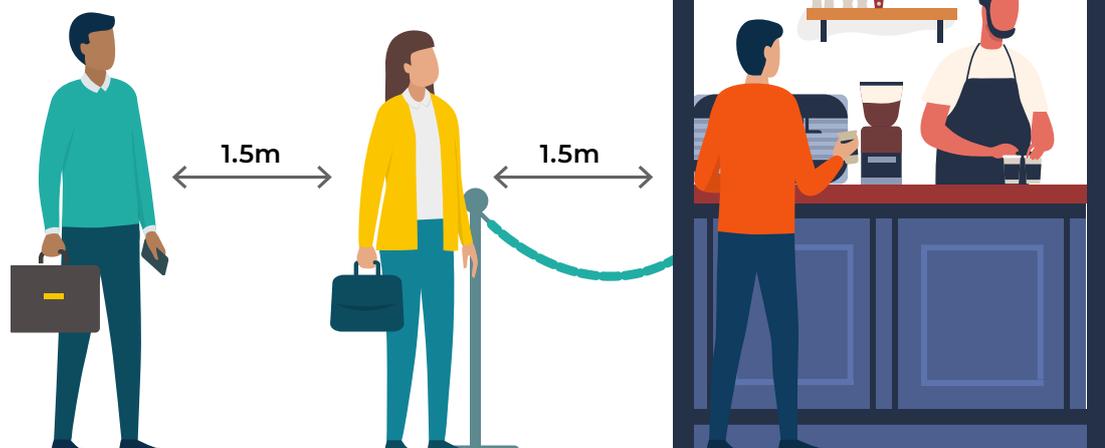


# Factsheet

## How to manage patron numbers under 25 person rule



A change to capacity numbers for smaller sized businesses, venues and facilities came into effect from 9am on Friday 18 September 2020.

The change is in line with **Step 3.1 of Canberra's Recovery Plan**, and will allow venues, facilities and businesses to have a maximum of 25 people (excluding staff) across the whole venue. Whole venue refers to any indoor and outdoor space.

Venues must still abide by their standard occupancy loading and regulatory conditions of the venue.

Businesses that want to have more than 25 people, must continue to apply the one person per 4 square metres of usable space rule.

The maximum number of patrons permitted is 100 for each indoor or outdoor space. No modifications can be made to venues.

Further information about the change is available on the ACT's COVID-19 website.

**Note:** Usable space is defined in the Public Health Direction as the space that people can freely move around in, but does not include the following areas:

- > Stages and similar areas,
- > Restrooms/changerooms,
- > Areas occupied by fixtures, fittings and displays, and
- > Staff only areas and areas that are closed off or not being used.

## How to implement for the change

- › Businesses, venues and facilities who want to operate under the 25 people rule should review and update their COVID Safety Plans.
- › Venues should recalculate their capacity limits and get new occupancy signage ready to be displayed at entries. Note: Venues remain responsible for managing queues, including in front of the premises, so should clearly advise sign in options to patrons upon entry.
- › Businesses should organise their spaces to maximise physical distancing between groups of patrons and where possible maintain 1.5 metres distance. For further advice and guidance, contact Access Canberra.
- › Consider registering to use the new Check In CBR app to record and collect patron and visitor information. The app enables individuals to check-in to venues and have this data stored securely with ACT Health in the event contact tracing is needed due to a confirmed case of COVID-19 in the community. Further information on the app and how to register is on the [COVID-19 website](#).

## Examples for smaller hospitality venues to manage patron numbers

The footprint of businesses, venues and facilities varies, especially in smaller spaces. With the 25 person rule, although it may not be possible to keep exactly 1.5 metres between each group of people, venues are encouraged to ensure that tables and work spaces are spaced as far apart as possible.

See below tips and if you would like further advice, please contact the COVID-19 Business Helpline on (02) 6205 0900 to speak with an Access Canberra compliance officer.

### Tips

- › Check In CBR app code could be attached to menus, tables or located at the bar
- › Smaller venues should provide enough seating for the set occupancy of 25 people
- › Seating and tables should be clear of bar areas and thoroughfares used by staff and take-away patrons
- › Takeaway patrons should be asked not to wait for meals on premises. Businesses are encouraged to phone or message take-away patrons when their meal is ready for collection to avoid congestion on premises
- › Staff should clearly explain to dine-in patrons that they are permitted to stay at the venue for a maximum of two hours
- › Tables should be placed 1.5 metres apart where practicable, and customers and staff encouraged to maintain good hand hygiene.

For more information and the latest updates on restrictions to groups and gatherings visit [www.covid19.act.gov.au](http://www.covid19.act.gov.au)

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