



# Shisha cafes and retailers: The Comprehensive Law Guide

**It's Still Tobacco**

January 2018



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# WHY A LAW GUIDE IS NEEDED

Shisha smoking has shown itself to be harmful to those who choose to smoke it. There is a common misconception that water in the base of shisha pipes safely filters the smoke from harmful chemicals, but this has been shown to be scientifically false.

The Council has a responsibility to inform businesses how they want them to comply with the law if they choose to sell shisha, however these laws can be quite complex to understand. Likewise, business owners have a responsibility to show the Council that they are complying with the law requirements. Most of these laws are to ensure the protection of young people, but also to inform customers that shisha use is harmful to their health and the health of those around them. Therefore, it is essential to have good systems in place to train staff and make them aware of the contents of this guide. Failing to comply may result in prosecution or having their pipes and shisha tobacco seized and their customers being fined.

Experience has revealed that, if all aspects of one's business are considered before trading, then it can help to remove costly mistakes and prevent formal action being taken. Most of the agencies are willing to provide free advice beforehand to ensure business compliancy.

In offering this advice the Council should wish to make clear:

- ◆ Legislation may change over time and the advice given is based on the information available at the time the guidance was produced. It is not necessarily comprehensive and is subject to revision in the light of further information.
- ◆ Only the courts can interpret statutory legislation with any authority.
- ◆ This advice is not intended to be a definitive guide to, nor substitute for, the relevant law.
- ◆ Independent legal advice should be sought where appropriate.

If you would like this guidance to be sent in another format or language, please contact:

This document was last updated on 1<sup>st</sup> January 2018. The next review for update is planned for 1<sup>st</sup> January 2019.

# ENFORCING THE LAW AGAINST SHISHA CAFES AND RETAILERS

The Council would much rather achieve compliance through advice than by taking enforcement action. The Council should follow the principles set out below when enforcing legislation against shisha bars and retailers:

- ◆ **Ongoing non-compliance will not be permitted.** It is potentially very difficult for shisha businesses to trade legally at the moment, because of the difficulty in obtaining duty paid shisha tobacco. Although advice and warnings may be given to businesses at first, there cannot be a situation whereby businesses feel at ease to continuously infringe the law.
- ◆ **Enforcement will be proportionate.** Businesses that seek to take advice and comply with the law will be given an opportunity to do so. Those that do not will be dealt with using the strongest available enforcement actions without further warning. There may be instances where available information demands a stronger approach from the outset. In these cases, approval will be sought from the Director of Public Protection prior to engaging with the business.
- ◆ **Enforcement will be consistent.** It is envisaged that all known shisha premises will be visited. They will be given identical written advice and the areas of necessary change will be clearly indicated alongside an offer of further advice. It is not the intention, assuming that the business appears to be co-operative, that anything will be seized during the first visit.

Between four and eight weeks after the initial visit, the premises will be revisited to assess improvements made in compliance. At this stage, non-compliances will normally be subject to a warning. Illegal or non-duty paid shisha products will be seized. Businesses remaining non-compliant on subsequent revisits risk seizures of unlabelled pipes and enforcement action up to and including prosecution:

- ◆ **Information will be shared with stake-holding parties.** Should there be any criminal matters that do not fall within the Council's jurisdiction – such as a non-local supplier of illegal shisha tobacco being identified – the appropriate organisation(s) will be notified.

- ◆ **Partner organisations will be involved where appropriate.** The Police, HMRC, the Fire Service and other local authority departments will be invited to join in enforcement actions where appropriate.
- ◆ **Health issues will be addressed during enforcement work.** Although it is important that law enforcement is distinguished from matters that are not statutory requirements, there is a case for promoting health through advice and education during enforcement visits by alerting businesses and customers to the health dangers using a 'myth-busting' leaflet.

Deliberately obstructing officers, failing to give assistance when requested, or giving false or misleading information, may result in a fine of up to £1,000 in a Magistrates' Court.

The Council's shisha stance is clear: **illegal shisha businesses will not be tolerated.** Non-compliant businesses can expect regular visits from the Council and their partners until they are satisfied that the place is compliant with relevant legislation. It is highly likely that the owners of non-compliant businesses will be prosecuted and, if they are licensed to sell alcohol, their licence may also be at risk.

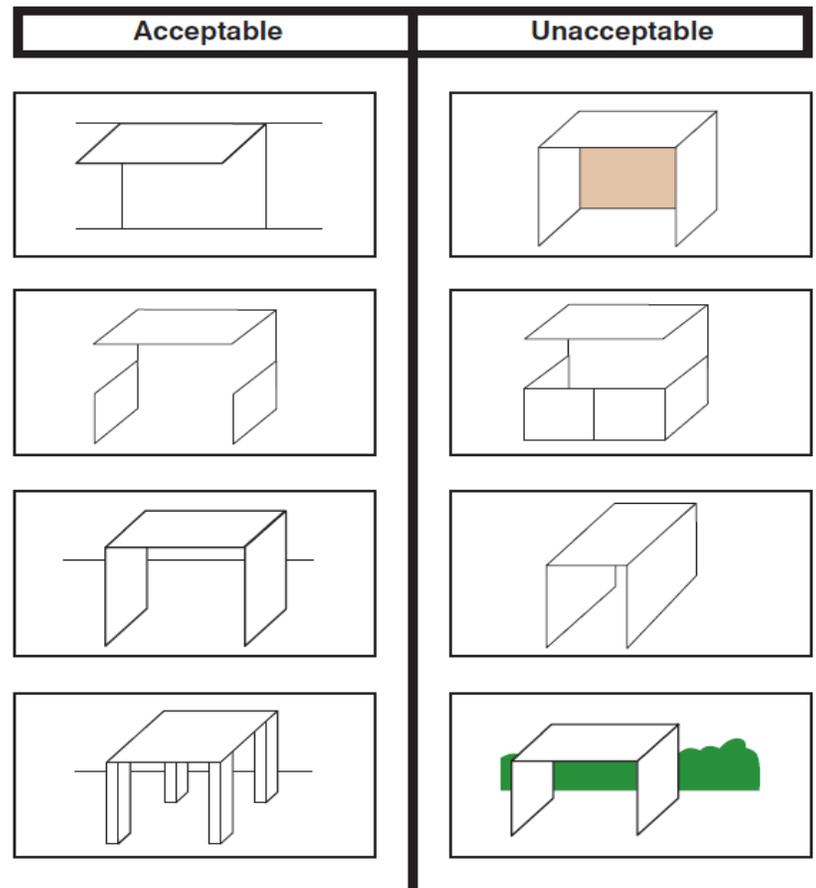


# WHERE CAN CUSTOMERS SMOKE SHISHA?

Since 2007, smoking has been banned in enclosed or substantially enclosed public and work places, in order to protect customers and staff from the ill effects of passive smoke exposure. This is sometimes called "the smoking ban", and shisha tobacco and non-tobacco (herbal) shisha products are included within this ban.

Shisha can be smoked in the open air where there is no roof or ceiling above the smoker. Shisha can also be smoked in some circumstances where there is a roof or ceiling, but only if at least half of the walls of the structure are open **at all times**. For example, two walls closed and two walls open is acceptable as long as 50% of the total wall area is open. Over-head awnings and gazebos are also acceptable as long as they have no walls. The diagrams to the right exhibit some cases of permissibility given the 50% rule.

Doors, windows, curtains, tent covers or side panels are classed as part of a wall. Any furniture, carpets, sheeting, plants, fences, or other objects which are used to block openings will also be considered part of the wall and have to be included in the wall space calculation.



*Note that in the two bottom left pictures, these relate to free standing shelters with no 'back wall'*

In addition, free standing shelters should be situated at least 1.5 metres away from any other buildings or walls to allow adequate ventilation. To comply, any gaps in shelters must be fully open to avoid trapping smoke. Note that planning permission is required to build a smoking shelter, so the planning department must be contacted before any construction can take place.



In order to calculate the 50% rule, the following method should be used:

- ◆ Find the total area of the structure (including walls, windows and doors).
- ◆ Find the enclosed area, also including walls, windows and doors.
- ◆ Subtract the enclosed area from the total area, to give the open area.
- ◆ If the enclosed area is greater than the open area, the structure does not comply.
- ◆ If the open area is equal to or greater than your enclosed area, the structure does comply.

## Offences:

Businesses failing to prevent smoking in a smokefree place can be fined up to £2,500 and receive a criminal record if prosecuted and convicted in the Magistrates' Court. Smokers may receive fixed penalty notices of £50 (or £30 for early payment), or prosecuted and fined up to £200 and receive a criminal record if convicted in the Magistrates' Court.

**Relevant legislation:** Health Act 2006. The Smokefree (Premises and Enforcement) Regulations 2006.

**For more information:** See the [ASH Factsheet](#)

# PREPARING SHISHA LEGALLY IN THE CONTEXT OF SMOKE-FREE LEGISLATION

In addition to the “smoking ban” in enclosed and substantially-enclosed areas, there are legal and illegal methods of preparing and lighting shisha pipes.

The following is an **illegal** method of lighting shisha pipes:

- ◆ The coals are lit in the kitchen, whilst in a coal holder.
- ◆ The shisha pipe is put together with the water and tobacco in place, the tobacco holder is covered with tin foil, and the hot coals are placed in the pipe tray.
- ◆ The shisha pipe is then taken outside.

In contrast, the following is a **legal** method of lighting shisha pipes:

- ◆ The coals are lit in the kitchen, whilst in a coal holder or the coals are lit outside.
- ◆ The shisha pipe is put together with the water and tobacco in place, and the tobacco holder is covered with tin foil.
- ◆ The shisha pipe is taken outside to the customer.
- ◆ The hot coals are then taken outside and are placed in the pipe tray.

Shisha cannot be in a form where it can be smoked in an enclosed premises. It must therefore only be lit and smoked in areas which are not enclosed. The shisha pipe will be classed as ‘lit’ when the tobacco is in the tobacco bowl and the hot coals are in the pipe tray. Therefore, the hot coals **must not be placed on the pipe until it is outside.**

You must ensure that all staff involved in preparing and serving shisha have had sufficient training and are following a legal method as described above to ensure they do not inadvertently breach smoke-free legislation.



# WHO CAN I SELL SHISHA TO?

You can only sell shisha tobacco to adults, and it is an offence to sell or serve shisha to anyone under the age of 18. It is also an offence for an adult customer to purchase shisha tobacco for anyone under the age of 18. If you are unsure as to a person's age, you must ask for identification. Given that shisha is normally shared, you must check the ages of the entire group and anyone who subsequently join them. It may be sensible to allow only over 18s into the premises.

Good practice:

1. Ensure that proof of age is required to be shown by any young people on the premises. Best practice is to 'Challenge 25' – this means to require proof of age for anyone you think may be less than 25 years. This gives you a good margin of error when assessing age. Acceptable ID would have a photograph of the customer with their date of birth, such as a driving licence, Passport or Citizen Card.
2. Train your staff thoroughly, especially young and new staff, so that they are aware of the law and what precautions to take. Staff may be personally guilty of an offence if they sell to anyone underage.
3. Keep a monitored refusals book so that you can be confident that staff are following your instructions.

## Offences:

If you are found to be selling to minors, you could be fined up to £2,500. Where there is evidence of three illegal sales made within a two-year period, one of which results in a prosecution, the local authority may apply to the Magistrates' Court for a restricted premises and/or a restricted sales order. The effect of these orders is to prohibit businesses from selling any tobacco products for up to 12 months, and/or prevent a named person from being involved in businesses selling tobacco for up to 12 months from any location.

Relevant legislation: Children & Young Persons (Protection from Tobacco) Act 1991; The Children and Young Persons (Sale of Tobacco etc.) Order 2007; Children and Families Act 2014

For more information: See the [ASH Factsheet](#)

# WHAT CAN I SELL?

## Taxation



You can only sell shisha tobacco that has been legally imported into the UK – anything illegally imported can be seized by Trading Standards, HMRC, or the Police. The excise duty on shisha tobacco and non-tobacco (herbal) shisha is £114.06 per kilogram (correct as of September 2017). If you import shisha products yourself, such as in person or via the internet, the responsibility for paying the excise duty will be yours. More information about taxation on shisha tobacco and non-tobacco (herbal) shisha, including the latest rates, can be found [here](#). Relevant business taxes and income tax must also be paid.

Good practice:

- Keep invoices (or copies) of tobacco products on the premises. If you are paying less than £114.06 per kilogram for shisha tobacco or non-tobacco (herbal) shisha, then it is very likely that these are not legal products.

### Offences:

Evasion of duty and VAT could lead to a prison sentence of up to 7 years. Illicit products will be liable to seizure. You can receive an assessment for the duty due and a penalty up of to 100% of the duty amount.

Relevant legislation: Tobacco Products Duty Act 1979, Tobacco Products Description of Products Order 2003, Tobacco Products Duty Regulations 2001

For more information: See the [ASH Factsheet](#)

## Registered tobacco products

You can only sell shisha tobacco that has been officially notified to the government. This also applies to non-tobacco (herbal) shisha. The official list of shisha tobacco products notified can be found [here](#). As of January 2018, the only shisha tobacco products on this list are Al-Fakher and Al-Nakhla, so it is likely that any other brand of shisha tobacco in your café is illegal and liable to seizure.

## Health warnings and packaging

It is an offence to supply sell shisha tobacco or non-tobacco (herbal) shisha products which do not carry health warnings nor have the appropriate packaging details.

For shisha tobacco products, these must contain what is called a 'combined health warning', which contains a text warning and a graphic health warning. It also must be in English, fully visible, indelible, irremovably printed, printed on the pack and surrounded by a black border. The combined health warning must cover 65% of the surface area of the front and back of the product. It must also be accompanied by a general warning and information message with the phrase "Get help to stop smoking at [www.nhs.uk/quit](http://www.nhs.uk/quit)" and one of the following text warnings:

1. Smoking causes 9 out of 10 lung cancers
2. Smoking causes mouth and throat cancer
3. Smoking damages your lungs
4. Smoking causes heart attacks
5. Smoking causes strokes and disability
6. Smoking clogs your arteries
7. Smoking increases the risk of blindness
8. Smoking damages your teeth and gums
9. Smoking can kill your unborn child
10. Your smoke harms your children, family and friends
11. Smokers' children are more likely to start smoking
12. Quit smoking – stay alive for those close to you
13. Smoking reduces fertility
14. Smoking increases the risk of impotence

For non-tobacco (herbal) shisha products, health warnings must be in line with what is called a 'modified health warning', where the front and back surface area of each product must be 30% covered by a warning with the phrase "Smoking this product damages your health". Below is a summary of the health warning and packaging requirements for shisha tobacco and non-tobacco (herbal) shisha products:

Requirement	Shisha tobacco	Non-tobacco (herbal) shisha
No discounts, 2-for-1 offers, reductions or similar	Yes	Yes
No information about nicotine, tar or carbon monoxide	Yes	Yes
No indications that less harmful / lifestyle or environmental benefits / vitalising, healing, natural or organic properties	Yes	Yes
No mentions or depictions of taste, smell or any flavour or additive, or the absence thereof	Yes	No
Smoking cessation information	Yes	No
Text warning	Yes	No
General health warning ("Smoking kills- quit now")	Yes	No
Information message ("Tobacco smoke contains over 70 substances known to cause cancer")	Yes	No
Graphic health warning	Yes	No
Modified health warning	No	Yes

Health warnings also need to be displayed on the shisha pipes. Any shisha packs or pipes that do not carry health warnings may be confiscated. As there may be difficulty in labelling the pipes, the Council may be prepared to accept alternative labelling – on menus, on cards given with the pipes, or displayed at the premises, for instance – that will comply with the spirit of the law, if not the letter. If you are selling 'loose' shisha products – e.g. in a small packet or in a bowl, you still need to comply with health warning and labelling requirements. This could be overcome by giving the warnings and printing the photographs on the shisha menu and displaying them when the customer makes their order.

## Offences:

A person guilty of an offence under these laws could face imprisonment and an unlimited fine.

Relevant legislation: **Standardised Packaging of Tobacco Regulations 2015** and the **Tobacco and Related Products Regulations 2016**

For more information: Further guidance on these requirements can be found [here](#)

## Mixing shisha tobacco inside my café

If you decide to add or change anything to the shisha tobacco you buy before serving to your customer, such as mixing and adding flavours, you will be considered a tobacco manufacturer and have to abide by additional manufacturing quality rules.



# ADVERTISING, SIGNS AND DISPLAYS

Can I advertise in and around my premises?

Advertising any tobacco product, including shisha, is limited to a single A5 sign at the point of sale. The sign must include the warning 'Smoking kills' or 'Smoking seriously harms you and others around you'. It is an offence for an advertisement to have the effect of promoting shisha tobacco products. This can include free offers, student discounts, price reductions or the supply of coupons. Products covered include those with only a small proportion of tobacco in them. Posters and shisha pipes in windows, banners on the side of premises or any other sign which carries a shisha pipe, brand or logo are all prohibited.

## Offences:

Penalty of non-compliance with the display of tobacco products: summary conviction of fine (up to £5,000) and/or imprisonment up to 6 months; indictable conviction of unlimited fine and/or imprisonment up to 2 years

Relevant legislation: Tobacco Advertising and Promotion (Point of Sale) Regulations 2004, The Tobacco Advertising and Promotion (Display)(England) Regulations 2010, The Tobacco Advertising and Promotion (Display of Prices) (England) Regulations 2010

For more information: See the [ASH Factsheet](#)

Are there any laws regarding the display of shisha tobacco prices?

- ◆ Shisha tobacco price lists must be headed 'Tobacco Products Price List'.
- ◆ List must not include the prices of other products.
- ◆ Sizing: restricted to a maximum of 7mm lettering, must not exceed 1250 sq.cm in size and must not have a boarder or frame.
- ◆ Other restrictions apply- please enquire

What signs do I have to display inside my premises?

You must display a 'No Smoking' sign at each entrance to your premises. It is also a legal requirement to display an A3 size warning sign at the point of sale (i.e. at the till), which says 'It is illegal to sell tobacco products to anyone under the age of 18'. We can supply copies of this notice upon request, however if you print your own sign please note that the notice must be no less than 297mm x 420mm (A3) and the characters must be no less than 36mm in height. Every business must display details of ownership in a prominent place so that customers can easily see who owns the business.



### Offences:

No Smoking' signs must be displayed and businesses may receive a fixed penalty notice with £200 to pay or £150 for early payment, or alternatively a fine of up to £1,000 if convicted in the Magistrates' Court. Failure to display the sign 'It is illegal to sell tobacco products to anyone under the age of 18' also carries a £1,000 fine.

Relevant legislation: The Smokefree (Signs) Regulations 2012

# MAKING CHANGES TO THE BUILDING OR ERECTING A SMOKING SHELTER

If you construct any form of shelter for shisha users, it is likely to require planning permission. This includes tents or any other form of marquee. You should also be aware that, along with any shelters, the actual use of a business for the purpose of running a shisha business is likely to require planning permission also.

The erection of decking used to place tables and chairs on for shisha smoking will almost always need planning permission. The Planning department cannot consider the Health Act 2006 (smoke-free law) when looking at planning applications. This means that being granted planning permission does not mean that the shelter is suitable for smoking. It must still comply with the 50% rule.

You must make a building regulations application if are intending to do any of the following examples of building work.

- ◆ Creating new openings in walls, floors or roofs for new doors, stairs or new ventilation openings.
- ◆ Changing the internal layout of the building by creating new rooms or floors, changing the floor levels within the building or creating a new floor through the addition of a mezzanine floor.
- ◆ Relocating or adding new WC facilities, catering kitchens/food preparation areas, storerooms and staff rest rooms.
- ◆ Relocating, removing or altering in any way, stairs in the building.
- ◆ Adding, blocking up or altering any doorways in the building, particularly doors used as fire exits, or creating new openings to enlarge rooms.
- ◆ Altering the building, externally or internally, in any way.

The Council retains the right to stop unauthorised planning uses of businesses and also to remove (at the owner's cost) any unlawfully constructed smoking shelters. Before you carry out any changes to an existing structure or business you must contact the Council's Planning Department in order to discuss these changes.

## Offences:

Penalties can be a fine of up to £20,000

Relevant legislation: Town and Country Planning Act 1990 (as amended)

# NOISE AND NUISANCE

Whilst shisha cafes are social venues, it is your responsibility to ensure that noise and nuisance is kept to a minimum. According to the Environment Protection Act 1990, loud music or people talking or singing loudly may be classed as a Statutory Nuisance at any time of the day or night.

Good practice:

1. You may want to ensure that your shisha premise is away from private housing where smoke and noise may affect your neighbours.
2. Ensure that premises are monitored by CCTV and, if any anti-social behaviour is experienced or recorded, it should be reported to the police.
3. Speak to your neighbours and advise them what you plan to do and note their suggestions.
4. Display posters advising your customers to keep noise to a minimum in external areas.

## Offences:

Statutory nuisance can result in a fine of up to £20,000, and may have implications on any future Planning or Licensing applications.

Relevant legislation: Environmental Protection Act 1990, Antisocial Behaviour, Crime & Policing Act 2014

# LICENSING

- ◆ Are you planning to sell alcohol at your premise?
- ◆ Are you planning to sell hot food or drinks between 11pm and 5am?
- ◆ Are you planning to have music or entertainment?
- ◆ Are you planning to place tables and chairs on the public highway?



If the answer is 'Yes' to any of the above questions then, according to the Licensing Act 2003, you will need a licence for your shisha café.

## Offences:

Penalties can be a fine of up to £20,000 and/or 6 months imprisonment

Relevant legislation: Licensing Act 2003

# HEALTH AND SAFETY

All businesses need to comply with current health and safety laws. Amongst many other things, duty holders must ensure that premises and equipment is safe and without risk. Safe working practices are established and followed. You must also identify any potential hazards and provide employees with suitable information, instructions, training, and prevent or control exposure to substances that may damage health. Risks include infectious diseases, burning charcoal and spillages.

- ◆ Breathing in smoke from lit shisha will have negative effects on the health of you and your employees. The risk to your employees' health from passive smoking must be assessed and appropriate measures put in place to reduce the risk of exposure to smoke to as low as is reasonably practicable.
- ◆ When a person starts off a shisha pipe by drawing the smoke through the hose, they are exposed to harmful smoke. It is also likely that they will contract an infectious disease, for example oral herpes etc. if the pipe has not been adequately cleaned.
- ◆ Therefore you must **not** ask a member of staff to start off the shisha pipe for a customer as this will have a negative effect on their health.

## Offences:

Offences are a maximum fine in the Magistrates' Court of £20,000 and/or a custodial sentence of up to 12 months. There are unlimited fines in the Crown Court and/or a custodial sentence of up to 2 years.

Relevant legislation: The Health and Safety at Work etc. Act 1974; the Management of Health and Safety at Work Regulations 1992

## Food safety

Are you planning to sell any food or drinks in your shisha café? If you are, then the Food Safety Act 1990 legally obliges you to register with the Food Safety Team, even if you are taking over an existing business.

**Relevant legislation:** Food Safety Act 1990, The Food Safety and Hygiene (England) Regulations 2013

## Fire safety

If you have more than five employees or have a license, you must have a Fire Risk Assessment and Emergency Plan. This is extremely important given the use of open-lit charcoal for shisha use. There must be:

- ◆ A means of tackling a fire (i.e. fire extinguishers) and staff must be trained to deal with any fire emergency.
- ◆ An adequate means of raising the alarm in the event of fire and that it either cuts out amplifiers or can be heard over any loud music.
- ◆ An adequate means of escape from a fire to a safe place, which is kept clear and unlocked.

All furnishings, drapes, and furniture need to meet the fire standards and be flame retardant or treated. Fire exits should be signed as such and kept free of obstruction at all times. Heating devices should not be naked flame LPG inside a building accessed by the public. They must be correctly installed, correctly located and properly maintained. Any LPG cylinders should be stored upright where they cannot fall over and all connections and pipes should be tested to ensure no leaks. LPG should not be stored in cellars, basements or sunken locations as LPG vapour is denser than air and poses an asphyxiation risk. The maximum amount of LPG that can be stored at a premise with no residential accommodation or with accommodation with 60 minute fire resisting separation between the two is 70KG (not more than 5 cylinders or 20 if the capacity is 3kg. No cylinder must exceed 20kg).

Radiant heaters and the like must not be placed too close to drapes, furnishing and where people can come into contact. Consider the use of tunnels to pipe the hot air into the public areas. Travel distances may have to be shorter than the normal 18 meters particularly if the smoking structure is a marquee or tent: 6.5 meters one way or 18 meters two ways. Space heaters should not be located in customer walkways and hot coals should be kept away from customers. Patio heaters are normally prescribed as unsuitable for use in covered areas. Check manufacturers' guidance on this matter.

Carrying the hot coals from through the building poses several risks, including:

- ◆ Burning the staff,
- ◆ Burning customers,
- ◆ Dropping the coals, burning the premises and furnishings.

You must have safe systems of work in place to: -

- ◆ Manage the risk of burns whilst carrying the hot coals and
- ◆ To safely dispose of the coals following use, as the ash can remain hot for a long time afterwards.

A safer method would be lighting the coals outside. There are specific products for this such as electric hookah charcoal heaters and Torch lighters for shisha coal. By lighting the coals outside, this would also ensure that you would be complying with smoke-free legislation. At the end of the trading day, hot coals should be thoroughly doused with water to stop them burning or creating smoke.

## Offences:

Failure to comply may lead to an enforcement or prohibition notice being served by the Fire Authority.

Relevant legislation: The Regulatory Reform (Fire Safety) Order 2005

For more information: See the webpage of the [London Fire Brigade](#) for more information

## Carbon monoxide poisoning

A number of local and health authorities have reported carbon monoxide risks from the burning of coals associated with shisha pipes. **Carbon monoxide is an invisible, odourless gas that can lead to serious illness and death if allowed to build up in poorly ventilated indoor areas.** Elevated levels of carbon monoxide will be present where coals, charcoal etc. are burnt. Please be aware that, where this authority witnesses a risk of carbon monoxide poisoning from burning coals or shisha pipes, we will take formal action to ensure staff and public safety.

## Infection transmission

To minimise the transference of infection, shisha hoses and their mouthpieces should be thoroughly cleaned and disinfected between users. Disposable mouthpieces are recommended. If your staff light the pipes, they should use their own personal mouthpiece and then put a clean one onto the pipe. Hygienic practices must be followed to reduce the risk of transferring infectious agents such as E coli, hepatitis C, respiratory viruses, Herpes viruses, staphylococcus aureus, and Mycobacterium tuberculosis.

Good practice:

- ◆ Clean out the pipes regularly
- ◆ Change the liquid regularly
- ◆ Use separate, disposable mouth pieces

This means taking apart your shisha pipe and hot water, soapy water and a bottle brush clean all parts of the pipe including the base which need to be emptied of water/liquid. Do not use milk or lemon juice to clean the pipe. Make sure the pipe is dry before use.

Do not forget to clean the hose and mouthpiece. Provide new disposable tips for each customer and fresh water/liquid before each use.



Waste

All businesses require, by law, to have a trade-waste contract with a licensed waste-carrier. The Environment Agency has a list of businesses that are licensed to take your waste. You need to keep records (receipts) for 2 years of how you remove your trade waste from your business. A licensed carrier should provide you with such receipts. [www.environment-agency.gov.uk/business/sectors/wastecarriers.aspx](http://www.environment-agency.gov.uk/business/sectors/wastecarriers.aspx)

# MANAGEMENT CONSIDERATIONS

You may wish to consider the following in relation to managing public safety at your shisha business:

- ◆ A manager of the premises being on site during opening hours.
- ◆ Door supervision.
- ◆ Age restrictions (i.e. no under 18 years of age on the premises).
- ◆ Ensuring appropriate access to the premises for emergency services such as ambulances.
- ◆ Trained first aiders on the premises and appropriate first aid kits.
- ◆ Ensuring the safety of people when leaving the premises.
- ◆ Appropriate and frequent waste disposal, particularly of glass bottles and used ash.
- ◆ Appropriate limits on the maximum capacity of the premises.
- ◆ Considering the use of CCTV in and around the premises.
- ◆ Providing local taxi companies information to customers who can provide safe transportation home.
- ◆ Ensuring adequate lighting outside the premises, particularly on paths leading to and from the premises and in car parks.
- ◆ Measures to reduce disturbance to local residents regarding noise from music and customers as they enter and leave.

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