS QR code poster is available at: <https://covid19.nhs.uk/information-and-resources.html>
- Any venue that has already set up their own QR code system for Test and Trace is asked to replace it with an official NHS QR code poster
- Businesses will still need to keep an additional contact information log for customers who do not have access to the NHS COVID-19 app and cannot scan the QR code posters.

What this means for your customers and visitors

- The NHS COVID-19 app will alert customers if they have recently visited a venue or business where a coronavirus case has been confirmed and will instruct them to isolate – the app will only instruct the person to book a test if they have symptoms
- The alert will be anonymous, meaning it will not name the exact venue or service.
- A week-long national information campaign will begin on 24 September to let people know about the COVID-19 app and how to use it to scan QR code posters to check in at venues
- As [designated business and venues](#) will be legally required from 24 September to log customer and visitor details and display an official NHS QR code poster, you will need to:
 - check when customers enter your premises that they have either scanned your QR code poster or provided their contact details for you to manually log
 - if there is more than one person, record the name of the 'lead member' of the group and the number of people in the group (maximum of 6)
 - if the person/lead member refuses to provide their contact details by scanning your QR code poster or providing details for manual logging, you will need to deny them access to your venue or risk facing a fine.

Further information on the NHS COVID-19 app and QR code posters

- [Introducing the app explainer pack](#)
- [Information and resources for creating and displaying your QR code poster](#)

The latest government control measures

In addition to the official NHS QR code posters and COVID-19 app, the government has also announced further measures to control the spread of coronavirus. These measures are as follows:

- Businesses selling food or drink (including cafes, bars, pubs and restaurants), social clubs, casinos, bowling alleys, amusement arcades (and other indoor leisure centres or facilities), funfairs, theme parks, adventure parks and activities, and bingo halls, must be closed between 10pm and 5am. This will also include takeaways but delivery services can continue after 10pm.
- In licensed premises, food and drink must be ordered from and served at, a table.
- Customers must eat and drink at a table in any premises selling food and drink to consume indoors, on site.
- Customers in hospitality venues must wear face coverings, except when seated at a table to eat or drink. Staff in hospitality and retail will now also be required to wear face coverings
- People who are already exempt from the existing face covering obligations, such as because of an underlying health condition, will continue to be exempt from these new obligations.

Further information can be found [here](#) and new Government guidance is expected out soon.

Thank you for your support. Together, we can all can play a part in controlling the spread of coronavirus.

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Yours sincerely,



David Ingram
Service Lead - Public Protection