



FAQ'S TO SUPPORT ALERT LEVEL 3 GUIDELINES FOR BACKPACKER HOSTELS

We understand that many of those in the backpacker sector will be looking for further guidance as we move into COVID-19 Level 3.

The Level 3 status means:

- People are still instructed to stay home unless for essential personal movement. Essential personal movement is for activities such as accessing local services and businesses, recreation or work and school.
- Staying in extended bubbles of not more than two households.
- Workplaces must operate safely – keeping one metre between workers, recording who is working together, limiting interaction between groups of workers, disinfecting surfaces, and maintaining high hygiene standards.

Further details are available at: <https://covid19.govt.nz/alert-system/alert-level-3>

What BYATA want to reiterate, is that there are no major differences moving from Alert Level 4 to Level 3. BYATA have pulled together some guideline's to help support you, however please ensure that you develop your own COVID-19 Health & Safety Guidelines and SOP's. More information pertaining to this is below

1. When will we move from Alert Level 4 to Alert Level 3?
 - A) 12:00 am on Tuesday 28 April 2020
2. Can guests move between hostels under Alert Level 3?
 - A) Only essential workers can move hostels if they have a job that requires them to do so such as fruit pickers
 - B) No room moves shall be undertaken for guests already in house
3. My hostel is currently closed can I reopen under Alert Level 3?
 - A) You must wait until Alert Level 2 before reopening closed hostels.
4. Am I able to reopen my TV room or other shared spaces under Alert Level 3?
 - A) Only if it is safe to do so and social distancing rules are applied. Many hostels have had numbers thin out due to repatriation flights and are able to comply more easily with MBIE guidelines due to the extra space available in their properties now.
5. What is a COVID-19 Work Safe Plan and who should have this in place?



- A) Follow the link; <https://worksafe.govt.nz/managing-health-and-safety/novel-coronavirus-covid-19/transitioning-from-alert-level-4/>
- B) Everyone who is currently open or thinking about reopening in Level 2 should have a Work Safe plan in place.
6. Can trades people carry out planned maintenance such as BWOF testing under Alert Level 3?
- A) Yes, all tradespeople carrying out BWOF (Building Warrant of Fitness) will be able to provide a COVID-19 plan. Hostels must have full contact details of visiting tradespeople (email and phone) to be able to contact trace in the case of emergency.
7. What should I do if I have guests who openly break the rules around Alert Level 3?
- A) Please do not try to intervene yourself. If there are any issues, please report the breach online or call 105 to report.
8. Does the GST amount differ for guests who stay more than 28 days?
- A) Yes, GST IRD link here <https://www.ird.govt.nz/gst/gst-adjustments>
9. When can I open up our Reservation systems to receive new bookings?
- A) Until we understand what date Level 2 will be announced this is difficult to determine. But at Level 2 we understand that it is safe to take new bookings. It would be also be appropriately to review messaging on all external websites.
10. What systems will I need to have in place with regards being able to contact trace when we are able to take new bookings in anticipation of operating under Alert Level 2?
- A) The mandatory information is for all guests to provide a contact mobile phone number and email address
- B) Additional information such as their whereabouts for the past 2 weeks may be a good idea.
11. If I have questions on compliance whom should I ask?
- A) Your local police liaison officer (for those areas that have them) or local DHB

Keep going you're all doing a great job of educating the 57,000 International visitors still in the country and keeping them safe inside their bubbles.

Kia kaha - The BYATA team