



Music Festivals: Supplementary Guidance

Summary

The Government has published [guidance on events and attractions](#), including music festivals, for Step 4 of the Roadmap (from 19 July). The Government encourages large unstructured events such as festivals to use the NHS COVID pass – see [guidance](#).

This note covers supplementary guidance for festivals on:

- Implementing NHS Test and Trace; and
- Managing suspected and positive onsite cases – example protocol.

A. IMPLEMENTING NHS TEST & TRACE AT FESTIVALS

The Contact Details Regulations were revoked on 19 July 2021. This means that businesses will no longer be legally required to ask customers, visitors and staff to “check in”. Although it is no longer a legal requirement, you are strongly encouraged to do this to stop the spread of the virus, protect society and support businesses to stay open.

Recommendations for the Collection of Contact Details

- Ask every customer or visitor (over the age of 16) to “check in” by:
 - providing their name and telephone number (this can be done in advance of the event, for example, via a pre-booking system); or
 - scanning the official NHS QR code poster via their NHS COVID-19 app.
- You should note the date and time of entry.
- For multi-day festivals, this should be done on each day for new or returning attendees (it is not necessary for attendees who do not leave the festival).
- Present an option at the entry point(s) for customers and visitors to provide their name and telephone number. This will support attendees who:
 - have not provided their contact details in advance (e.g., people who purchased their tickets second-hand);
 - do not have the NHS COVID-19 app; and/or
 - may be unable to use a smartphone, notebook or other similar device (e.g., due to a visual impairment).
- Display an official NHS QR code poster at the entry point(s) of the event/venue, so that customers and visitors can ‘check in’ using the NHS COVID-19 app (as an alternative to providing their name and telephone number). Individuals do not need to scan in with the app if they have provided their contact details (either at the entry point or as part of the pre-booking).
- Keep a record of all staff working at the event/on your premises, as well as their contact details (name and telephone number) and their entry times.

- Keep these records of customers, visitors and staff for 21 days (from the date of the event) and provide this to NHS Test and Trace as soon as possible, if requested. After 21 days, this information must be securely disposed of or deleted.
- Some customers or visitors should be exempt from “checking in” – for example, emergency responders or those who do not have the mental capacity to provide their contact details.
- Adhere to data protection legislation, including the UK General Data Protection Regulation (GDPR) and Data Protection Act 2018 – detailed guidance can be found here: [maintaining records of staff, customers and visitors for contact tracing purposes | ICO](#).
- Eat-in hospitality venues within a festival/event should follow all the requirements as above with their own check in system.

Guidance Notes

- Amend booking forms to capture contact details (name and telephone number) for all members of the group attending the festival/event. For example, if someone is purchasing the ticket on behalf of friends, the form should request the contact details of all attendees.
- Use social media platforms (such as Facebook, Twitter, Instagram, Snapchat and TikTok) to share a link that attendees can use to provide their contact details. This is to ensure attendees who have purchased resale tickets can also provide their contact details.
- Release communications and clarify that this information will not be used to take action against people buying or selling resale tickets unofficially. It is to protect people, support NHS Test and Trace, and ensure there are no further economic or social restrictions – which will allow venues to remain open. Otherwise, concerns about this may disincentivise people from providing their contact details.
- Encourage all attendees to download and use the NHS COVID-19 app.
- Ask attendees at the entrance (for example, when checking tickets or doing security checks) if they have already provided their contact details to support NHS Test and Trace. If not, request that they either scan the official NHS QR code poster or provide their contact details.
- Display the official NHS QR code and details of how to provide contact details in the queuing area, with signage asking people to do this ahead of reaching the entrance.

Q&A

What should somebody do if they are told by NHS Test and Trace to self-isolate while at the festival?

If somebody is asked to self-isolate while at the festival, they should take reasonable steps to return home or to another suitable place where they can do so as soon as possible. You must self-isolate in line with legal requirements. From 16 August 2021, there will be changes to the requirements for fully vaccinated adults to self-isolate if they are a close contact of someone that has tested positive for COVID-19. Changes will also apply to children who are a close contact of a positive case. [Guidance](#) will be updated before this date to reflect these changes.

What if they are over the alcohol limit/under the influence of drugs and so unable to drive?

The individual should take reasonable steps to reach a place of self-isolation as soon as it is safe to do so. If this means self-isolating in a tent by themselves overnight before leaving the festival and returning home, then this is what they should do.

What about travelling on public transport?

If an individual absolutely must use public transport then they should remain mindful of the potential risk they pose to others, and travel as safely as possible, observing social distancing, travelling off peak where possible and wearing a face covering.

What about if they came as part of a group in a car?

An individual should take reasonable steps to reach their self-isolation point as safely as possible, however they travel home. This may mean returning home early in the same group they arrived in, though the individual should take extra precautions, where possible (for example, by wearing a face covering).

What if a staff member tests positive, or is notified to self-isolate?

The employer must not allow a person they are aware is required to self-isolate to attend their place of work or remain there, unless the employee works from home. Should they knowingly do so, the employer faces a fine starting at £1000.

What should an individual do if they receive a notification to book a test?

If an individual receives an alert requesting that they book a test, they should do so at the earliest possible opportunity. If symptomatic, they should book a PCR test at the nearest testing facility and self-isolate, at home, until they receive the result. If asymptomatic, they should take an LFD test.

If customers have provided their names and telephone numbers for NHS Test and Trace ahead of the event, do organisers also need to ask people to sign in at the entrance?

To help NHS Test and Trace contact those who may have been exposed to the virus, we recommend that everybody is asked to sign in or leave their contact details at the entrance. This will ensure that there is an option to sign in for those who may not have left their details in advance, those who are buying tickets on the door, or those who bought their tickets second hand

Is it mandatory that everyone 'checks in' or do organisers just need to display the QR code on entry? Should you also enable people to check in manually?

It is no longer a legal requirement, though to support NHS Test and Trace, everybody should be asked to check in – either by scanning the NHS QR code poster or by providing their contact details. You should have systems in place to facilitate this, i.e. displaying the NHS QR code poster or maintaining “logbooks”, which contain attendees’ contact details.

Do festivals organisers need to keep a record of the exact shift times for all staff working on site and at what level of granularity?

To support NHS Test and Trace, organisers should keep a record of shift information, including the date and times, that staff worked. This information could be held by the contractors until requested.

Does each hospitality venue need its own unique QR code? Do takeaway concessions need to display their own QR code?

To support NHS test and trace, every eat-in hospitality venue should have its own QR code, but not staff-only canteens or takeaway only venues.

B: SUSPECTED & POSITIVE COVID-19 CASES – EXAMPLE PROTOCOL

Summary

Managing suspected and positive COVID-19 cases is an important mitigation to reduce and minimise the risk of COVID-19 transmission. For multi-day festivals with overnight camping, where attendees may have travelled far from their home, and may develop Covid-19 symptoms or become infected with Covid-19 (with or without symptoms) during the festival, event organisers should develop specific protocols for managing such cases at their event.

Event organisers must fully comply with NHS Test and Trace requirements and should work with local public health authorities on supporting enhanced contact tracing requirements (for example 2.5 below).

NHS test and trace ask that event organisers collect contact details and display QR codes to help their contact tracing. In addition, individuals have a legal duty to self-isolate under certain conditions, as set out [here](#). Should festival organisers want to overlay additional protocols for managing Covid cases that go beyond these legal requirements, they would need to include them in their sales T&Cs.

The following example protocol has been developed by Festival Republic as part of the Events Research Programme, and should be used as a model to adapt for the specifics of each event.

Audience communications before, during and after the festival should support the delivery and implementation of this protocol at each event.

SUSPECTED & POSITIVE COVID-19 CASES – DRAFT PROTOCOL

1. WORKERS

In the event that there is a necessity to deviate from this plan to ensure business continuity this must be agreed in consultation with the Local Public Health Director.

1.1 Suspected Cases

1.1.1 Off Site

If a worker develops symptoms off site, they should be advised not to come to site and to contact their employer. They will be required to self-isolate in line with NHS guidelines and take a PCR test. Should the PCR test return a negative result, the worker may return to site (if practicable).

1.1.2 On Site

If a worker presents on site with symptoms, the worker should be advised to leave site, and to self-isolate in line with NHS guidelines and take a PCR test. Should the PCR test return a negative result, the worker may return to site (if practicable).

1.2 Positive Cases

1.2.1 Off Site

If a worker tests positive off site, they should be advised not to come to site and to contact their employer. They will be required to self-isolate in line with NHS guidelines and take a PCR test if the initial positive was returned when taking a Lateral Flow Test. Should the PCR test return a negative result, the worker may return to site (if practicable).

1.2.2 On Site

If a worker returns a positive test result on site, the worker should be advised to leave site, and to self-isolate in line with NHS guidelines and take a PCR test. Should the PCR test return a negative result, the worker may return to site (if practicable).

1.3 Transport from Site

In the event that a worker is required to leave site, they should avoid contact with others in so far as is possible. Transport arrangements or protocols, in these circumstances, should be in place with the employer. An isolation tent should be provided on site should the worker need to wait whilst transport arrangements can be made.

1.4 Close Contacts

Any close contacts of positive cases will also be required to self-isolate. Close contacts are anyone who has had the following types of contact (within the 48 hour period prior to the individual developing symptoms):

- Face-to-face contact including being coughed, having a face-to-face conversation within one metre, without additional mitigation.
- Been within two metres of each other for more than 15 minutes (cumulative throughout the duration of the day) without additional mitigation.
- From 16 August 2021, there will be changes to the requirements for fully vaccinated adults to self-isolate if they are a close contact of someone that has tested positive for COVID-19. Changes will also apply to children who are a close contact of a positive case. Guidance will be updated before this date to reflect these changes.
- Until 16 August 2021 everyone must continue to follow the rules on self-isolation regardless of vaccination status or age.

2 ATTENDEES

2.1 Suspected Cases

2.1.1 Off Site

Attendees should be advised not to attend the event if they have COVID-19 symptoms. This also applies to attendees that have left the event and are returning, and those that are staying off site and attending daily for multi day events. They should self-isolate in line with NHS guidelines and take a PCR test.

2.1.2 On Site

If an attendee presents on site with symptoms, they should be assessed by the on site medics. If it is deemed that the symptoms are for other clinical reasons and if resolved following treatment, the attendee should be allowed to return to site once well enough to do so. If symptoms are not relieved and may have another cause, testing could be included as part of the medical assessment where the resources are available. Details should be agreed in advance with the Local Public Health Director.

If there are any doubts or the attendee tests positive, then they should be advised to leave site, to self-isolate and take a PCR test.

2.2 Positive Cases

2.2.1 Off Site

Anyone who returns a positive test result will not be allowed to attend the event. They will be required to self-isolate in line with NHS guidelines and take a PCR test.

2.2.2 On Site

Anyone who returns a positive result from a test taken either as a result of presenting with symptoms or testing as a matter of course should report to the on site medics . They will be advised to self-isolate in line with NHS guidelines and (if their positive result is from a Lateral Flow Test, and not a PCR test) to take a PCR test unless they need to be transported to hospital for further treatment. They will be asked to make arrangements (see 2.3 & 2.4) to leave the site as soon as on site medics agree they are fit to travel.

2.3 Collecting Tents and/or Belongings at Camping Events

Where an attendee is required to leave the event due to a positive test result or COVID-19 symptoms, their belongings will need to be collected. One of their friends or family members should be asked to collect their belongings. Where this is not possible, the attendee should be escorted by event staff to do this themselves, they would need to wear a face covering and observe social distancing.

2.4 Transport Off Site

Preferred modes of transport for someone testing positive would be one of the following:

- By car, provided they feel well enough to drive on their own
- By car but driven by another person. In this situation, face coverings should be worn, sit as far apart as possible in the vehicle and open the windows.
- Collection from the event by a friend or family member. Face coverings should be worn, sit as far apart as possible in the vehicle and open the windows.
- By taxi. In this situation the taxi should have a screen between the driver and the passenger in the back seat. Face coverings should be worn, and windows should be open. This would be at the cost of the person being transported. The event could make prior arrangements with a local taxi company to ensure that this service would be available.

Public transport should only be used as a last resort and if there are no alternatives. The attendee should be reminded of the potential risk they pose and be advised to travel as safely as possible, observe social distancing and wear a face covering.

If the attendee cannot make transport arrangements until the following day, or is over the alcohol limit or under the influence of drugs and so unable to drive, they must take reasonable steps to self-isolate as soon as possible, which may mean self-isolating in a tent by themselves overnight before leaving the Event and returning home the following day. The vulnerabilities of the individual should be considered and welfare support provided as required.

2.5 Close Contacts

An attendee who tests positive should be asked to identify with whom they came to the event and with whom they spent most time. In the event that these people are located and close contact is confirmed, they will also be advised to return home to self-isolate.

From 16 August 2021, there will be changes to the requirements for fully vaccinated adults to self-isolate if they are a close contact of someone that has tested positive for COVID-19. Changes will also apply to children who are a close contact of a positive case. Guidance will be updated before this date to reflect these changes. See [guidance](#).

Where close contact is in doubt, these people should be asked to take a lateral flow test and, if they test negative, be allowed to return to the event. They should be advised to present at the on site medical facility if they subsequently develop symptoms.

3 REPORTING

Details for reporting should be agreed with the Local Authority and local Public Health Director in advance of the event.