



Guidelines for accommodation providers

Covid Protection Framework

Guidelines for the Accommodation Sector under the New Zealand COVID-19 Protection Framework – Red/Orange Status.

1. The COVID-19 Protection Framework (Traffic Light System)

Government has announced a new protection framework as part of the next stage of the COVID-19 response plan. Referred to as the COVID-19 Protection Framework (CPF) the framework is also commonly referred to as the Traffic Light System due to the use of Green, Orange and Red stages. This new framework replaces the previous system of Alert Levels 1-4.

The CPF comes into effect on 3 December 2021. Refer [here](#) for more details on the CPF and what it means for businesses.

Please note these guidelines are for operating at Red and Orange in the accommodation sector. The government has announced that some regions will move to Red and others to Orange when the CPF takes effect. No regions will move directly to Green. Further guidelines will be developed for operating at Green.

2. Accommodation is not a mandated sector

Some sectors within the tourism industry have been mandated by government. The requirements apply by activity. If your business carries out a number of different activities, you may need to apply different rules. For example, a mall may have a food court (food and beverage services rules apply), general retail (retail rules), and a supermarket (which people must be able to access without presenting a My Vaccine Pass).

Accommodation alone is not a mandated sector and therefore accommodation providers can operate without a requirement for workers to be vaccinated. However, in the food and beverage services portion of any accommodation business, such as in the restaurant or cafe, it is still a requirement to comply with the vaccine mandate and for workers to be vaccinated.

Refer [here](#) for guidance on operating in the accommodation sector under the CPF.

3. My Vaccine Pass

My Vaccine Pass is an official record of each person's COVID-19 vaccination status for use within New Zealand. It will allow New Zealanders to access certain events and venues operating under the COVID-19 Protection Framework (traffic light system).

Accommodation-only providers are not required to ask guests for their My Vaccine Pass as accommodation is not a mandated sector. Refer Sections 5 & 6 for more information on when the vaccine pass may be required and how to implement.

A cautionary note that if a business is requiring the Pass they can ask to see a guest’s My Vaccine Pass but they cannot ask about vaccination status of the guest.

4. Accommodation businesses operating under Red and Orange status of the Traffic Light System

Businesses and services must display QR tracer codes, and are required to ensure that, as much as possible, record keeping is undertaken (i.e. all those on premises must scan QR tracer codes, or other record keeping must be used).

Red

Business/service	Restrictions are the same if My Vaccine Passes are used or not used
Backpackers, dormitories	<ul style="list-style-type: none"> Accommodation services with shared sleeping facilities may open. Any customer-facing food and beverage services, such as a café, must follow the food and beverage rules
Commercial campgrounds	<ul style="list-style-type: none"> Commercial campgrounds may open. Any customer-facing food and beverage services, such as a café, must follow the food and beverage rules
All other accommodation	<ul style="list-style-type: none"> Accommodation services may open. Food and drink business rules apply in areas offering food and beverage services.

Orange

Business/service	Restrictions are the same if My Vaccine Passes are used or not used
Backpackers, dormitories	<ul style="list-style-type: none"> Accommodation services with shared sleeping facilities may open. Any customer-facing food and beverage services, such as a café, must follow the food and beverage rules
Commercial campgrounds	<ul style="list-style-type: none"> Accommodation services may open. Any customer-facing food and beverage services, such as a café, must follow the food and beverage rules
All other accommodation	<ul style="list-style-type: none"> Accommodation services may open. Customer-facing food and beverage services, other than room service, must follow the food and beverage rules.

For more information on operating an accommodation service under the traffic light system refer [here](#).

5. Determining when My Vaccine Pass and worker vaccinations may be required in an accommodation business

There may be situations when My Vaccine Pass and worker vaccinations may be required for an accommodation business, such as mandated sectors onsite including food and beverage services, events and gyms.

For more information on My Vaccine Pass mandates and Vaccination Assessment Tool refer [here](#).

6. Verification of vaccine passes

When the COVID-19 Protection Framework is operating some businesses will be required to check customers' My Vaccine Pass with the NZ Pass Verifier app in certain traffic light settings. Note this is not a requirement for accommodation businesses as they are not mandated.

If a business chooses to use My Vaccine Pass they do not have to use the verifier app as evidence, but if you use other evidence you will need to comply with privacy and human rights law.

For more information on the My Vaccine Pass including checking passes refer [here](#).

Businesses must display posters or signage indicating to customers that entry is contingent on having a My Vaccine Pass. These can be downloaded from the COVID-19 website [here](#).

It is recommended My Vaccine Pass is checked at or near the point of entry, or as soon as possible after entry (for example, if there is only one staff member, this might be at the counter).

Good practice includes:

- Notify customers on your website and in booking processes (for example, during phone booking and in email confirmation of booking) that your property requires use of My Vaccine Pass for all occupants over the age of 12.
- Identification can be but does not have to be checked.
- You can record in your systems whether a regular customer has been verified, but you cannot store any data from My Vaccine Pass.
- Inform your guests that they are not permitted to bring anyone onto the property who does not have a My Vaccine Pass with them.

7. Mandatory Record Keeping

Mandatory record keeping is still required even if a business chooses to use the vaccine pass. For many businesses this will be a continued use of the NZ COVID Tracer QR code.

Mandatory record keeping means collecting and maintaining accurate records which include a person's full name, an effective means of communicating with them (for example, a current phone number or email address) and the date and time at which the person arrived and left the event/premises.

If you are the person in charge of a business, location or event, you legally must make sure you have safe and secure systems and processes in place so that as far as reasonably practicable, everyone aged 12 years or over working on or visiting your premises can scan in or provide their details in an electronic or paper-based manual process, no matter how long they are there for. This includes workers, contractors, customers, and volunteers.

As well as displaying the official NZ COVID Tracer QR code poster in a prominent place at or near the main entrances to each of their premises people in control of workplaces must also ensure that:

- a) Additional copies of a Covid-19 QR code are displayed in other places throughout businesses and locations (which are already required to display them). This is in addition to an already required QR code displayed at the main entrance.
- b) QR code posters are required to be kept in a good condition. This limits the risk that scanning doesn't take place if posters are faded, damaged or difficult to scan in on.
- c) The QR code must not be altered in a way that makes it unclear that it has been issued by the NZ Government for the purposes of contact tracing. Businesses and locations must use the official Covid-19 QR code posters issued by the Ministry of Health. This also ensures people know that the QR code they are scanning, links to the COVID tracer app and is for contact tracing purposes.

You legally must have more than one way for people to record their visit, especially for people who are not able to scan QR codes.

Your system for recording customers and visitors can include:

- asking people to scan in using the NZ COVID Tracer app
- recording your customers' and visitors' details manually
- providing paper forms for customers and visitors to fill in with their details and place in a collection box
- using your existing record-keeping systems, such as swipe-card access or appointment bookings.

All guests should be instructed to scan in using the Covid 19 app and encouraged to turn on Bluetooth to support Covid 19 tracing.

[Business.govt.nz](https://www.business.govt.nz) has guidance on record keeping. Businesses can generate and print their own QR Codes [here](#).

Privacy

Businesses are required to comply with the Privacy Act 2020 and take reasonable steps to ensure manual record keeping is kept private and stored securely. The paper based customer sign-in registers that have previously been used by some venues are no longer compliant (as the contact record information is visible to other customers) These need to be replaced with other processes and systems such as a simple pen-and-paper register using individual slips and a ballot box for storage or an electronic system (such as the tablet sign-in apps already used by many businesses to register visitors).

If collecting contact records for the sole purpose of enabling contact tracing, the business must keep records for 60 days and then dispose of the records securely.

The Privacy Commission has guidance available [here](#).

8. Capacity limits

Capacity limits apply to premises or a defined space. Limits include all attendees, but not workers. For more detail on capacity limits refer [here](#).

Some capacity limits are based on 1 metre distancing. This means the maximum number of people who could occupy the space if each person was 1 metre apart. People do not need to stand 1 metre apart.

9. Face coverings

Red Status: Face coverings will be mandatory on flights, public transport, in taxis, retail, public facilities, and recommended whenever leaving the house.

Orange Status: Face coverings will be mandatory on flights, public transport, in taxis, retail, public facilities, and encouraged elsewhere.

More information is available [here](#).

10. Food and beverage services

For restrictions relating to food and beverage services refer [here](#).

11. Communal facilities can open

Communal facilities are communal kitchens, bathrooms and laundries in shared accommodation, such as backpackers, holiday parks or hostels.

12. Housekeeping

Housekeeping services can be provided. Care should be taken to ensure that all staff use appropriate personal protective equipment (PPE). It is recommended that guests are away from the room when servicing to manage the risk.

Levels of heightened cleaning should remain once hotel rooms are vacated. This includes wiping down walls, front and back of doors and other high touch surfaces.

Ministry of Health information on PPE can be found [here](#).

13. Clearly communicate the changes to your guests at check-in

You may want to communicate with guests at the booking stage and on-arrival with information e.g. guest welcome letter that addresses the changes and requirements during their stay whilst operating under the CPF at Red/Orange status.

14. Short Term Rental Accommodation

Short Term Rental Accommodation can operate under these guidelines.

15. Guest Health

Should a guest or staff member feel unwell call Healthline on 0800 358 5453

Please contact the regional public health unit for any outbreak-related matters pertaining to the business. More information available [here](#).

16. You should not enforce the COVID-19 CPF restrictions

If any of your guests are not respecting the CPF restrictions, please do not try to intervene yourself. If there are any issues, please report the breach online or call 105 to report.

It may be useful to brief staff on what to do in situations where their safety is at risk from guests who do not wish to comply. These [tips](#) are designed to help workers feel a little more confident and able to maintain their own safety and sense of calm when dealing with strong emotions.

Useful links

[Unite against COVID-19 \(covid19.govt.nz\)](https://covid19.govt.nz)

[My Vaccine Pass](#)

[Mental Wellbeing For You & Your Workplace — Mentemia](#)

[1737 - Need to Talk?](#)

This document has been developed by Holiday Parks NZ, Hospitality NZ, Hotel Council Aotearoa and Tourism Industry Aotearoa to assist accommodation operators.

Please note that any government directives take precedence over the guidelines and operators should continue to monitor any government announcements and directives.

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