

## **CORONAVIRUS (COVID-19)**

### **PUBTAB / CLUBTAB - ALERT LEVEL 2 VENUE GUIDELINES**

#### **OVERVIEW**

The New Zealand Government has advised that under Alert Level 2, physical distancing, contact tracing and restrictions on gatherings to address sporadic cases or a cluster of COVID-19 in New Zealand are required. PubTAB/ ClubTAB site operators must be confident that they can meet all of the requirements of Alert Level 2, before trading.

There are three key requirements that all TAB contractors, their staff and customers must observe:

- Strict hygiene practices (personal and venue)
- Physical distancing
- Contact tracing of customers (and of staff)

#### **TAB**

Ensure all staff are familiar and comply with the Level 2 Guidelines for Hospitality, in particular the Section on: Gambling Area Guidelines. Operating guidelines are available in the resource library on the [Hospitality NZ](#) website. The following notes are intended to supplement those Guidelines.

#### **Full Service PubTAB**

- ☐ One operator should be allocated to each TAB terminal.
- ☐ Manned terminal cleaned between staff change-overs.
- ☐ Customers must be seated, except when placing a bet.
- ☐ Physical distancing of one metre must be maintained
- ☐ Ideally bets should be placed verbally, maintaining one metre distancing with no hand to hand contact.
- ☐ Use betting vouchers for payout purposes to limit over the counter cash transactions.
- ☐ Regularly wash your hands after dealing with cash. Gloves can be used when handling cash.
- ☐ Form guides can be displayed, however need to be in line with physical distancing guidelines. Customers to be reminded that they can view form and current odds on [tab.co.nz](http://tab.co.nz), TAB App, any display screens that your outlet has, and on Trackside TV.
- ☐ Queues typically form at race jump, please remind your customers to place their bets early to avoid disappointment (and noting the requirement above to stay seated except when placing a bet).

### **Self Service TAB Terminals**

Self Service TAB Terminals are high touch surfaces. If you are unable to adequately monitor the below recommendations you should switch your Terminals off during Alert Level 2.

- ☐ Customers must be seated, except when placing a bet.
- ☐ Physical distancing of one metre must be maintained.
- ☐ Terminal should be cleaned between use with disinfectant sprayed onto a microfibre cloth. Please do not spray any cleaning products directly onto the touch screen of the terminal.
- ☐ Hand sanitiser station should be placed in close proximity to the Self Service Terminal.
- ☐ Queues typically form at race jump, please remind your customers to place their bets early to avoid disappointment. If they are in a queue, they will need to maintain one metre physical distancing at all times.
- ☐ When clearing cash at the end of the day, staff need to adhere to strict hygiene practices washing hands for 20 seconds after handling cash and equipment. Gloves can be used when handling cash.