Before you reopen

Checklist for Business Owners/Managers

What you need to do to safely reopen your tourism business.

The following measures must be in place before re-opening:

- Deep cleaning of premises
- Premises set up for appropriate number of people and physical distancing
- Signage and record keeping
- Staff and management policies, and practices.

Deep cleaning of premises

☐ Establish new processes and schedules for regular cleaning and disinfecting
☐ Conduct a deep clean of all contact surfaces and objects
☐ Launder items in accordance with the manufacturer’s instructions using the warmest setting possible. Dry items completely. Do not shake dirty laundry as this may disperse the virus through the air
☐ Have air conditioning systems serviced according to manufacturer’s instructions and ensure they are fully functional. Where possible fresh air flow should be maximised in indoor venues.

Premises set up for appropriate number of people and physical distancing

☐ Premises set up for appropriate number of people and physical distancing
☐ Optimise physical distancing in the layout by reviewing entry and exit points, flow of staff and patrons, location of hand sanitiser
☐ Ensure physical distancing by placing floor or wall markings or signs to identify 1.5 metres apart between persons for queues and waiting areas and using physical barriers where possible
☐ Organise staffing of entrances to ensure appropriate visitor numbers are not exceeded
☐ Remove waiting area seating, or space each seat in the waiting area at least 1.5 metres apart
☐ Display signs to encourage physical distancing (especially around an attraction/display or waiting area) and good hand and respiratory hygiene
☐ Place hand sanitiser at entry and exit points so staff and customers can use it when arriving and leaving
☐ Consider reducing the number of touch points for staff. For example, leave internal access doors open where appropriate
☐ Remove, or prevent access to, any self-service communal condiment and drink stations. Drinking water should be supplied free by request or table service.
Signage and record keeping


  Signage should include:
  - a sign at the entrance to your premises that advises patrons of the maximum number of patrons allowed at any time
  - information about the symptoms of coronavirus (COVID-19) and the need to stay home when unwell
  - hygiene and physical distancing practices.

- Set up a system for recording patron contact details to support contact tracing.

- Set up a record keeping folder for Staff Coronavirus (COVID-19) Health Questionnaires which are encouraged to be completed before starting every shift.

Staff

- Distribute the Tourism Guidelines for coronavirus (COVID-19) to staff and ensure that they are familiar with the guidance information.


- Consult with staff on measures you have put in place to make this a safe workplace and educate about them changes to work practices such as cleaning and disinfecting.

- Encourage all staff to download the COVIDSafe App before returning to work to assist contact tracing.

- Consider appointing a staff member to be your coronavirus (COVID-19) Response Officer. This person would be responsible for ensuring that your policies and practices are being followed, that staff are well-informed, and records are being kept appropriately.