Galway City Council
On-Street Queuing Guidelines

Galway City Council recognises the concerns of retailers, and the public, to ensure safe social distancing, as normal life returns in retail outlets in the city. Galway City Council recognises the important role of retailers in returning to a vibrant, thriving, city in the months ahead.

The Galway City Council Mobility Team has prepared guidelines to support businesses reopening, with consideration for safe queuing on public paths. Please ensure that your business has a plan in place to manage queues that may form outside your business, based on the guidelines below:

1. Members of the public should queue immediately outside, along the front face of the retail unit, on the inside of the path, ensuring enough space for pedestrians to get by. The queue should not exceed the length of front of the retail unit.

2. Queuing must not take place immediately outside the entrance to the premises or immediately outside a fire escape.

3. Fixed or movable barriers are not to be used to control/ manage street queues.

4. Retailers can mark the path with removable stickers/ decals to indicate the preferred direction/ location of the queue with appropriate spacing. No permanent markings should be used on a public roadway or path e.g. paint, aerosols etc. Please note that street cleaning activities may remove temporary markings – please check markings outside your business on a regular basis.

5. Queues to different premises must not overlap.

6. Care should be exercised to ensure paths or roadways are not blocked at any time by the queue. The queue should not impact on the passage of pedestrians, and in particular pedestrians with visual/ mobility impairments.

7. Where the available path space is insufficient to accommodate queuing demand, the retailer must take measures to prevent members of the public joining the queue.

8. It is the responsibility of the retailer to ensure that staff are appointed to monitor the queue, and to close the queue or request customers to return at a later time, if the queue does not comply with the guidance to support safe social distancing.

9. Retailers should consider operating on an appointment only basis if possible.

10. Regard must be had to the need to maintain Fire Brigade access to the street at all times. A minimum width of 3.5m is required for fire appliance access.

11. Where deliveries or waste management would impact on queues at the front of the retail outlet, retailers should manage their deliveries/ operations to ensure that they do not overlap with times when customers are queuing.

For queries on these guidelines, businesses can contact Ruairí Lehmann, Community & Enterprise, on 091 536 400 or ruairi.lehmann@galwaycity.ie