



# QUICK REFERENCE HOSPITALITY GUIDE

## Operating your business at RED

AT RED, action will need to be taken to protect both at-risk people and protect our health system from an unsustainable number of hospitalisations. Staying safe at Red:

- Record keeping and scanning will be required.
- Face coverings will be mandatory on flights, public transport, in taxis, retail, public venues, and recommended whenever leaving the house.

### When operating at RED, food & beverage businesses have two options:

- operate asking for My Vaccine Passes from customers. This means that customers and staff visiting, or on, your premises will need to be fully vaccinated (or have an exemption), or,
- if you choose to operate without asking for My Vaccine Passes from customers, you can only operate as a takeaway, under retail settings, and/or separately host limited numbers under the gathering rules. Customers cannot consume takeaways on the premises under this setting but will be able to come inside for ordering and pick up. Your employees will not be required to be vaccinated.



### The Golden Rules for Hospitality operation at RED, if vaccine pass requirements are in place:



#### 1. Number limits

- The maximum number of people allowed is 100 per separately defined space. However this may be limited by the size of the space and the capacity. To calculate the limit, use the square metreage of the space and calculate how many people could occupy the space if each person was 1 metre apart. For instance if the space is 20m<sup>2</sup>, you will be able to accommodate a maximum of 20 people.
- This number includes all attendees, but not workers (workers include anyone required to operate the business and therefore includes paid and unpaid).



#### 2. Signage

- Along with the business' QR code poster, a business must display signage in a prominent place near the main entrance of the premises indicating whether customers do (or do not) require a My Vaccine Pass.



#### 3. The Two "S's":

- **Seated:** Everyone in your venue must be seated at a table when consuming food and drink on the premises - other than when:
  - entering, using a toilet or bathroom, paying, or departing; or
  - ordering or collecting food and drink (except in on-licence premises or club licence premises)
- **Separated:** Physical distancing of 1 metre should be maintained in a controlled environment, like a restaurant, café, bar or takeaway. The premises layout will need to be configured to maintain the distancing between tables and/or between groups.

#### 4. Mask use

- mandatory for staff who are customer facing while they are serving customers
- face coverings are highly recommended for other staff and for customers when not eating or drinking (and mandatory for customers picking up takeaways)
- staff performing delivery duties must wear a mask for any part of the delivery during which they are on the property of the home or place.



#### 5. Record keeping and verification

- records must be kept to enable contact tracing for workers, customers, suppliers, contractors and anyone else that enters your premises (either by scanning the businesses QR code poster, or alternate record-keeping system)
- customers must have their My Vaccine Pass sighted (and a reasonable number will need to be verified) using the NZ Verifier technology. Sighting and verification should ideally occur at the entrance, or as near as possible, depending on the style of the business.

FOR DETAILED GUIDANCE ON OPERATING AT RED, GO TO [restaurantnz.co.nz](https://restaurantnz.co.nz).



# QUICK REFERENCE HOSPITALITY GUIDE

## Operating your business at ORANGE

AT ORANGE, there will be community transmission, with pressure on our health system. The whole of health system is focussing its resources, but can manage primary care, public health, and hospitals. There may also be an increasing risk for at-risk people.

- Record keeping and scanning will be required.
- Face coverings will be mandatory on flights, public transport, in taxis, retail, public venues, and recommended whenever leaving the house.

### When operating at ORANGE, food & beverage service businesses have two options:

- operate asking for My Vaccine Passes from customers. This means that customers and staff visiting or on your premises will need to be fully vaccinated (or have an exemption), or,
- if you choose to operate without asking for My Vaccine Passes from customers, you can only operate as a takeaway, under retail settings, and/or separately host limited numbers under the gathering rules. Customers cannot consume takeaways on the premises under this setting but will be able to come inside for ordering and pick up. Your employees will not be required to be vaccinated.

### The Golden Rules for hospitality operation at ORANGE, if vaccine certificate requirements are in place:



#### 1. No limits

- You can operate “without limits” – this means that the number of people limits that are in place at Red have been removed and there is no requirement for people to be seated and separated.



#### 2. Mask use

- mandatory for staff who are customer facing while they are serving customers
- face coverings are highly recommended for other staff, and for customers when not eating or drinking (and mandatory for customers picking up takeaways)



#### 3. Record keeping and vaccine passes

- records must be kept to enable contact tracing for workers, customers, suppliers, contractors and anyone else that enters your premises (either by scanning the business' QR code poster, or alternate record-keeping system)
- customers must have their My Vaccine Pass sighted (and a reasonable number will need to be verified) using the NZ Verifier technology. Sighting and verification should ideally occur at the entrance, or as near as possible depending on the style of the business.



#### 4. Signage

- Along with the business' QR code poster, they must display signage in a prominent place near the main entrance of the premises indicating whether customers do (or do not) require a My Vaccine Pass.

### The Golden Rules for Hospitality operation at ORANGE, if the business has chosen that customer vaccine passes are not required:

- The business must operate contactlessly – utilise previous Level 3 guidance to assist [\[link to Level 3 guidance here\]](#)
- 2. Mask use - requirements are as above
- 3. Signage - requirements are as above

FOR DETAILED GUIDANCE ON OPERATING AT ORANGE, GO TO [restaurantnz.co.nz](https://restaurantnz.co.nz).