**NHS Test and Trace QR codes – Advice for the Tourism and Leisure Industry in England**

* The NHS COVID-19 app has a check-in feature which enables a venue to register for an official NHS QR code and allows users to ‘check-in’ to participating venues on their app by scanning that code. The information stays on the user’s phone.
* These QR code posters are a quick, simple and secure way for visitors to ‘check-in’ to your venue(s) using the app. If they ‘check-in’ using the app then businesses in England do not need to collect those customers’ records.
* By ‘checking-in’, app users will have a digital diary on their phones of the venues they have been to which can support discussions with contact tracers if they become ill with coronavirus. It also means that important public health messages can be sent to relevant app users’ phones if needed. Businesses and venues will **not** be named in any messages.
* Businesses and venues in England that are expected to maintain customer logs should now ensure that official NHS QR posters are available for customers to use. In-line with existing government guidance, tourist and leisure venues that should collect visitor records and therefore need to have QR codes include hotels, museums, cinemas, zoos, theme parks, indoor gyms and indoor sports centres.
* Businesses and venues in England that are not currently expected to maintain customer logs are encouraged to display official NHS QR code posters if they have indoor areas where visitors are likely to congregate or sit-down in close contact for 15 minutes or more.
* By using the NHS QR code system, businesses will be helping to protect themselves and their customers from the impact of the virus. This system will help to slow the spread of the virus, reducing the impact of a potential second wave, and helping us return to a more normal life.
* The posters can be created on-line for free by going to <https://www.gov.uk/create-coronavirus-qr-poster>. At least one poster should be available on the entrance of the venue in a place that is easy to see and convenient for visitors including those in wheelchairs and those with other disabilities. Multiple copies can be produced for different entrances and different size options are available.
* Please avoid locations where there will be high ‘glare’ and ensure the poster is on a flat surface so that QR codes can scan properly.
* For very large venues and tourist attractions it is advised that businesses consider creating different QR code posters for different locations on the premises, rather than a single QR code for the whole venue. For example, if there are different restaurant areas within a large venue they should each have their own QR code. This will mean that any public health messages needed can be targeted at fewer people. These messages will not name your business or venue.
* If your venue is in England, and you are currently using your own QR code system to support contact tracing, you should now switch to the official NHS QR code system. It is highly secure and reduces the need for data management for the businesses. You will only need to maintain an alternative means to log in for people who do not have a smartphone or do not want to use the app.
* Visitors will not be able to scan other QR codes with the NHS COVID-19 app because they use a different type of technology. If you need to continue with your own QR code system for non-contact tracing reasons, you must remove any NHS, NHS Test and Trace, or NHS Test, Trace, Protect logos to avoid confusion for app users which would result in them failing to log in via the official code and miss potentially important public health messaging.
* The following table has examples of locations related to the Tourism and Leisure industry in England and corresponding advice on whether QR check-in posters should be used:

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| **Venue/ Location** | **Comment/ Advice** |
| On-site cafes, bars or restaurants | These venues are expected to provide customer logs so you should also provide a QR poster |
| Entrance to accommodation (hotel, motor home park, or holiday parks) | These venues are expected to provide customer logs so you should also provide a QR poster |
| Indoor recreational spaces where visitors are likely to congregate or sit-down for 15 minutes or more | QR posters are encouraged for these locations |
| Head offices and workspaces attended only by staff | QR posters not expected for these locations – it is assumed that businesses have alternative mechanisms to contact staff if needed. |
| Corridors, hallways or large open spaces in venues that visitors move through | QR posters not needed for spaces that people move through and do not congregate |
| Outdoor space, squares, gardens, including smoking areas or other green spaces | QR posters not needed |

Venues can read more FAQs on the COVID-19 app website: <https://faq.covid19.nhs.uk/category/?id=CAT-01027&parentid=CAT-01025>