

Victorian Metropolitan Re-Opening – FAQ's UPDATED 26 NOVEMBER



Background:

The Victorian Government has announced further lifting of restrictions from 11.59pm on 22 November, which states that food and drink facilities can open for seated service, subject to the following limits:

- Indoors:
 - Venues less than 200sqm of floorspace subject to density quotient of 1 per 2sqm up to a total of 50 patrons. QR codes must be used for venues using the small indoor venue density quotient. No group limit.
 - Venues 200sqm of floorspace or larger subject to density quotient of 1 per 4sqm up to 150 patrons. No group limit.

- Outdoors:
 - Up to 300 patrons per venue outdoors, subject to density quotient of 1 per 2sqm.
 - Total venue capacity cannot exceed 300 people including both indoor and outdoor spaces.

[The full list of restriction easing can be found here.](#)

Frequently Asked Questions:

How are density quotients calculated for inside and outside?

1 person per 4sqm for indoor spaces and 1 person per 2 sqm for outdoor spaces. Smaller venues of less than 200sqm operate under a 1 person per 2sqm rule inside.

*Do Staff and Customers still have to wear masks?

Staff must always wear masks unless there is an existing exemption in place (e.g. back of house staff), customers should wear masks when entering or walking around the venue, but these can be removed when seated and should not be placed on the table when dining.

Is there a maximum booking/table size?

No, as of 23 November there is no limit on table sizes or booking sizes.

Are my staff included in my patron cap?

No, staff are not included. Infants under 12 months of age are also not included in calculating your patron cap.

***What constitutes an outdoor space?**

'Outdoors' means: a space with no roof; or an open-air space designated for the consumption of food and/or beverages, which may have a temporary or fixed cover (e.g. awning or roof) so long as such cover has at least two open sides for airflow.

An outdoor space may include any of the following spaces: balcony or veranda; courtyard; rooftop; marquee; street or footpath; Any similar outdoor areas

Do I have to take the temperature of my staff and patrons before entering the venue?

No, this is not mandatory, however venues may choose to temperature test staff, customers and suppliers (e.g. delivery drivers) at their discretion.

Is there a 2-hour mandatory time limit on sittings?

No, dining time limits are a business decision for each venue.

What details do I have to take from diners?

Venues must keep records of worker and customer details for contact tracing where a person attends a work premises for longer than 15 minutes, (this includes contractors and delivery workers).

Please note that the use of QR codes for checking in customers is now mandatory for venues under 200sqm, however pen and paper can still be used for larger venues.

Venue operators must collect the following information:

- first name;
- contact phone number;
- time and date in which they visited; and
- the areas of the premises that they attended.

Can I use pen and paper to record customer details?

No.

Do I need to space tables apart from each other?

Yes, each table must be spaced so that patrons on a neighboring table remain 1.5m apart.

Are entertainment venues or function centres included in hospitality restrictions?

As booking size caps have been removed, all hospitality events can operate for 150 people.

Can I offer shared plates?

Yes, provided that no buffets are made available, but platters shared on a single table is permitted.

Can I serve alcohol without a meal?

Yes, provided your liquor license permits this.

Can diners order at the bar?

Yes, but all alcohol must be consumed whilst seated.

Can I include my toilets included in density rules for indoor spaces?

Toilets and other spaces that can be used as a thoroughfare to outdoor spaces (e.g. a foyer or reception area) cannot be used when calculating the density quotient.

How do I calculate my outdoor space if it is on the footpath?

All outdoor dining measurements are calculated the same (1 per 2sqm). An outdoor space may include any of the following spaces:

- A balcony or veranda
- A courtyard
- A rooftop
- A marquee
- A street or footpath
- Any similar outdoor areas

Do customers waiting for take away get counted against my density limits?

No, only dine-in customers are counted. However, if customers are waiting more than 15mins for takeaway food then they will need to have their contact details recorded for contact tracing purposes.

Can I apply the ruling for gatherings to my hospitality venue to increase my capacity?

No, this rule applies only for gatherings in public spaces where council allows multiple venue operators to take over laneways, main roads or green spaces to hold outdoor events.

It does not apply to private venues using their outdoor areas.

Can I have live music at my venue?

Yes, but you must adhere to the requirement of 5m distance from audience, and 2m between performers. Recommend live music performed outdoors where possible. Performance and rehearsal rules for professionals apply to all live music settings. Performers are excluded from venue cap.