

# Alert Level 2 Operating safely guidance for hospitality, events and gatherings

This operating guidance is intended to support hospitality, events and social gatherings to operate safely at current Alert Level 2 settings. It is current as at 15 October 2021. Further guidance is expected to be updated over the coming weeks.

## Hospitality Venues

Cafes, restaurants, bars, and takeaway services.

**Max Capacity:** Maximum capacity will be determined by the number of customers that can be physically separated by 1 metre.

**Cleaning and Hygiene:** Have cleaning and hygiene processes in place e.g. providing hand sanitisers in high traffic areas, clean high touch surfaces regularly.

Face Coverings	Record Keeping	Physical Distancing	Food & Beverage
<p><b>Customer facing staff</b> must wear a face covering while serving customers.</p> <p><b>Customers</b> are encouraged to wear face coverings when not eating or drinking.</p> <p><b>Exceptions</b> Some people cannot wear a face covering due to a disability or health condition. Be kind and respectful of privacy when approaching a customer who isn't wearing a face covering.</p>	<p>Have more than one way for customers and staff to record their visit, including QR code posters e.g. tablet sign-in system or individual paper slips and a ballot box for storage.</p> <p>Make it easy for attendees and prevent queues at entrances by placing QR codes in multiple locations around:</p> <ul style="list-style-type: none"><li>the entrance areas and</li><li>in the venue itself</li></ul> <p>Remember to also:</p> <ul style="list-style-type: none"><li>Ensure QR codes are in good condition</li><li>Ensure you have systems/processes in place to allow for record keeping for workers, contractors and volunteers, (in addition to customers) no matter how long they are there for, e.g. swipe keys, QR code posters etc</li><li>Have systems/processes in place to ensure that everyone aged 12 years or over who attends the venue scans a QR code, makes their own contact record or provides a contact record to the venue organisers.</li><li>Contact records are personal information. They need to be collected, used, stored, disclosed, and disposed of safely and securely in accordance with the Privacy Act 2020.</li></ul>	<p><b>Staff</b> should keep 1 metre from other staff and customers, where possible</p> <p><b>Customers</b> should stay 1 metre apart from other customers not part of their group.</p> <p><b>Hospitality owners</b> should have systems and processes to maintain physical distancing – e.g. capacity monitoring, posters, signage indicating 1m, maximum capacity in defined spaces (lifts) etc</p>	<p>Customers must be seated at a table to consume their food or beverage.</p> <p>For <b>on-license and club license</b>, customers must be seated and served at a table, i.e they cannot go to the counter to order, even if they are ordering a non-alcoholic beverage or food.</p> <p>For <b>non-licensed</b> hospitality venues, customers may go to the counter to order and pay.</p>

## Event Facilities

Stadium, cinema, theatre or conference venue.

Attendees can be seated or standing. Applies to ticketed and non-ticketed events.

**Max Capacity:** Maximum capacity will be determined by the number of customers that can be physically separated by 1 metre.

**Cleaning and Hygiene:** Have cleaning and hygiene processes in place e.g. providing hand sanitisers in high traffic areas, clean high touch surfaces regularly.

Face Coverings	Record Keeping	Physical Distancing	Food & Beverage
<p><b>Staff</b> are encouraged wear face coverings when interacting with customers.</p> <p><b>Staff working with food and beverage</b> must wear face coverings.</p> <p><b>Attendees</b> are encouraged to wear a face covering when not eating/drinking but not a requirement.</p> <p><b>Exceptions</b> Some people cannot wear a face covering due to a disability or health condition. Be kind and respectful of privacy when approaching a customer who isn't wearing a face covering.</p>	<p>Have more than one way for attendees and staff to record their visit, including QR codes e.g. tablet sign-in system or individual paper slips and a ballot box for storage.</p> <p>Make it easy for attendees and prevent queues at entrances by placing QR codes in multiple locations around:</p> <ul style="list-style-type: none"> <li>the entrance areas and</li> <li>in the event itself</li> </ul> <p>If an event is either indoors or outdoors and in one defined space, you can use one QR code for the event.</p> <p>If the event is spread out across sites, we recommend having separate QR codes for each business or exhibit. You should also use an event QR code at entrances to help people sign in.</p> <p><b>Remember to also:</b></p> <ul style="list-style-type: none"> <li>Ensure QR codes are in good condition</li> <li>Ensure you have systems/processes in place to allow for record keeping for workers, contractors and volunteers, (in addition to customers) no matter how long they are there for, e.g. swipe keys, QR code posters etc</li> <li>Have systems/processes in place to ensure that everyone aged 12 years or over who attends the event scans a QR code, makes their own contact record or provides a contact record to the event organisers.</li> <li>Contact records are personal information. They need to be collected, used, stored, disclosed, and disposed of safely and securely in accordance with the Privacy Act 2020.</li> </ul>	<p><b>Staff</b> should keep 1 metre apart from attendees and other staff, where possible.</p> <p><b>Attendees</b> should stay 1 metre from people they do not know.</p> <p><b>Event organisers</b> should have systems and processes to maintain physical distancing – e.g. capacity monitoring, posters, signage indicating 1m, maximum capacity in defined spaces (lifts) etc.</p>	<p>For <b>on-license and club license</b> events customers must be seated and served at a table, i.e they cannot go to the counter to order, even if they are ordering a non-alcoholic beverage or food.</p> <p>For <b>non-licensed</b> events, customers may go to the counter to order and pay but must be seated at a table to consume food and drinks.</p>

**The activity of community sport is a social gathering and subject to the 100 people limit, whether played indoors or outdoors or in an event facility or in an uncontrolled outdoor setting.**

## Outdoor events, not held in an event facility

A concert at a park or a parade.

**Max Capacity:** A gathering of up to 100 people in any defined outdoor space.

**Cleaning and Hygiene:** Have cleaning and hygiene processes in place e.g. providing hand sanitisers in high traffic areas, clean high touch surfaces regularly.

Face Coverings	Record Keeping	Physical Distancing	Food & Beverage
<p><b>Staff</b> must wear face covering.</p> <p><b>Attendees</b> are encouraged to wear a face covering when not eating/drinking or exercising.</p> <p><b>Exceptions</b> Some people cannot wear a face covering due to a disability or health condition. Be kind and respectful of privacy when approaching a customer who isn't wearing a face covering.</p>	<p>Have more than one way for attendees and staff to record their visit, including QR codes e.g. tablet sign-in system or individual paper slips and a ballot box for storage</p> <p>Make it easy for attendees and prevent queues at entrances by placing QR codes in multiple locations around:</p> <ul style="list-style-type: none"> <li>the entrance areas and</li> <li>in the event itself</li> </ul> <p>If an event is outdoors and in one defined space, you can use one QR code for the event.</p> <p>If the event is spread out across sites, i.e. starts and ends in different places, we recommend having separate QR codes for each site. You should also use an event QR code at entrances to help people sign in.</p> <p><b>Remember to also:</b></p> <ul style="list-style-type: none"> <li>Ensure QR codes are in good condition</li> <li>Ensure you have systems/processes in place to allow for record keeping for workers, contractors and volunteers, (in addition to customers) no matter how long they are there for, e.g. swipe keys, QR code posters etc</li> <li>Have systems/processes in place to ensure that everyone aged 12 years or over who attends the event (including all workers, contractors and volunteers) scans a QR code, makes their own contact record or provides a contact record to the event organisers.</li> <li>Contact records are personal information. They need to be collected, used, stored, disclosed, and disposed of safely and securely in accordance with the Privacy Act 2020.</li> </ul>	<p><b>Staff</b> should keep 2 metres apart from attendees and 1 metre from other staff, where possible.</p> <p><b>Attendees</b> are encouraged to stay 1 metre from people they do not know.</p> <p>Where attendees do not know each other <b>event organisers</b> are encouraged to have systems and processes to maintain physical distancing – e.g. capacity monitoring, posters, signage indicating 1m, maximum capacity in defined spaces (lifts) etc</p>	<p>Attendees do not have to be seated and served at tables.</p>

The activity of community sport is a social gathering and subject to the 100 people limit, whether played indoors or outdoors or in an event facility or in an uncontrolled outdoor setting.

## Social Gatherings (remain unchanged)

A private social gathering is informal and involves getting together with friends and whānau you socialize with.

Private social gatherings can include:

- Family dinners, birthday parties, baby showers or a celebration of a significant life event with friends and whānau
- A social gathering organised through work or school
- Social club get-togethers — for example, book clubs, musical or cultural groups or hobby groups
- Weddings and civil union ceremonies.

If a venue is hired out for a social gathering it must meet the 'defined space' requirement, please see the [Unite against COVID-19 website](#).

**Max Capacity:** A gathering of **up to 100 people** in any defined indoor or outdoor space.

**Cleaning and Hygiene:** At home gatherings should provide hand sanitizer or soap so guests can wash their hands.

Face Coverings	Record Keeping	Physical Distancing	Food & Beverage
<p><b>Staff</b> must wear face coverings.</p> <p><b>Guests</b> do not have to wear a face covering at a party or private social gathering, but we encourage guests to wear one.</p>	<p>If <b>some guests do not know each other</b>, there must be ways for guests to record their visit, such as a QR code poster for them to scan, or another safe and secure way to manually record their contact details.</p> <p>If <b>everyone knows each other</b>, you do not have to keep contact tracing records, but it is a good idea to keep a guest list or provide a QR code poster, to help with contact tracing.</p> <p>If providing a <b>venue for hire</b>, discuss with organisers how record keeping will be handled.</p>	<p>Guests do not need to physically distance.</p> <p><b>Staff</b> in hospitality venues and event facilities must stay 1 metre apart from other staff and customers where possible.</p> <p>If you have <b>hired the entire venue</b> for your gathering, your guests can move freely. If you have only <b>hired a room</b> or space at a venue, then your guests will need to stay within the defined space and not intermingle with other visitors outside of the gathering.</p> <p>This means making sure the venue has separate entrances for shared areas — for example bathrooms or counters where people go up to order or pay.</p>	<p>Guests do not have to be seated and served at tables.</p> <p>If you are hosting a social gathering at your home, it is recommended to serve food and drinks individually rather than having shared platters.</p> <p>Try to avoid shared utensils. If possible, limit the number of people handling or serving food.</p> <p>Avoid sharing food and drinks with people you do not know.</p>