

COVID Safe Check-in guide for business

Recording customer information digitally has become mandatory for many NSW venues and businesses. NSW businesses are urged to use the free QR code and the [COVID Safe Check In](#) via the Service NSW app.

[COVID Safe Check In](#) using the NSW Government QR Code is an easy, and contactless way to help keep our community safe. Customer check-in information is captured securely and can be accessed by NSW Health directly and immediately if needed for contact tracing. This means your business isn't responsible for keeping customer records – the information is recorded by the NSW Government as soon as a customer checks in. Please refer to nsw.gov.au for the latest customer record keeping requirements by industry

For customers entering venues without a mobile phone, venues must record their details at the time of entry and enter and submit these details on the webform within 12 hours. The unique Service NSW check in webform URL was supplied with the COVID Safe registration confirmation email [COVID Safe Check-in guide for your business \(nsw.gov.au\)](#).

Business owners and venue operators must ensure the information they record is stored confidentially and securely and only used for the purpose of tracing COVID-19 infections. They must keep this information for at least 28 days.

Your obligations

If you are the occupier of any of the [premises at which check-in is required](#) you need to take reasonable steps to ensure people can provide their contact details when they enter your premises. For example, you should

- display your QR codes in prominent locations
- remind people to check in when entering your premises
- where possible, keep an eye out for new people who have entered your premises
- ask to see the 'green tick' on the Service NSW app and check it relates to your premises.

If it is not possible for a person to check in using their device, an occupier must have an alternate sign-in method at their premises.

If a person refuses to check in at your premises, you may refuse entry to that person. It is a matter for the occupier of each premises to exercise judgement on what is appropriate for your premises and for the well-being of your staff and customers. If you intend to refuse entry, you should first ensure you are familiar with the [exceptions](#) and that you have spoken to the person and understand their circumstances.

You can find this information on NSW Government **COVID Safe Businesses** website at:

<https://www.nsw.gov.au/covid-19/covid-safe-businesses>

[COVID Safe Check-in \(customers\) – FAQs | Service NSW](#)

Current as of 14 July 2021



Premises requiring electronic entry record		
<p>Agricultural show or agricultural field day</p> <p>Amusement Centres</p> <p>Auction Houses</p> <p>Beauty Therapists including nail salons, waxing salons, hairdressing salons, tanning salons, spas, tattoo parlors & massage parlors</p> <p>Business premises – where an occupation, profession or trade is carried on for the provision of services directly to members of the public on a regular basis</p> <p>Child Care Centres and Preschools</p> <p>Construction Sites</p> <p>Drive-in Cinemas</p> <p>Entertainment Facilities – cinemas, theatres, concert halls</p> <p>Function and Reception Centres</p> <p>Funeral Homes, Crematoria, Memorial Services and Gatherings</p> <p>Hospitality Venues including – Food and Drink Premises – restaurants & cafes (to consume onsite) Micro-breweries, small distilleries and cellar door Nightclubs Pubs, small bars, karaoke bars, registered clubs.</p>	<p>Hospitals</p> <p>Hotel or motel accommodation (excluding residents or overnight guests who have checked in)</p> <p>Industrial premises used for manufacturing, production, assembling, altering, formulating, repairing, renovating, ornamenting, finishing, cleaning, washing, dismantling, transforming, processing, recycling, adapting or servicing of, or the research and development of, any goods, substances, food, products or articles for commercial purposes, and includes any storage or transportation associated with the activity, or handling, treating, production, processing, storage or packing of animal or plant agricultural products for commercial purposes</p> <p>Information and education facilities – art gallery, museum, library & visitor information centre.</p> <p>Markets – open-air or within an building</p> <p>Outdoor public gatherings</p> <p>Office Premises - office premises, where administrative, clerical, technical, professional or similar activities are carried out (but not dealing with members of the public directly)</p> <p>Places of Public Worship</p> <p>Public Swimming Pools</p>	<p>Recreational Facilities (indoor) – squash courts, gymnasiums, health studio, ice rink, tennis centre, bowling alley</p> <p>Recreational facilities (major) – theme parks, sports stadiums, showgrounds, motor racing tracks and racecourses</p> <p>Residential Care facilities or hostels, but not for residents</p> <p>Retail premises (including premises that hire items or goods or sell wholesale)</p> <p>School, university or other educational institutions (excluding students entering the school)</p> <p>Sex Services and Strip Clubs</p> <p>Shopping Centres</p> <p>Storage Premises</p> <p>Vehicles used as taxis or hire vehicles</p> <p>Warehouse or distribution centres</p> <p>Vessels for commercial diving, snorkeling, tours, marine animal watching tours, party buses and hosting functions</p> <p>Wedding Service and gatherings after wedding services</p> <p>Zoological, aquarium and reptile parks</p>

