



# Brixham Town Council

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**Town Clerk: Mrs Tracy Hallett**

<b>Report Number</b>	01-2021	<b>Date</b>	29.01.20
<b>Report Type</b>	Public	<b>Meeting</b>	Town Hall Committee
<b>Contact Officer</b>	Tracy Hallett Simon Hiatt	<b>Job Title</b>	Town Clerk Admin Assistant
<b>Report Title</b>	Room Hire Charges / Terms and Conditions		

## Purpose of Report

To review the current room hire charges and Terms and Conditions.

## Overview

The Town Council rents / hires a number of rooms within the Town Hall, these are:

Room	Capacity	Hourly Charge
Berry Room	3 - 4	£8
Conference Room	10	£12
Furzeham Room	12	£12
Function Room	60	£15
Scala Hall	200	£15

The Town Council has an additional charging structure for the Scala Hall and Function Room as follows:

Individuals / Commercial	£180
Community Groups / Charities	£100
Youth Groups (under 16)	£10 per hour

## Additional Charges

In addition to the above, the following are charged:

Function Room / Scala Hall:

PRS Licence	Surcharge of 20% of hire fee if music is played
Hallkeeper set up (optional extra)	£20 per hour

Meeting Rooms:

Access to Tea & Coffee Making Facilities	Town Council provide hot water urn, mugs and spoons. Hirer provides their own tea, coffee and sugar.	£10.00
Tea & Coffee	Town Council to prepare, provide and serve.	£1.10 per person

## Deposits and Cancellations

Deposit	25% non-refundable required at time of booking
Cancellation Charges	Cancellation charges will be applied as detailed in the Terms and Conditions
Balance	8 weeks prior to booking or if inside 8 weeks, at time of booking
Cleaning	£20.00 refundable deposit required at the time of booking to cover any additional cleaning / clearing up / rubbish removal that may be necessary
Crockery, Cutlery, Mugs and Glasses. Max 60 people	£150 refundable deposit, required at the time of booking to cover any breakages / missing items
Payment of hire fees & deposits	Hire fees & deposits should be paid to Brixham Town Council's bank account. Repayments of refundable deposits will be made direct to your bank.

## **Research Information**

Research has been undertaken to compare the Town Council hire rates to other local venues.

## Comparable Room Charges

There are a number of organisations that offer rooms for hire throughout Brixham. The following table provides a comparable rate. (COVID-19 Restrictions apply at time of report)

<b>Organisation</b>	<b>Facility</b>	<b>Cost</b>
Brixham Rugby Club	Function Room 1 Function Room 2	Depends on whether a bar is required but quoted approx. £10 per hour
Admiral Swimming Centre	Saloon Community Room	£10 per hour
Berry Head Hotel	Mulberry – Capacity 270 Library – Capacity 80 Lyte Lounge -Capacity 40	Would not disclose the price – must complete an online enquiry form
Brixham Cricket Club	Function Hall	Unable to attain at time of report
The Conservative Club	Function Hall	Free of charge
The Edge	Main Space Room Upstairs Café Kitchen	£15 per hour £10 per hour £10 per hour £10 per hour

## Comparable Room Charges at Totnes Civic Hall

<p><b><u>1 day weekend package</u></b></p> <p><b>Option 1:</b> Use of the Hall, Kitchen and Bar Friday set-up only - 5pm to 10pm Saturday - 8.30am to 11.45pm (including clear-up)</p> <p><b>Option 2:</b> Use of Hall, Kitchen and Bar Saturday – 8.30am to 11.45pm (including set-up) Sunday clear-up only – 8am to 1pm</p>	<p>Private/Business event – £400.00</p> <p>Charity/Not-for-profit organisation - £260.00 (Proof of eligibility required)</p> <p>Private/Business event – £400.00</p> <p>Charity/Not-for-profit organisation - £260.00 (Proof of eligibility required)</p>
<p><b><u>2 day weekend package</u></b></p> <p>Use of the Hall, Kitchen and Bar</p> <p>Friday set-up only - 5pm to 10pm Saturday - 8.30am to 11.45pm Sunday – 8.30am to 10.30pm (including clear-up)</p>	<p>Private/Business event – £670.00</p> <p>Charity/Not-for-profit organisation - £440.00 (Proof of eligibility required)</p>
<p><b><u>Hall :</u></b></p> <p>Monday – Thursday</p> <p>Friday – Sunday</p>	<p>Private/Business event – £23.00 per hour</p> <p>Charity/Not-for-profit organisation (Proof of eligibility required) - £13.00 per hour</p> <p>Private/Business event - £28.00 per hour</p> <p>Charity/Not-for-profit organisation (Proof of eligibility required) - £18.00 per hour</p>
<p><b><u>Hall, Kitchen and Bar :</u></b></p> <p>Monday – Thursday</p> <p>Friday – Sunday</p>	<p>Private/Business event – £28.00 per hour</p> <p>Charity/Not-for-profit organisation (Proof of eligibility required) - £18.00 per hour</p> <p>Private/Business event - £33.00 per hour</p> <p>Charity/Not-for-profit organisation (Proof of eligibility required) - £23.00 per hour</p>
<p>Out of hours fee</p> <p>Applicable to any hourly hire from Monday to Saturday after 6pm or before 7am, and any time on Sunday</p>	<p>(Not applicable for weekly hirers or packages)</p> <p>£20 per day</p>

## Terms and Conditions

A copy of the Council's hire terms and conditions of hire can be found in annex one. In addition to this, the Council has special terms and conditions of hire during the COVID pandemic. These can be found in annex two.

## Insurance and Risk Assessment

If the hirer is an organisation, then they are required to provide the Council with a copy of their insurance certificate.

All hirers are required to provide a copy of their risk assessment. However, we recognise that this is not always possible if it is an individual hirer holding a small birthday party, for example. Therefore, the Council will provide the hirer with a risk assessment, which they will be asked to sign and adhere to.

## Available Rooms for Hire

Given that many office workers have been working from home for the majority of 2020 as well as the start of 2021, it is considered that some may not return to their office environment, with businesses seeing benefits of reduced overheads. There are some meeting rooms at the Town Hall that are underutilised and it is envisaged there may be an influx of requests for the following:

- Meeting Rooms
- Small offices
- Hot desking
- Desk rental

In order to meet the demand and maximise income, it is considered that the Council should be flexible in its uses of the following rooms:

- Furzeham Room
- Conference Room
- Berry Room

### Furzeham and Conference Rooms

The rooms have in the past been predominately used by community group, Council committee meetings or small day time meetings when staff meet representatives of outside bodies which did not earn an income. However, during 2019/20 there was an increase in adhoc hirers.

Income received for 2019/20 for Conference Room	£96
Income received for 2019/20 for Furzeham Room	£7,822
<b>Total</b>	<b>£7,918</b>

If there is demand for these rooms to be used as small offices, for example, the Town Council could receive in the region of £12,000 per annum.

### Berry Room

This room has in the past been predominantly used by therapists / counsellors hired on an hourly rate.

Income received for 2019/20	£1,724
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If there is demand for this room to be used a small office, for example, the Town Council could receive in the region of £2,500 per annum.

The above suggested incomes are based on the m2 rate shown in report 03-2021.

### **Recommendation**

- 1) It is considered that the Council's charging structure is at a competitive rate and it is not recommended that the Council increases its charges. However, the Council should continue in its best endeavours to attract hirers – both new and old – to increase the income levels. (See report 02-2021).
- 2) There are no recommendations to change the terms and conditions of hire.
- 3) That the Council remains flexible with its meeting rooms to meet demands and maximise income potential.

## TERMS AND CONDITIONS OF HIRE

### Deposit

A 25% deposit and the fully completed booking form will confirm your booking and must be received by Brixham Town Council. No provisional bookings will be accepted.

### Use of the facilities

Rooms will only be available for the times specified when making the booking. Please ensure you allow adequate time for set up and vacation of the rooms. Overrunning of your session is not possible as the room may be booked by others.

The hirer and representatives shall:

- Make all efforts to comply with health and safety and any other regulations in place in the building
- Not allow any disorderly, improper, dangerous or destructive conduct whilst on the site and shall comply with any reasonable request made by the Officers of Brixham Town Council
- Use the room for the purpose stated on the booking form only, and for no other purpose whatsoever

The hirer shall, during the period of hiring, be responsible for supervision of the premises, protection of the fabric and contents, safety from damage however slight, or change of any sort, and the behaviour of all persons using the premises, whatever their capacity, including proper supervision of car parking arrangements so as to avoid obstruction of the highway.

The hirer shall repay to the Council on demand the cost of re-instating or replacing any part of the room or any property in or upon the room which shall be damaged, destroyed, stolen or removed during the period of hire.

### Set up

Set up is only permitted on the day of your booking and the hirer will need to ensure that sufficient time is allocated to allow for set up / breaking down within the booking. Except in the case of the Scala Hall where for a full day or am booking, subject to availability, set up is available after 4pm on the evening prior to your booking. No charge will be made but your set up times will not be confirmed until the day before your booking. If you wish to guarantee your setup booking, you will be charged.

### Times of events

Public dancing, singing, music or other public entertainment of the kind shall only take place **inside** the said premises on the following days, during the hours specified and only with the approval of the Town Council.

Specified hours:-

Monday to Sunday 08.30 Hours to Midnight

A request for an event to extend beyond the times stated above is subject to a Temporary event Notice (TEN) and the approval of Brixham Town Council.

### Selling Alcohol at Events

The Town Hall Premises Licence does not cover the selling of alcohol.

Any event at which alcohol is to be supplied is subject to a **Temporary Event Notice (TEN)**. If you wish to supply alcohol at your event, please contact Torbay Council Licensing. A copy of the approval **MUST** be supplied to Brixham Town Council prior to the event.

### **Stewards**

In accordance with the requirements of the Health and Safety Act and/or the Public Entertainments Licence, the hirer shall be responsible for nominating stewards for their event in the Scala Hall / Function Room, as follows:

(a) Where the event includes Public Dancing, Singing, Music or other Public Entertainment of the like kind: A minimum of **four** stewards must be named, all of whom must be over 21 years of age.

One of the stewards must be the Authorised Person and be on the premises at all times.

In addition to the above, where most of those present are under the age of 16, the number of stewards shall not be less than 1 for every 100 or part of 100 attending.

(b) Where the event comes under the description of Markets, Fairs, Lectures, Meetings and any other event that does not include public dancing, singing or music or any other public entertainment of the like kind: A minimum of **two** stewards must be named, both of whom must be over 21 years of age.

At any event, the following conditions must be observed:

- Stewards shall be in attendance at all times whilst the hall is open to members of the public.
- Stewards must wear distinctive clothing or armbands to make their role obvious to those attending, and to any fire or police officer.
- Stewards must make themselves aware of the fire exits and have contingency arrangements to evacuate the building if the need arises. An information pack is available in each room to aid the stewards.
- **If a TEN has been approved, there may be conditions included within the approval regarding Door Staff. The Town Council may require additional staff to be employed. Please note that only Registered Door Staff are able to stop any member of the public entering an event, or use reasonable force to evict a member of the public from an event. Door staff or stewards that are not registered cannot use physical force to prevent anyone entering your event. If you do not have Registered Door staff and it is likely that members of the public will try and gain entry, without authorisation, you may not be able to adhere to these Conditions of Hire in terms of keeping Good Order.**
- The Town Council reserves the right to impose a condition that Registered Door Staff be employed and the number of Registered Door Staff to be employed.

### **Health and Safety**

Hirers should undertake a risk assessment to quantify hazards, which might arise during the event and devise procedures to minimise any hazard. In addition, hirers are responsible for ensuring that all activities comply with the requirements of the Health and Safety at Work Act 1974.

## **Good Order**

The hirer shall be responsible for keeping good order in the Scala Hall / Function Room and, if the Council directs, provide and pay for additional stewards as the Council considers necessary for the proper conduct of the function. Any decision made by the Council is final and not negotiable.

**Please note: The hirer should be aware that the Town Hall is situated in a residential area and that every reasonable precaution must be taken to prevent disturbance to occupiers of neighbouring properties, both during and after the event. The hirer should advise their audience / clients to leave the area of the hall in a quiet and responsible manner.**

The Council shall not be responsible for any loss or damage due to any breakdown of machinery, failure of the power supply, leakage of water or gas, fire, government restriction or Act of God which may cause the hall to be closed and the hiring interrupted or cancelled. The hirer shall indemnify the Council against any claim which may arise out of the hiring or which may be made by any person or agent of that person who has suffered any loss, damage, injury or death whilst they were in the hall during the period of hire.

## **Food Hygiene**

Persons supplying and handling food must satisfy current food safety legislation and have received appropriate training and instruction in food hygiene. Advice can be obtained from Torbay Council on 01803 208025.

## **Cleaning**

Tables must be washed down after use and any spilt drinks / food must be cleaned up immediately. Clear arrangements must be made for cleaning the room before departing unless agreed otherwise by Brixham Town Council. All rubbish from the Town Hall premises must be disposed of in the allocated bins. Damages/breakages must be reported. In the interest of other users, the room must be left as you found it. **If it is not, the cleaning deposit will not be refunded. Any extra cleaning charge will be made, at the discretion of the Council.**

## **Parking**

The hirer is responsible for ensuring that the Highway is kept clear at all times. Vehicles are only permitted to park in the designated parking bays. No overnight parking permitted.

All hirers are reminded that consideration must be given to other users of the Town Hall and it is not acceptable to attempt to block the car park, entrance or access lane.

Scala Hall: A **maximum** of two parking spaces will be available for evening and weekend hire.

Function Room: A **maximum** of two parking space will be available for evening and weekend hire.

Meeting Rooms: A **maximum** of one parking space will be available for evening and weekend hire.

**No** parking is available Monday to Friday 8am – 5pm.

## **Payment**

The hirer agrees to pay Brixham Town Council by the due dates specified on invoices.

A deposit is required at the time of booking.

No provisional bookings will be accepted.

Balance is due 8 weeks prior to event.

## **Cancellation and Amendments**

### Cancellation by the hirer:

Cancellation notifications must be confirmed by letter, email or telephone and will become effective on the date received by Brixham Town Council.

The following cancellation charges will apply:

- a) Between 15 – 21 days notice: 25% room hire charge
- b) Between 8 – 14 days notice: 50% room hire charge
- c) Between 0 – 7 days notice: 100% room hire charge

### Cancellation by Brixham Town Council:

Brixham Town Council may cancel the booking at any time if:

- a) The building or any part of it needs to be closed for urgent maintenance work or other reasons beyond reasonable control.
- b) It is considered that the event may be detrimental to the reputation of Brixham Town Council.
- c) The hirer becomes insolvent or enters into liquidation.

## **Amendment of bookings**

If you wish to alter the date, time or room of your booking you may do so more than 7 working days in advance of your original booking, subject to availability. Otherwise cancellation charges may apply.

## **Liability**

Brixham Town Council will not be liable to the hirer or persons attending an event for any personal injury or loss or damage to property except on the occasion that, and to the extent to which it has been negligent.

Any loss or damage to Brixham Town Council's property including fixtures, fittings, walls, furniture and equipment (including that hired in for use) shall be the liability of the hirer. Any cost of replacing or repairing Brixham Town Council's property whether caused by damage, breakage or removal shall be charged to the hirer.

Brixham Town Council takes all reasonable steps to ensure that information contained on its website is as accurate as possible.

Please note that by using these facilities the hirer accepts responsible for making arrangements to insure against any third party claims which may lie against him/his association whilst using the Town Hall. (The Council is insured against any claims arising out of *its own* negligence.)

The hirer shall, if selling goods in the Town Hall premises, comply with Fair Trading Laws and any local code of practice issued in connection with such sales. In particular, the hirer shall ensure that the total prices of all goods and services are prominently displayed, as shall be the organiser's name and address, and that any discounts offered are based only on Manufacturers' Recommended Retail Prices.

**Specific restrictions on use:**

Smoking:	Smoking is not permitted anywhere within the curtilage of the building.
Prohibition:	<b>no nails, tacs, screws, pins or other like objects shall be driven into or fixed to any part of the hall; nor shall placards, tape or other articles be fixed thereto that shall cause damage to the paintwork, plaster or any other part of the fabric of the building.</b>
Dogs	The Scala Hall hirer has the right to allow dogs on leads in the Scala Hall only. The hirer must provide adequate precautions where food is prepared, handled or stored. The hirer is also responsible for the control and cleanliness of any dogs entering the Scala Hall.  <b>No dogs (except guide dogs) are permitted to enter any other part of the Town Hall.</b>
Flyposters:	You are advised that 'fly-posting' is illegal and could lead to prosecution. This includes advertising notices attached to road signs, lamp-posts and other fixed or temporary places. Hanging of banners across any part of the exterior of the hall is prohibited except that, with the permission of the Town Clerk, a banner may be hung on the external fire escape staircase above the Scala Hall entrance doors. The Town Council does have a notice board at the front of the Town Hall and next to the Scala Hall entrance and this is available to hirers to advertise their event. Please ensure that all posters to be displayed are handed in to the Town Council office.
Copyright:	No copyright dramatic or musical work shall be performed or sung without the consent of the owner of the copyright.
Removal of property:	Unless prior arrangements have been made with the Town Clerk, all persons and equipment must be off the premises by the time stated on the booking form. The Council accepts no responsibility for any property left on the hall premises.
Electrical Equipment	The hirer shall ensure that any electrical appliances brought by them into the Hall and used there shall be safe, in good working order, and used in a safe manner in accordance with the Electricity at Work Regulations 1989. Where a residual circuit breaker is provided, the hirer must make use of it in the interest of public safety. All equipment must carry a PAT certificate.
Accidents	The hirer must report all accidents involving injury to the public to the Council as soon as possible.

**Access Arrangements:**

Should your booking be out of normal working hours, please contact Brixham Town Council one week prior to your booking to arrange collection of a key.

**Right of Entry**

The Council reserves the right to enter any part of the hall during the period of hire.

### **Security for Contingencies**

The Council may, at any time, without stating a reason, demand, by way of letter addressed to the hirer, such security as the Council may deem necessary to cover any contingency. If such security is not forthcoming within the period stated in the letter, the Council has the right to terminate the hire.

The person signing the Booking Form will be treated by the Council as the Authorised Person. When the Authorised Person is signing the Booking Form on behalf of an Organisation, Club, Society, Association or Company he/she must have the authority to sign and bind the organisation to the Conditions of Hire.

### **Notices and Letters**

Any notice, letter, demand or request by the Council to, or upon, the hirer may be sent by ordinary pre-paid post addressed to the hirer at the address quoted on the booking form.

### **Compliance with the Children Act 1989**

The hirer shall ensure that any activities for children under eight years of age comply with the provisions of The Children Act and that only fit and proper persons who have passed the appropriate DBS checks have access to the children. Checks may also apply where children over eight and vulnerable adults are taking part in activities. The hirer shall provide the Council with a copy of their Child Protection Policy on request.

**By signing the booking form (either in hard copy or electronically), the hirer confirms that they have read and accept the terms and conditions of hire and that they are over 18 years of age.**

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## Annex Two

### Special Conditions of Hire during COVID-19

**Note: These conditions are supplemental to, not a replacement for, the hall's ordinary conditions of hire and are subject to change.**

- 1) You, the hirer, will be responsible for ensuring those attending your activity or event comply with the COVID-19 Secure Guidelines while entering and occupying the hired room.
- 2) You undertake to comply with the actions identified in the Council's risk assessment, of which you have been provided with a copy.
- 3) You must provide a copy of your risk assessment to the Town Council. Without a risk assessment, you will not be given access to the Town Hall.
- 4) The room will be cleaned before your arrive and you will be responsible for cleaning all regularly used surfaces during your period of hire (including tables, wash hand basins, door handles) using your own ordinary domestic products.
- 5) Please take care cleaning electrical equipment. Use cloths - do not spray!
- 6) You will make sure that everyone likely to attend your activity or event understands that they **MUST NOT DO SO** if they or anyone in their household has had COVID-19 symptoms in the last 7 days, and that if they develop symptoms within 7 days of visiting the premises they **MUST** use the Test, Track and Trace system to alert others with whom they have been in contact.
- 7) It is a legal requirement to have an active NHS Track and Trace system. The Town Council has registered the Town Hall with the Government Track & Trace and are already displaying the QR posters in various locations. If your visitors do not have a smartphone, you must keep a database of your group / customers / visitors for 21 days to assist the NHS Track and Trace service and adhere to the General Data Protection Regulations.  
  
Any data you collect cannot be used for marketing purposes. After 21 days, you must securely dispose of the database. Please note: Throwing a paper record into a wastepaper basket is not sufficient and may amount to a data breach.
- 8) It is a legal requirement that all personnel must wear face coverings when entering the Town Hall. Exceptions to this requirement are in line with the Government Guidance and are listed in Annex One.
- 9) You will keep the premises well ventilated throughout your hire, with doors and windows open as far as convenient. You will be responsible for ensuring they are all securely closed on leaving.
- 10) You will ensure that no more than [15] people attend your activity/event, in order that social distancing can be maintained. (This number may change depending on the room and the layout. BTC will assist you with this). You will ensure that everyone attending maintains social distancing while waiting to enter the premises, observes the one-way system within the premises, and as far as possible when

using more confined areas e.g. moving equipment, which should be kept as brief as possible.

- 11) The toilets are to remain closed to the public and you will make sure that no more than **one person** from your group uses each suite of toilets at one time.
- 12) You will take particular care to ensure that social distancing is maintained for any persons aged 70 or over or likely to be clinically more vulnerable to COVID-19, including for example keeping a 2m distance around them when going in and out of rooms and ensuring they can access the toilets, kitchen or other confined areas without others being present. For some people, passing another person in a confined space is less risky, but for older people that should be avoided.
- 13) You will position furniture or the arrangement of the room as far as possible to facilitate people seating side by side, with at least one empty chair between each person, rather than face to face. If tables are being used, you will place them so as to maintain a distance of at least 2 metres across the table between people who are face to face e.g. using a wide U-shape.
- 14) You will be responsible for the safe disposal of all rubbish created during your hire, including tissues and cleaning cloths before you leave the room.
- 15) You will encourage users to bring their own drinks and food.
- 16) We will have the right to close the Town Hall if there are safety concerns relating to COVID-19, for example, if someone who has attended the hall develops symptoms and thorough cleansing is required or if it is reported that the Special Hiring Conditions above are not being complied with, whether by you or by other hirers, or in the event that public buildings are asked or required to close again. If this is necessary, we will do our best to inform you promptly and you will not be charged for this hire.
- 17) In the event of someone becoming unwell with suspected COVID-19 symptoms while at the hall you should remove them to a designated safe area, provide tissues, a bin or plastic bag, and a bowl of warm soapy water for handwashing. You will then be required to ask others in your group to leave the premises, observing the usual hand sanitising and social distancing precautions, and advise them to launder their clothes when they arrive home. Please inform the Town Council as soon as practically possible.

## **Face Coverings: when to wear one and how to make your own (Published by the Cabinet Office on 14 July 2020)**

This annex only contains extracts relevant to Brixham Town Hall. A full copy of this guidance can be viewed online at <https://www.gov.uk/government/publications/face-coverings-when-to-wear-one-and-how-to-make-your-own/face-coverings-when-to-wear-one-and-how-to-make-your-own>

### **1. What is a face covering?**

In the context of the coronavirus (COVID-19) outbreak, a face covering is something which safely covers the nose and mouth. You may also use a scarf, bandana, religious garment or hand-made cloth covering but these must securely fit round the side of the face.

Face coverings are not classified as [PPE \(personal protective equipment\)](#) which is used in a limited number of settings to protect wearers against hazards and risks, such as surgical masks or respirators used in medical and industrial settings.

Face coverings are instead largely intended to protect others, not the wearer, against the spread of infection because they cover the nose and mouth, which are the main confirmed sources of transmission of virus that causes coronavirus infection (COVID-19).

### **3. How to wear a face covering**

A face covering should:

- cover your nose and mouth while allowing you to breathe comfortably
- fit comfortably but securely against the side of the face
- be secured to the head with ties or ear loops
- be made of a material that you find to be comfortable and breathable, such as cotton
- ideally include at least two layers of fabric (the World Health Organisation recommends three depending on the fabric used)
- unless disposable, it should be able to be washed with other items of laundry according to fabric washing instructions and dried without causing the face covering to be damaged

### **4. When to wear a face covering**

In England, you must wear a face covering in the following indoor settings (a list of examples for each is included in the brackets):

- public transport (aeroplanes, trains, trams and buses)
- taxis and private hire vehicles (PHVs)
- transport hubs (airports, rail and tram stations and terminals, maritime ports and terminals, bus and coach stations and terminals)
- shops and supermarkets (places which offer goods or services for retail sale or hire)
- shopping centres (malls and indoor markets)
- auction houses
- premises providing hospitality (bars, pubs, restaurants, cafes), except when seated at a table to eat or drink from 24 September
- post offices, banks, building societies, high-street solicitors and accountants, credit unions, short-term loan providers, savings clubs and money service businesses
- premises providing personal care and beauty treatments (hair salons, barbers, nail salons, massage centres, tattoo and piercing parlours)
- premises providing veterinary services
- visitor attractions and entertainment venues (museums, galleries, cinemas, theatres, concert halls, cultural and heritage sites, aquariums, indoor zoos and visitor farms,

bingo halls, amusement arcades, adventure activity centres, indoor sports stadiums, funfairs, theme parks, casinos, skating rinks, bowling alleys, indoor play areas including soft-play areas)

- libraries and public reading rooms
- places of worship
- funeral service providers (funeral homes, crematoria and burial ground chapels)
- **community centres**, youth centres and social clubs
- exhibition halls and conference centres
- public areas in hotels and hostels
- storage and distribution facilities

You are expected to wear a face covering before entering any of these settings and must keep it on until you leave unless there is a reasonable excuse for removing it.

You should also wear a face covering in indoor places not listed here where social distancing may be difficult and where you will come into contact with people you do not normally meet.

Face coverings are needed in NHS settings, including hospitals and primary or community care settings, such as GP surgeries. They are also advised to be worn in care homes.

### **5. Exemptions to wearing a face covering where they are mandated**

In settings where face coverings are mandated in England, there are some circumstances, for health, age or equality reasons, whereby people are not expected to wear face coverings in these settings. Please be mindful and respectful of such circumstances noting that some people are less able to wear face coverings.

It is not compulsory for shop or supermarket staff to wear face coverings, although employers should consider recommending their use where appropriate and where other mitigations are not in place. For example, there will be times when screens or visors are in use, or when a staff member is not in close proximity to people they do not normally meet, and so wearing a covering for staff will not be necessary.

You do not need to wear a face covering if you have a legitimate reason not to. This includes:

- young children under the age of 11
- not being able to put on, wear or remove a face covering because of a physical or mental illness or impairment, or disability
- if putting on, wearing or removing a face covering will cause you severe distress
- if you are travelling with or providing assistance to someone who relies on lip reading to communicate
- to avoid harm or injury, or the risk of harm or injury, to yourself or others
- to avoid injury, or to escape a risk of harm, and you do not have a face covering with you
- to eat or drink, but only if you need to
- to take medication
- if a police officer or other official requests you remove your face covering