

Guidance for Bed & Breakfast , guesthouse, hostel and hotel businesses – preparing for Step 3 of the roadmap

Current version issued the 16th of April 2021

COVID-19 has had a huge impact on businesses within the leisure and accommodation sectors. The Public Protection team have assembled guidance for B&Bs, guesthouses, hostels and hotels to assist with the safe re-opening of existing businesses, and opening of new businesses from the 17th of May 2021 at the earliest, in line with Step 3 of the government's planned roadmap out of lockdown.

This guidance will help your business comply with health and safety, food safety, trading standards and Health and Safety advice. It also includes a new Virtual kitchen training tool, to help you train your staff and raise awareness of key food safety risks.

COVID-secure measures

You must ensure that you have carried out a risk assessment for COVID-19 related risks at your business in line with health and safety legislation, and put suitable COVID-secure measures in place to control these risks.

The government have published guidance for hotels and other guest accommodation, and the visitor economy; this can be found at:

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/hotels-and-other-guest-accommodation>

<https://www.gov.uk/guidance/working-safely-during-coronavirus-covid-19/the-visitor-economy>

This guidance is routinely updated whenever any changes to the national situation have been announced or are about to be made – we would advise that you regularly check this guidance for any updates.

Food Business Registration

If you run a Bed & Breakfast, guesthouse, hostel or hotel business which serves food, you must register it with the Council as a food business. Where possible, this should be done at least 28 days before you begin preparing and/or supplying food, or when your business' methods or other details change:

<https://www.bathnes.gov.uk/services/environment/food-safety/food-business-registration>

Food safety management documentation

Your business should have some written food safety procedures in place; this is a legal requirement and shows how you are making sure the food you provide is safe. The amount of documentation and record-keeping needed will depend on the size of your business and the foods being handled and served.

The Food Standard's Agency's 'Safer Food Better Business' pack for caterers is suitable for B&BS, guesthouses, hostels and smaller independent hotels. By completing this pack and updating it whenever any changes occur to your business, you this can satisfy the legal requirement to keep documentation. The current edition of the Safer Food Better Business pack for caterers can be found at:

<https://www.food.gov.uk/business-guidance/safer-food-better-business-for-caterers>

You are not legally required to use this exact system, and you can draft your own system that fulfils the same requirements.

Food safety and hygiene practices

You must ensure that your food preparation and handling practices control any risk of harm to your customers. Advice on safe food practices and managing food allergens in your business can be found at:

The Food Standards Agency's Business Guidance pages:

<https://www.food.gov.uk/business-guidance>

Bath and North East Somerset Council's Food Safety pages:

<https://www.bathnes.gov.uk/services/environment/food-safety>

Interactive training experience

Bath and North East Somerset Council have been working with Visit Bath and the Department for Business, Energy and Industrial Strategy (BEIS) to test new ways of training staff in good food safety and hygiene practices.

A digital interactive experience tool has been developed and is available for food businesses to use and give feedback on – for details on how to access this, please visit the Visit Bath website at:

<https://visitbath.co.uk/members/about-us/food-hygiene/>

Bitesize food safety advice

If you have detailed food safety questions about your business' operations or plans or a large number of simple food safety and hygiene questions, the Public Protection team offer a **Bite-size Food Safety Advice** service for businesses. For a currently reduced charge of **£40** (including VAT) an experienced officer will phone you, to answer your questions and provide other advice for a 30 minute period.

If you are interested in this service, please apply using the Food Safety team's paid services application form and quote the reference **STEP32021** to receive the reduced price (normally £48):

<https://www.bathnes.gov.uk/form/application-food-safety-services%20>

Trading Standards Advice

The Trading Standards Institute's [Business Companion](https://www.businesscompanion.info/) website provides comprehensive free guidance for businesses on trading standards requirements:

<https://www.businesscompanion.info/>

Advice can also be found on the Council's Trading Standards pages:

<https://www.bathnes.gov.uk/services/trading-standards>

Our Trading Standards team also offer advisory services for businesses, including a Trading Standards bitesize advice service, full business 'health checks' and Primary Authority Partnerships (fees apply, unless advice is required in relation to COVID-19):

<https://www.bathnes.gov.uk/services/trading-standards/business-advice>

Health and Safety advice

The Health & Safety Executive have published extensive advice for businesses on complying with health and safety legislation:

<https://www.hse.gov.uk/simple-health-safety/>

Hospitality Guide

Visit England publish 'The Pink Book: Legislation for tourist accommodation and attractions'. This provides comprehensive guidance for tourism businesses (including those in the accommodation sector) and has been recently updated. The free online version can be found at:

<https://www.visitbritain.org/business-advice/know-your-legal-obligations>

If you have any further concerns or can't find the information you are looking for, you can contact the Public Protection team by emailing us at public_protection@bathnes.gov.uk or phoning **01225 477508** (office hours only).