

## What does the Spring Roadmap mean for the Tourism Industry

Q&As 8 April 2021

New additions highlighted

Topic Area	Q&As
Facilities in Accommodation	<p data-bbox="408 465 1262 499"><b>Q. What facilities can accommodation businesses open from 12 April?</b></p> <p data-bbox="408 535 798 568"><b>Self-Contained Accommodation</b></p> <ul data-bbox="459 607 1385 1355" style="list-style-type: none"><li data-bbox="459 607 1385 712">● <b>If a site is open to provide self-contained accommodation for leisure stays, permitted businesses or services can also operate on site and can be used by guests and by the general public. This includes:</b><ul data-bbox="555 714 1385 1355" style="list-style-type: none"><li data-bbox="555 714 1385 965">○ <b>Indoor and outdoor sport facilities (swimming pools and gyms), recreation facilities such as ziplining, spas and personal care, and retail.</b> These facilities can open even where access is via shared indoor communal areas such as lifts or corridors, as long as those communal areas are used solely to access the facilities and not to access accommodation. Saunas and steam rooms must remain closed.</li><li data-bbox="555 967 1385 1279">○ <b>Outdoor hospitality such as restaurants, cafes and bars.</b> These facilities can open even where access is via shared indoor communal areas such as lifts or corridors, as long as those communal areas are used solely to access the facilities and not to access accommodation. The use of indoor public toilets (and facilities such as baby changing rooms) is permitted even if access is via shared indoor communal areas such as lifts or corridors, as long as those communal areas are used solely to access the facilities and not to access accommodation.</li><li data-bbox="555 1281 1385 1355">○ <b>Hospitality venues may provide takeaway food and drink (including takeaway alcohol).</b></li></ul></li></ul> <p data-bbox="408 1393 1070 1426"><b>Hotels and Other Non-Self-Contained Accommodation</b></p> <ul data-bbox="459 1464 1385 2004" style="list-style-type: none"><li data-bbox="459 1464 1385 1570">● <b>If a site is not self-contained and therefore remains closed for leisure stays, permitted businesses or services can still operate on site and can be used by guests and by the general public:</b><ul data-bbox="555 1572 1385 2004" style="list-style-type: none"><li data-bbox="555 1572 1385 1783">○ <b>Indoor and outdoor sport facilities (swimming pools and gyms), spas and personal care, and retail may open for access by the public as well as for guests staying for legally permitted reasons.</b> These facilities can open even where the entrance is within the hotel and access is via shared indoor facilities such as lifts/corridors. Saunas and steam rooms must remain closed.</li><li data-bbox="555 1785 1385 2004">○ <b>Outdoor hospitality such as restaurants, cafes and bars can open for the public as well as for guests staying for legally permitted reasons.</b> Outdoor hospitality can open even where the entrance is within the hotel and access is via shared indoor communal areas such as lifts/corridors. The use of indoor toilets (and facilities such as baby changing rooms) is permitted, even if</li></ul></li></ul>

	<p>accessed through shared communal areas such as lifts/corridors. Food and/or drink (including alcohol) can be provided through room service as long as it is ordered by phone or online.</p> <ul style="list-style-type: none"> <li>○ <b>Communal spaces such as lounges or lobbies may remain open to guests but no food or drink should be served</b> in these spaces, people should not be encouraged to gather and social distancing should be observed.</li> </ul> <p>If your business provides both self-contained and non-self-contained accommodation, both may only open subject to their respective restrictions, for example:</p> <ul style="list-style-type: none"> <li>● If your site has a hotel with indoor facilities on one part of the site, and a group of self-contained chalets on another part of the site: <ul style="list-style-type: none"> <li>○ the hotel may open for legally permitted stays (only)</li> <li>○ the self-contained chalets may open for leisure stays and for legally permitted stays</li> <li>○ the hotel's indoor facilities may open to the public and to all guests</li> </ul> </li> </ul>
<p><b>Coach Trips and Tours</b></p>	<p><b>Q. When can coach tours take place?</b></p> <p>Step 1b from 29 March: Private hire coach tours are only permitted for a private group of a single household/support bubble. The coach driver and tour guide do not count towards the single household/support bubble rule. Coach trips and tours with multiple groups are not permitted at this step.</p> <p>Step 2 no earlier than 12 April: Private hire coach tours are only permitted for a private group of a single household/support bubble. The coach driver and tour guide do not count towards the single household/support bubble rule. Coach trips and tours with multiple groups are not permitted at this step.</p> <p>In Steps 1 and 2, private hire coaches must not accommodate groups containing multiple households (excluding support bubbles) travelling together to the same destination or making the same journey, e.g. for the purposes of a leisure tour, as this is more akin to 'indoor gathering' than it is to 'public transport' and will therefore not be permitted until Step 3.</p> <p>Step 3 - no earlier than 17 May: Coach trips and tours with multiple groups will be permitted in line with the wider social contact limits at this stage - in a group of 6 people or 2 households indoors.</p>
<p><b>Business events, meetings, training and education</b></p>	<p><b>Q. When can show rounds for business events take place?</b></p> <p>Business meeting/event show-rounds, viewings and site visits for the purpose of viewing the venue for a future booking can take place at venues which are permitted to open at each Step of the Roadmap, or where a relevant exemption applies. From Step 2, this will include conference centres and exhibition halls, including conference centres located within hotels. Viewings of other venues can only take place from Step 3 - no earlier than 17 May.</p>
<p><b>Weddings</b></p>	<p><b>Q. When can wedding show rounds take place?</b></p>

	<p><b>Wedding show-rounds, viewings and site visits can only take place at venues when the venue is permitted to open.</b> This means whether an in-person viewing can take place will depend on the current <a href="#">step of the roadmap</a>, and the venues open at that time. For example, in-person viewings at indoor visitor attractions at heritage sites (such as stately or historic homes and castles) can only take place from Step 3 (no earlier than 17 May) when these venues are permitted to reopen. Viewings at accommodation sites can take place at Step 2. People must not visit a closed venue for the purposes of a wedding viewing. Virtual tours or other arrangements should be considered, until venues reopen.</p> <p>You should refer to the <a href="#">BEIS Government COVID-19: Guidance for small marriages and civil partnerships guidance</a> and <a href="#">Guidance for wedding and civil partnership receptions and celebrations</a> for further details</p>
<p><b>Outdoor, leisure, attractions, events and venues</b></p>	<p><b>Q. Can outdoor guided tours take place from 29 March and if so can these be for multiple groups of 6?</b></p> <p>From the 29th March, outdoor, socially-distanced, organised activities including workshops such as photography, gardening, and crafts at heritage sites and other outside spaces will be permitted.</p> <p>Other outdoor activities such as themed walking trails will also be permitted, including guided walks consisting of either a single permitted group or multiple permitted groups that are kept separate throughout the tour. These types of activities are subject to the gathering limits set out in the Roadmap - i.e. outside in groups up to a maximum of 6 people (the Rule of 6) or with one other household, though people from different households will still need to socially distance from each other. Support bubbles will continue to be counted as part of the same household.</p> <p>The tour guide does not count towards the Rule of 6 or 2 households limits.</p>
<p><b>Indoor, leisure, attractions, events and venues</b></p>	<p><b>Q. When can Heritage Railways reopen?</b></p> <p>Heritage railway services going from place to place (i.e. point A to point B) are considered 'public transport' and are permitted from 29 March provided all social distancing and face covering requirements are followed.</p> <p>Heritage railway services provided primarily for dining or other recreational purposes; or for the carriage of passengers from the same start and end point (a loop) must remain closed alongside other indoor attractions until Step 3 - no earlier than 17 May, when they can reopen in line with the wider social contact limits at this stage - in a group of 6 people or 2 households indoors; and multiple groups are permitted.</p>
<p><b>Accommodation</b></p>	<p><b>Q. Can hotels (and other accommodation providers) provide accommodation for people attending residential training courses?</b></p> <p>Accommodation can be provided for the purposes of work, to provide voluntary or charitable services, or for the purposes of education or training of a kind mentioned in the <a href="#">regulations</a>, which includes 'meeting a requirement for a particular area of work'. As long as the advice remains that people should work</p>

	<p>from home wherever possible, all education, work and training related activity should only take place where it is essential - for example where it cannot be conducted remotely and cannot reasonably be postponed.</p>
<p><b>Outdoor leisure, attractions, events and venues</b></p>	<p><b>Q. When will zoos be opening up? Can animal attractions and displays such as falconry take place at outdoor events when outdoor events are permitted to open from Step 2?</b></p> <p>We will seek to reopen outdoor attractions at zoos and other animal attractions at Step 2. Indoor attractions at these venues will follow at Step 3. Operators of these businesses must take reasonable steps to ensure that bookings and admissions follow the social contact rules, and that groups do not mix within the premises.</p> <p>Zoos and other animal attractions should not be operating demonstrations or any other events, such as feedings sessions scheduled for public viewing, until Step 3. Zoos will also be able to reopen outdoor hospitality and non-essential retail at Step 2, provided that these are in self-contained units and are directly accessible from the outdoors (i.e. without going through indoor elements). Although visitor centres and other indoor attractions must remain closed at this step, this does not include toilets or through spaces to toilets or to outdoor areas, such as ticket halls. We will seek to reopen indoor hospitality within animal attractions at Step 3, alongside indoor attractions.</p> <p>Licensed animal attractions and stand-alone bird of prey displays/performances at outdoor events (away from where the birds are kept, which would not be licensed as animal attractions but likely to have a separate animal exhibition licence) are not permitted to take place until Step 3.</p>
<p><b>Outdoor leisure, attractions, events and venues</b></p>	<p><b>Q. When can swimming pools with slides open?</b></p> <p>Outdoor sports facilities such as swimming pools and water sport venues can reopen in Step 1b from 29 March. This is in line with the government's sport and exercise public health objectives.</p> <p>Outdoor water parks, aqua parks and inflatable parks (whether on water or on land) which will be permitted to reopen from Step 2, no earlier than 12 April.</p> <p>Indoor water parks and aqua parks will reopen in Step 3, no earlier than 17 May in line with other indoor entertainment and visitor attractions.</p> <p>Indoor swimming pools will reopen with other indoor sports and leisure facilities in Step 2, no earlier than 12 April. Unless a specific exemption exists, these must only be attended/used in line with the wider social contact limits at this stage - as a single household or bubble indoors and for the purposes of exercise, therefore indoor water slides at these settings should close. The indoor water slides at these settings can reopen in Step 3, no earlier than 17 May when indoor entertainment and water parks reopen.</p>
<p><b>Indoor Outdoor leisure, attractions,</b></p>	<p><b>Q. Please confirm that communal changing for pools and indoor sports can reopen from 12 April?</b></p> <p>Changing rooms can open at Step 2 - no earlier than 12 April but guidance is that</p>

<b>events and venues</b>	people should arrive at gym/leisure facilities ready and should minimise use of changing rooms.
<b>Accommodation</b>	<b>Q. Can showrooms for holiday parks open from 12 April?</b> Yes, showrooms for holiday parks can reopen from Step 2 - no earlier than 12 April with non-essential retail.
<b>Indoor Outdoor leisure, attractions, events and venues</b>	<b>Q. Can Visitor Information Centres open in Step 2 from 12 April with non-essential retail?</b> Visitor information centres that are not located within an indoor attraction can reopen from Step 2 - no earlier than 12 April along with non-essential retail. Visitor centres within indoor attractions must remain closed at Step 2, this does not include toilets or through spaces to toilets or to outdoor areas, such as ticket halls. We will seek to reopen Visitor centres within indoor attractions at Step 3 - no earlier than 17 May, alongside indoor attractions.
<b>Outdoor leisure, attractions, events and venues</b>	<b>Q. Why is there a distinction between outdoor watersports &amp; swimming (Step 1b) and outdoor aqua parks used for water sports and swimming (Step 2)?</b> As it will be difficult to separate sporting from leisure activities taking place in outdoor aqua parks, only outdoor water sports and swimming pools are allowed to open in Step 1b from 29 March for sporting activity. Outdoor aqua parks can open in Step 2 when outdoor leisure entertainment activities are permitted.
<b>Roadmap</b>	<b>Q. Does the June end to social limits also mean an end of trading restrictions?</b> The roadmap sets out a gradual, phased reopening where each step proceeds following an assessment of the impact of the preceding steps. The ambition in Step 4 is to remove all legal limits on social contact, reopen remaining settings, and publish accompanying guidance on how best to reduce the risks. Whether and which measures remain at Step 4 will depend on the reviews announced in the roadmap, the impact of the earlier steps, and the scientific data closer to the time.
<b>Stay at Home and Minimise Travel</b>	<b>Q. From 29 March, will people travelling without a valid reason be fined over Easter or is this being downgraded to advice to stay local? Therefore are people allowed to take day trips from 29th March outdoors, once the Stay at Home no longer applies?</b> Stay at Home restrictions will be in place until 29 March. Until then, you will require a reasonable excuse to leave home. From 29 March and until Step 2, we will advise people to minimise travel and not stay overnight away from home. At Step 2, guidance on overnight stays will be lifted and people should minimise travel where possible but they should not be fined.  Guidance will be to minimise travel from Step 1b until Step 4 - this means avoiding making unnecessary journeys, combining trips and avoiding travel at peak times where possible. People should avoid travelling further than is reasonably necessary to take part in their activity. From Step 2 and in accordance with rules in place for each step, it will be possible to go on holiday/overnight stays for leisure, but people should avoid making unnecessary journeys to do so.
<b>Outdoor, leisure, attractions,</b>	<b>Q. When can flying lessons and flying for recreation take place?:</b> From 29 March, private aircrafts are permitted for single household/bubble use. People should minimise time away from home.

<b>events and venues</b>	<p>From 17 May earliest, private aircrafts are permitted for 6 people or 2 households for leisure flying. People should minimise time away from home.</p> <p>From 29 March, hired self-fly aircrafts are permitted for single household/bubble use. People should minimise time away from home.</p> <p>From 17 May earliest, hired self-fly aircrafts are permitted for 6 people or 2 households for leisure flying. People should minimise time away from home.</p> <p>Flying lessons and tests are permitted from Step 2 (as equivalent to driving tests) for formal flying lessons delivered by a qualified instructor. Informal flying lessons are permitted from Step 3.</p>
<b>Accommodation</b>	<p><b>Q. Can you confirm that opening car showrooms as part of non-essential retail will also include caravan and other vehicle showrooms?</b></p> <p>Yes - the <a href="#">guidance for reopening businesses</a> in Step 2 includes showrooms such as for vehicles which would include caravans.</p>
<b>Accommodation</b>	<p><b>Q. From 29 March: When the stay-at-home rule is lifted, are people allowed to travel to visit/maintain/collect belongings from their caravans on parks although the holiday park would be closed by law? And can owners of a self-catering property visit it ahead of reopening in Step 2 for cleaning and maintenance?</b></p> <p>From 29 March, people are permitted to travel to visit, maintain, clean and collect belongings from their self-catering properties and their caravans on parks which are currently closed, but people should minimise travel where possible.</p>
<b>Roadmap</b>	<p><b>Q. Is the roadmap/steps set in stone and is the roadmap guidance or law?</b></p> <p>The timings outlined in the roadmap are indicative, and the Government will be led by data, rather than fixed dates. Before taking each step, the Government will review the latest data and will only ease restrictions further if it is safe to do so. The indicative, 'no earlier than' dates in the roadmap are all contingent on the data and subject to change. The roadmap will be underpinned by regulations, though these are yet to be made. As set out in the roadmap, we hope to ease restrictions, incrementally, over a period of time. Until those points people must continue to follow the rules set out in law.</p>
<b>Rule of 6</b>	<p><b>Q: Why is the rule now either 6 people or 2 households?</b></p> <p>A: We will re-introduce the 'Rule of Six' outdoors from 29 March, as well as enabling larger groups to meet if they are from two households. A 'household' can include a support bubble where eligible. This rule allows either 6 people from different households or 2 households to gather. Applying either limit provides greater flexibility, recognising the different situations faced by families and individuals; two households will be more helpful for families, while the Rule of 6 is likely to help people in different households to reunite outdoors, including those living alone or in shared accommodation. Those eligible to form a support bubble will still be able to do so, enabling close contact for many of those in most need of support, and will continue to be counted as part of the same household.</p>
<b>Outdoor leisure, attractions, events and</b>	<p><b>Q. When can indoor elements of outdoor attractions such as botanical gardens, heritage homes, zoos and other animal attractions and landmarks open?</b></p>

<b>venues</b>	Before Step 3, indoor attractions at venues such as botanical gardens, heritage homes, zoos and other animal attractions and landmarks must close, though the outdoor attractions of these premises can open from Step 1 or 2 (depending on the attraction). Indoor toilet facilities can open at outdoor attractions at Step 2.
<b>Outdoor leisure, attractions, events and venues</b>	<p><b>Q. When can funfairs and circuses be permitted to open?</b></p> <p>Outdoor funfairs and fairgrounds can reopen in Step 2 - no earlier than 12 April. These events will be subject to local authority approval. Groups must be limited to up to 6 people or 2 households.</p> <p>Outdoor circuses can reopen in Step 3 - no earlier than 17 May - with other outdoor performance events. Outdoor circus events will be subject to local authority approval.</p> <p>Funfairs, fairgrounds and circuses will also need to be organised by a business, charity or similar organisation; comply with COVID-Secure guidance with reasonable steps to limit the risk of transmission and the completion of a risk assessment; and ensure that those attending do not mix beyond what is permitted by the social contact limits (unless another exemption exists, such as for work purposes, or supervised activities for children).</p>
<b>Outdoor leisure, attractions, events and venues</b>	<p><b>Q. When can active outdoor leisure activity such as ziplining restart?</b></p> <p>Ziplining and other active outdoor leisure activities can restart in Step 2 - no earlier than 12 April, with outdoor attractions such as adventure parks in line with social contact rules - in a group of 6 people or 2 households outdoors.</p>
<b>Indoor, leisure, attractions, events and venues</b>	<p><b>Q. When can tenpin bowling centres, trampolining and climbing reopen?</b></p> <p>Outdoor climbing walls can open from 29 March. People can use these in a group of six people, or with members of up to two households. Indoor facilities, such as changing rooms, should not be used at this time, although toilet facilities can be accessed.</p> <p>Indoor climbing walls can open from Step 2 - no earlier than 12 April. Unless a specific exemption exists, these must only be attended/used in line with the wider social contact limits at this stage - as a single household or bubble indoors.</p> <p>Outdoor trampolining parks can open in Step 2 - no earlier than 12 April. Unless a specific exemption exists, these must only be attended/used in line with the wider social contact limits at this stage - in a group of 6 people or 2 households outdoors.</p> <p>Indoor trampolining parks can open in Step 3 - no earlier than 17 May these must only be attended/used in line with the wider social contact limits at this stage - in a group of 6 people or 2 households indoors.</p> <p>Indoor bowling can open in Step 3 - no earlier than 17 May. Unless a specific exemption exists, it must only be attended/used in line with the wider social contact limits at this stage - in a group of 6 people or 2 households indoors.</p>
<b>Outdoor, leisure, attractions, events and venues Indoor,</b>	<p><b>Q. When can outdoor and indoor swimming pools reopen?</b></p> <p>From 29 March outdoor sports facilities such as swimming pools and gyms will be open. People can use outdoor pools and gyms in a group of six people, or with members of up to two households. Indoor facilities, such as changing rooms, should not be used at this time, although toilet facilities can be accessed. At this stage, these gatherings must only include participants - not spectators.</p>

<p><b>leisure, attractions, events and venues</b></p>	<p>Indoor swimming pools can open in Step 2 - no earlier than 12 April. This is in line with indoor gyms, leisure centres and sports courts. Unless a specific exemption exists, these must only be attended/used in line with the wider social contact limits at this stage - as a single household or bubble indoors</p>
<p><b>Outdoor, leisure, attractions, events and venues</b></p>	<p><b>Q. When can recreational boating take place?</b>  From the 8th March self drive day hire of boats is permitted for the purpose of open air recreation in a public outdoor place (the vessel must be open air) for single household/bubble only. People should minimise time away from home and stay local.  From the 29th March self drive day hire of boats is permitted for 6 people / 2 households per boat if the vessel is open air and for a single household if the vessel is enclosed. People should minimise time away from home.  From 12 April earliest, 6 people / 2 households per boat (if vessel is open air), single household/support bubble (if vessel is enclosed). Overnight stay only permitted with single household/support bubble on a self-contained boat. People should minimise time away from home.  From 17 May earliest, if for day use, up to 30 people (if vessel is open air), or 6 people or 2 households (if vessel is enclosed). If for overnight use, 6 people / 2 households. People should minimise time away from home.</p> <p>As per the <a href="#">waterway guidance</a>, larger gathering sizes can be permitted outdoors (from Step 2) and indoors (from Step 3) where organised by business/organisation, risk assessment completed, Covid-Secure guidance adhered to, and people do not mingle outside their qualifying groups).</p>
<p><b>Outdoor, leisure, attractions, events and venues</b></p>	<p><b>Q. Can multiple permitted groups (e.g. multiple groups of 6 on an open air vessel in Step 2) go on a large sightseeing boat tour if they are kept separate on the trip and if the capacity of the boat is capable of ensuring social distancing?</b>  This is permitted if the boat is open air using the permitted organised gathering exemption (where organised by a business/organisation, risk assessment completed which will take into account capacity limits, COVID-Secure guidance adhered to, and people do not mingle outside of their qualifying groups - 6 people / 2 households). Where a boat is partially enclosed, people must only go inside for use of / access to the toilet.  The boat skipper and/or guide would not count in capacity limits if they are employed as they would be exempt under the work exemption.</p>
<p><b>Business events, meetings, training and education</b></p>	<p><b>Q. Can work meetings currently take place?</b>  In-person meetings for work, training or education purposes can still take place but only where it is not possible to carry out the activity from home, and if social distancing can be maintained and the venue can demonstrate it has followed COVID-19 guidance. People should only attend a business meeting in person if it is necessary for them to be there - social meetings with work colleagues should not happen. Permitted venues, including exhibition and conference centres, can hire out function and event spaces for essential work, education and training purposes, where these events cannot reasonably be conducted remotely in Step 1 and 2.</p> <p><b>Catering can be provided at meetings and events for essential work, education and training purposes. Food and drinks must be consumed in line with safety</b></p>

	<p><b>and social distancing requirements.</b> Arrange specific areas for food and drink provision such as lunches, teas and coffees (serve catering in the room where the meeting is taking place if possible, otherwise in a specific designated area), ensure visitors consume food and drink while seated, manage visitors to avoid crowding (for example, by organising delegates into groups), and arrange seating and tables to maintain social distancing guidelines (2m, or 1m with risk mitigation where 2m is not viable) between customers of different households or support bubbles. You should also use clear messaging on when face coverings should be worn.</p>
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