

Tribunal claims — from 1 October 2026. The usual time limit for bringing most employment tribunal claims increases from three to six months. Employers should keep investigation notes, rota records and relevant messages accessible for longer, and update any guidance that still refers to three months to reflect the longer limitation period. The applicable deadline depends on the claim and when it arose and Acas early conciliation periods can affect the calculation; seek advice if you are unsure.

Sexual harassment: what changes for hospitality employers?

1. The prevention duty becomes tougher. Employers already have to take “reasonable steps” to prevent sexual harassment at work but from 30 October, the test becomes “all reasonable steps”. A policy alone will not be enough if other practical measures are reasonable for your business and the focus is on preventing problems, not just responding once someone complains.

What to do: Review the risks at each venue, including (but not limited to) late shifts, lone working, events and customer-facing roles. Update your policy and reporting routes, give staff and managers practical training, and keep a record of the risks identified and the action taken. Build in review and revisit those measures as circumstances change.

2. Customer harassment can create direct liability. The new third-party protection means an employer can be liable if a customer (or another person outside the business) harasses a worker in the course of their work, unless the employer has taken all reasonable steps to prevent it. This protection is not limited to sexual harassment; staff should not be expected to tolerate inappropriate behaviour because the person involved is a paying customer.

What to do: Give staff and managers authority to act quickly, challenge or remove an offending customer and support colleagues. Make it clear how staff can call for help and report concerns, including when a manager is not on site. Record incidents, follow them up and check whether additional controls are needed—particularly where problems repeat. The changes take effect on 30 October 2026. The right measures will depend on your venues, and the risks staff actually face. If you need help reviewing your approach, or would like to explore training managers, please contact us.