

**Office of the Director  
of Public Health**

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Please ask for: Public Protection Service

Date 13 May 2021

Dear Business Owner

**Re: COVID-19 Reopening Guidance for Hotels and B&Bs**

As hotels and B&Bs get the green light to reopen from 17th May 2021, we are writing to you to ensure that you have up-to-date information to help you run your business in a COVID secure way.

There is guidance on the Government's website that details the practical measures you should be taking <https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation>.

It is important that you frequently check this guidance as it is regularly updated and will probably be updated around the date of your reopening.

There are also legal requirements that you must follow:

- You must display an official NHS QR code poster so that customers and visitors have the option to 'check in' using this option. You can create an NHS QR code for your venue online here <https://www.gov.uk/create-coronavirus-qr-poster>
- You must keep details of all of your customers, including dates/times, for 21 days for track and trace purposes.
- You must display a poster advising customers to wear a face covering inside the public areas of your premises. This should be placed in a prominent place so it can be seen before customers enter.

If your hotel has different venues within it, such as a restaurant or bar, you should display separate NHS QR code posters for each of these. Guests can then check into these spaces allowing them to be sent notifications with public health advice if needed.

**Community testing to help keep your workforce safe**

One in three people with COVID-19 show no symptoms and could be spreading the virus without realising it; and testing is still important even if someone has been vaccinated.

Testing is playing an important role in driving down COVID-19 infection rates, enabling the Government's Roadmap out of lockdown to progress as planned. For this reason businesses are being encouraged to ask staff to have regular lateral flow testing and there are several convenient ways people can do this in Plymouth:

- At the community testing sites at Marjon and the Guildhall which do not rely on vehicle access, or the existing drive-in test site at the former Seaton Barracks site off William Prance Road. More information is online here: <https://www.plymouth.gov.uk/coronaviruscovid19information/howstaysafe/gettested>
- Ordering home testing kits by calling 119 or online <https://www.gov.uk/order-coronavirus-rapid-lateral-flow-tests>
- By collecting testing kits. More information can be found online here: <https://www.plymouth.gov.uk/coronaviruscovid19information/howstaysafe/gettested>

Please remember: Anyone with COVID-19 symptoms should book a test immediately. Book online via <https://www.plymouth.gov.uk/coronaviruscovid19information/howstaysafe/gettested> or ring 119.

If you require further advice, please email Plymouth City Council's Public Health Team at [Covid19@plymouth.gov.uk](mailto:Covid19@plymouth.gov.uk)

### **Business Support**

We have a dedicated way for businesses to contact us with queries about reopening and being COVID secure. If you need support, advice or guidance please go to:

<https://www.plymouth.gov.uk/coronaviruscovid19information/supportandadvicebusiness>

You can email us at [Covid19@plymouth.gov.uk](mailto:Covid19@plymouth.gov.uk) or complete a query form online here:

<https://www.plymouth.gov.uk/publicprotectionadviceandsupport/foodsafetyandhygiene/healthandsafety/healthandsafetyadviceandsupport>

Yours faithfully

**Plymouth City Council  
Public Protection Team**

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Poster for accommodation providers - What to do if guests have confirmed or suspected COVID-19 and are unwell or cannot return home safely from your holiday accommodation

Poster for guests - What you need to do if you fall ill with COVID-19 symptoms whilst visiting