



Guidelines for tourism activities under the NZ COVID-19 Protection Framework



Guidelines for tourism activities under the NZ COVID-19 Protection Framework v7

Changes from version 6	Where
Use of Face Masks	Section 4

Changes from version 5	Where
Negative PCR and Rapid Antigen Tests	Section 4

Changes from version 4	Where
Negative PCR and Rapid Antigen Tests	Section 3

Changes from version 3	Where
Events added to criteria for assessing tourism activities that may be mandated	Section 2
Addition of link to information on exceptions to wearing a face covering	Section 4

Note from TIA

Welcome to these guidelines, we hope they are useful for tourism activity operators in navigating the requirements to operate under the new Covid Protection Framework. Government guidance on tourism activities has evolved since the introduction of the new framework on 3 December. We have worked with officials to understand the changing guidance and updated these guidelines to reflect that advice to the best of our knowledge. If operators have queries or require clarification on the content of this document please follow the applicable links in the document or contact TIA on member@tia.org.nz. We are here to help.

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 to <https://www.business.govt.nz/covid-19/covid-19-protection-framework> for more details on the CPF and what it means for businesses.

2. Some tourism activities may be mandated under the close-proximity and events requirements

Government have defined certain businesses as 'mandated' including food and drink businesses or services, gyms, events, and close-proximity businesses or services. Some tourism activities may fall under the definition of an event or close-proximity business.

If an operator determines their business activity falls under these requirements, vaccination is required for all workers in the business. All employees must have had their first vaccination by 3 December 2021 and be fully vaccinated by 17 January 2022.

Events

The [Public Health Order\(Protection Framework\)](#) definition of an event includes the following:

- (a) means an activity organised by a business or service —
 - (i) that is held at —
 - (A) commercial premises or private premises (whether indoors or outdoors); or
 - (B) publicly owned premises hired for the purpose of the activity; or
 - (C) an outdoor area where a group of customers and clients is accompanied or supervised by a worker providing services to that group (for example, a guided tour); and
 - (ii) for which entry is controlled (whether through ticketing, fees, registration, or any other means); and
- (b) also means normal operations at cinemas, theatres, stadiums, concert venues, conference venues, casinos, and private galleries; but
- (c) excludes any activity at a private dwelling/house

Close-proximity business or service

The [Public Health Order\(Protection Framework\)](#) definition of a close-proximity business or service includes the following:

(a) means a business or service to the extent that it carries on activities that it cannot undertake without—

(i) physical contact, or close proximity, between people; or

(ii) a worker being closer than 1 metre to the client;

Government advises that a timeframe can also be applied to the close-proximity requirement of a period of 15 minutes or more. Operators are advised to exercise their judgment when determining if the timeframe is applied as a continuous period or made up of multiple occasions of close-proximity amounting to 15 minutes or more.

Entertainment, Recreation, and Exercise

Government have also provided guidance for Entertainment, Recreation, and Exercise. This guidance includes a section on Outdoor activities both on and off-premises. While the government advice is for tourism activity operators to use Events as a starting point for assessing their activity operators may also like to consider the guidance under [*Entertainment, Recreation, and Exercise*](#).

More detail can be found at [*Covid-19 Protection Framework*](#) including general business guidance.

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 NZers to access certain events and venues operating under the COVID-19 Protection Framework (traffic light system).

Businesses can choose to operate under My Vaccine Pass or not. However, if a business chooses not to operate under the Pass different control measures apply – refer Section 4 for more detail.

Negative PCR and/or Rapid Antigen Tests *do not* override My Vaccine Pass requirements for the tourism and events sector.

4. Customer restrictions for tourism activities operating under the traffic light system

The customer restrictions for tourism activities vary depending on whether a business chooses to operate under My Vaccine Pass rules or not.

Once clarity is achieved on what guidance the activity will follow (e.g. Events, Close-proximity, Entertainment, Recreation, and Exercise) then refer to the [*framework guidance*](#) for My Vaccine Pass requirements.

The framework guidance also includes requirements for face coverings.

Effective on 11:59PM, Thursday, 3 February.

- Masks be worn at food and drink businesses, proximity businesses, events and gatherings
- All workers who are legally mandated to be vaccinated must now also wear a medical grade mask (for example a Type IIR/Level2 masks or above) while working in public facing roles. These include the widely available 'blue' medical-grade mask
- Face coverings need to be an actual mask, attached to the head by loops around the ears or head. No scarves, bandannas, or t-shirts pulled up over the face
- Ensure the mask is designed to cover the nose and mouth properly.
- When people are eating, drinking and exercising, there is no requirement to wear a face mask
- These changes don't apply to non-public facing workplaces

Note there is an exception in the Order to allow for safety – please see [COVID-19 Public Health Response \(Protection Framework\) Order 2021 \(SL 2021/386\) \(as at 04 December 2021\) 11 Meaning of face covering rule – New Zealand Legislation](#)

If your business carries out a number of different activities, you may need to apply different rules. Some businesses may have combined retail and ticketing areas. Retail is a non-mandated sector. For guidance on retail activities, click [here](#).

5. Verification of vaccine passes

Businesses operating under My Vaccine Pass rules must check customers' passes. All customers aged 12 years and 3 months or over must be checked. People under the age of 12 years and 3 months are not required to show proof of vaccination.

For more information on the My Vaccine Pass including checking passes refer to [Requiring My Vaccine Pass for entry.](#)

Check customers' My Vaccine Pass at points of entry. Businesses are best placed to determine their 'point of entry'. It is recommended that passes be 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). For some businesses the point of entry may be the place the customer purchases a ticket for your product, or at a staging or boarding area prior to commencing the activity.

Points to note

- 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 [*Posters for businesses and organisations*](#).
- Everyone needs to show a My Vaccine Pass for participation.
- 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
- You can use the verifier app to check customer's passes – third party apps are also allowed, provided no data is collected. A reasonable number of My Vaccine Passes must be verified each day.
- My Vaccine Pass is the only acceptable form of evidence to meet Government requirements
- 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.
- Get your workforce ready. WorkSafe and the Police have enforcement roles (Note Section 10 re enforcement),
- A business does 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.

6. Mandatory Record Keeping

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

If you are the person in charge of a business, location, or event, you legally must ensure that you have safe and secure systems and processes in place so that, as far as reasonably practicable, everyone aged 12 years or over working in 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.

People in control of workplaces must also ensure that:

- 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.

- QR code posters are now also 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.
- 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.

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. Privacy Guidance can be found [here](#).

7. Guidance for workplaces that have a case of COVID-19

The Ministry of Health has published guidance on steps to take in the event of an employee, customer, or visitor becomes a confirmed or probable COVID19 case. You can find the guidance [here](#). Government information on management of contacts is 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 to <https://www.business.govt.nz/covid-19/covid-19-protection-framework>.

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. Clearly communicate the changes to your customers

It is recommended that businesses communicate with clients at time of booking with information detailing the new participation requirements under the mandate. Participants who are unvaccinated may not be able to participate in your activity.

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

Businesses operating under My Vaccine Pass rules are required to check for the Pass before the customer participates in the activity. Customers are also required to follow safety guidance provided by your team (including COVID19 protection protocols). 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

<https://www.legislation.govt.nz/> (access to Public health Orders)
[Unite against COVID-19 \(covid19.govt.nz\)](https://www.covid19.govt.nz/)
[Mental Wellbeing For You & Your Workplace – Mentemia 1737 - Need to Talk?](#)

This document has been developed by Tourism Industry Aotearoa in consultation with tourism operators to assist tourism activity providers.

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