

Understanding customer logging

If customer logging is mandatory for your business, this can be done:

- **in advance**, via a standard booking procedure either online or over the phone.
- **on the door**, via the app and/or collected by a member of staff.

The NHS COVID-19 app is easy to use and cuts down the admin involved with paper forms.

But currently, some venues are allowing one customer to act as 'lead customer' for their group and scan the QR code on behalf of the others. This prevents the app from working effectively.



Who needs to check in and how?

All customers with the app should scan the QR code individually.

One customer without the app can fill out a form as lead customer on behalf of others in their group with no app.

Example 1

Mixed group with & without app



Everyone with the app needs to scan & at least 1 person without the app needs to fill out a form

Example 2

Everyone has the app



Everyone needs to scan

Example 3

No one has the app



1 person needs to fill out a form

Remember, if logging is mandatory at your venue:

- **You must display your NHS COVID-19 app QR poster**
- **You must ask customers to check in, either with the app or by providing their contact details**

In Wales, QR check-in does not replace the legal requirement to collect contact information for customers, staff and visitors.

Learn more at www.covid19.nhs.uk

You can download the NHS COVID-19 app from:

