21 September 2020

## For the attention of Hampshire hospitality, leisure and tourism businesses

To help control the spread of coronavirus, the Government announced on 18 September 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;
- leisure and tourism;
- close contact services;
- places of worship; and
- local authority venues

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

*Director of Economy, Transport and Environment*
**Stuart Jarvis BSc DipTP FCIHT MRTPI**

Call charges apply. For information see www.hants.gov.uk

NHS COVID-19 APP QR CODE

**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

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

Yours sincerely

David Fletcher
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