A.R.O.H.T

An owner's hospitality toolkit providing a framework fulfilling the regulations keeping customers and staff safe by simplifying the full toolkit with suggested alternative best practices alongside domestic covid vaccination certificate.

REQUIREMENTS – R16F. **First,** a written record of an effective system (16F (3)) which must be retained, 21 days (15F). **Second,** operates to ensure only a qualifying customer enters or removal if not. **Thirdly,** records details from each adult customer of name, number, date and time of entry. **Fourthly,** supply a written copy of system within 24 hours if asked.

BEST PRACTICE OPERATIONAL EXAMPLES.

Step 1 – Consider the nature of your business and then work out what type and why that type of system you honestly believe will be reasonably necessary and proportionate to ensure that whoever enters and remains is permitted.

Step 2 – Help with step 1, consider developing a similar assessment to health and safety relating to the nature of your business touching on such things as;
- risks to your staff mental, physical and emotional well-being with customers entering and interacting to ensure they have permission to enter.
- risks to your customers entering unhindered and free from discrimination, inequality and having their human rights breached by interactions with your staff.
- risks to the operation of your business premises keeping everyone safe also in line with current health and safety assessments.
- risks resulting from the operational costs of your system that may affect its viability.

Step 3 – Determine which system or systems you are going to use that relies on an interaction with your customer which you believe is your Best Practice for your premises, examples could be;

- Pre-attendance declarations –

  non – verbal:

  website protocols and questions to the booking customer as part of the navigation menu and thereafter a declaration that by completing booking they are a qualifying person and will have accompanying identification as required.

  With a link for other guests to log into or receive an email requiring them to also complete the above best practice protocols or receive a notification to interact with your staff and your system as detailed below.

Verbal:

Questions asked to that customer, as above, when booking by phone declaring that by completing the booking they are a qualifying person and will have accompanying identification as required.

Other guests not party to that call would be obliged to follow the following;

- Attendance Declarations -

non-verbal:

showing a text / screen shot on their phone or printed from NHS result PCR test 16C (1) (C) [within the timeframe allowed] or

showing a screen shot, email verification on their phone or printed verification of recovery certificate relating to above PCR test is being processed or

ticking yes to being 1 of 5 of covid status examples and signing an owners prepared declaration form with name, date, time of entry and confirmation of required ID, either at the entrance or when seated.

Verbal:

A standardised questionnaire would need to be developed for your staff that would ask the pertinent questions to establish the customer has permission, is a qualifying individual thus having covid status being able to evidence 1 of 5 examples.

A system would need to be developed for the adequate and sufficient instruction to your staff to ensure the questions are asked along with being able to assess its effectiveness of delivery and instruction on ID possession requirements for the customer.

There would then need to be a clear and concise record of the questions and confirmed answers with a yes ticked in a box, following a chronological order to arrive at the conclusion that the customer is so permitted to enter and remain and signed by the relevant staff member.

WHY THESE ALTERNATIVE BEST PRACTICES CAN WORK

Customer – A qualifying individual, (P), is a customer 'who is able to have an available body of facts or information complying with 1 of the 5 examples in Reg 16 C, which can indicate whether the proposition that they are a qualifying individual is valid or true'

Reg 16C - says nothing about how that customer shows, confirms, evidences, proves that status to the owner.

This creates a gap in how the owner finds out the customer is permitted to enter and that is why the Govt have developed the certificate and present it as the ONLY way to find that out.

That is wrong because all the owner has to do is have an effective system to ensure that the customer is permitted to enter and it is left up to them to decide how to do that and that is why the Govt have developed the certificate and present it as the ONLY way to find that out.

REMOVAL AND REFUSING ACCESS ACCORDING WITH REG 16F.

We find it plausible to incorporate already existing legal protections and measures relative to customers in these circumstances into the newly developed effective system required under these regulations.

DEPARTMENT ISSUING FURTHER GUIDANCE

If the Dept issue updating guidance the "having regard" to it under 16F (5) means that there is an obligation to read it and carefully consider same only.