

# Operational Requirements in Step 2

If you plan to reopen in Step 2, there are a number statutory requirements you must comply with. **This guidance note provides a general overview of these requirements. Please refer to the [substantive guidance](#) for a full understanding of the requirements.**

## Reopening hospitality venues



If you sell alcohol and your business is able to trade in Step 2, **you can only sell food or drink that is ordered by, and served to, a customer who is seated outdoors and you must make sure that the customer remains seated outdoors whilst consuming the food or drink.**

If your business is able to trade in Step 2 but you do not sell alcohol, customers can enter your business but only to order food and drink and to pay. They cannot consume the food and drink indoors.



## Bookings and Gatherings

There is a duty on business owners to ensure they have procedures and arrangements in place to ensure the "rule of 6" or "linked household" rules are adhered to.

## Customer recording requirements



The requirement to collect customer's contact details has not changed. You must have a process and means in place to collect the required details for each individual (including individuals in groups) and provide notices to that effect.

You must keep this information for 21 days from the date collected and have a procedure for disposing of these after 21 days.

Finally, you must display the official track and trace QR code for your business, but make provision for the collection of the contact details if customers do not have a smart phone or other technology.



## Social Distancing

The requirements regarding social distancing measures continue to apply (at least two metres or one metre plus mitigation). You must ensure you can maintain the appropriate social distancing measures.



## Face coverings

You must tell customers of the requirement to wear face coverings in your venues by putting up notice(s) where they can easily see and read them. The requirement to wear a face covering does not apply to specific circumstances set out in the Regulations and guidance.