

Hospitality Sector Restrictions Highlight the Importance of a Contactless Order and Payment Solution

Tuesday 22 September, 2020

22nd September, 2020 – UK Prime Minister Boris Johnson today announced further restrictions to the hospitality sector in England. Pubs, bars and restaurants, along with other hospitality venues, are now required by law to operate via table service only and must close by 22:00. The restrictions come into effect from Thursday 24th September, leaving business owners with little time to prepare or react to the news. The restrictions highlight the new norm to have a **contactless order and payment system** in place, especially as the new laws could last for as long as six months.

Sam Jackman, Chief Development Officer at online ordering & payment service OrderNext, commented on the news:

“The restrictions announced today for the hospitality sector will hit the industry hard. It was already reeling from the effects of the initial UK lockdown. Restricting operations by law to table service only, whilst limiting the opening hours, further highlights how critical it is for business owners to have a working solution for contactless ordering and payments in place right now. It is the biggest learning we’ve taken from the hospitality clients we are currently working with for OrderNext.

“With table service the enforced new norm and customers already familiar with online ordering, it’s an expectation of any venue. Interestingly, our data suggests that customers also spend more per order via online orders and trends suggests people still want to socialise in public within the rules, so there are some positives for the sector. I’d encourage any business owner thinking about how the new rules will impact them to act now rather than wait and lose custom.”

OrderNext works through a simple QR code platform. Once scanned, customers can browse a menu, make a selection and pay for their items all through their smartphone. Items are then delivered straight to their table or with a take-away option where available. The OrderNext service ensures that customers and staff stay safe through contactless ordering and payment. For more information about OrderNext, visit www.OrderNextEurope.com.

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