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CIRCULAR FOR HOTELS IN PHASE 3 (HEIGHTENED ALERT)

With effect from Monday, 21 June 2021

1. On [10 June 2021](#), the Multi-Ministry Taskforce (MTF) announced that Singapore will move back to Phase 3 (Heightened Alert) in two steps as part of a calibrated re-opening.
2. Due to the persistence of undetected community transmission cases, we are recalibrating our reopening plans for higher risk activities.
3. These measures will be relaxed further from mid-July 2021, subject to the prevailing public health situation in Singapore. The information in this circular (which includes its annexes) supersedes that in previous advisories or statements.

Key Updates for hotels:

With effect from 21 June 2021 (unless otherwise stated):

1. Marriage Solemnisations to be capped at 250 persons with Pre-Event Testing ("PET"), and up to 50 persons without PET, subject to venue capacity. Wedding Receptions are not permitted.

From mid-July 2021: Wedding receptions will be allowed to resume with up to 100 attendees (including the wedding couple but excluding vendors), with PET required for all attendees. For wedding receptions up to 50 attendees, PET is required only for all members of the wedding party (of up to 20 attendees including the wedding couple). Attendees (other than the wedding party) must be in groups of no more than 5 persons.

2. Classes where participants are unmasked and require expulsion of air (e.g. wind and brass instruments, and singing) may resume and must adhere to prevailing guidelines found on NAC's website.¹
3. MICE events held in hotels to be capped at 250 participants with PET implemented, or up to 50 participants if PET is not implemented and must comply with the prevailing Sector Specific Requirements for Business Events. May resume unmasking for speakers subjected to prevailing safe management measures.
4. Live performances held in hotels to be capped at 250 audience members with PET implemented, and up to 50 persons without PET implemented. May resume unmasking for performers, and singing and playing of instruments that require intentional expulsion of air (e.g. wind and brass instruments) subjected to prevailing safe management measures.

¹ Refer to <https://www.gobusiness.gov.sg/safemanagement/sector/> (see section on "Arts and Culture")



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5. Dine-in at F&B establishments may resume in group sizes of no more than 2 persons from 21 Jun 2021. To further mitigate the risk of transmission from patrons talking loudly, recorded music will not be allowed in F&B establishments. This is in addition to the current restrictions on videos/ TV and live entertainment at F&B establishments. F&B establishments are also reminded to strictly observe at least 1 metre safe distancing between groups of diners, of no more than two persons, to mitigate the risk of transmission. Patrons must wear their masks at all times, except when eating or drinking.

From mid-July 2021: Dining-in at F&B establishments may resume for up to 5 persons per group.

6. Work-from-home remains the default. There should be no cross-deployment of staff and social gatherings. Employers are reminded to ensure that employees who are able to work-from-home do so, continue to stagger start times of employees who need to return to the workplace, and implement flexible working hours. There should continue to be no cross-deployment of workers to multiple worksites. For workplaces, social gatherings continue to be disallowed, and work-related events (e.g. product launches, townhalls) should continue to disallow F&B.
7. Gyms and fitness studios may resume indoor sports/ exercise activities where a mask is not worn in group sizes of no more than 2 persons, and in classes of up to 30 persons including the instructor. Safe distancing of at least 2m between individuals and 3m between groups must be maintained. For indoor/outdoor activities where a mask is worn and outdoor activities where a mask is not worn, these can continue in groups of up to 5 persons, in classes of up to 30 persons including the instructor.

From mid-July 2021: Gyms and fitness studios may resume indoor sports/ exercise activities where a mask is not worn in group sizes of no more than 5 persons, and in classes of up to 30 persons including the instructor.

Hotels must comply with the prevailing Sector Specific Requirements as outlined in Annex A of the hotel circular and advisories of respective agencies.

4. The hotels industry plays a critical role in keeping Singapore safe, and it is imperative that the industry remains vigilant and disciplined in maintaining health and safety protocols.
5. All hotels should also take note of the following:
 - a. Hotel should review and reinforce current SMMs and remind employees to take all the prevailing measures seriously even if they have been vaccinated.
 - b. Vaccination remains critical in our fight against the pandemic. Hotels should also strongly encourage any remaining un-vaccinated employees to get vaccinated when it is offered to them. For frontline employees who are working on-site to support operations, there must not be any cross-deployment of workers across work-sites or departments.



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- c. Hotels which are serving as Stay-Home-Notice dedicated facilities (SHN) must observe split-team arrangements and staff from different teams must not inter-mingle with one another.

A. Implementation of Safe Management Measures

1. Operators of hotels are permitted enterprises allowed to open their premises to carry on the business of providing accommodation. The Singapore Tourism Board (“STB”), Ministry of Trade and Industry (“MTI”), Enterprise Singapore (“ESG”), and Ministry of Health (“MOH”) have drawn up SMMs and certain restrictions specifically for hotels. As updated, they are:
 - 1.1. Hotels must comply with the COVID-19 (Temporary Measures) (Control Order) Regulations 2020² and, where applicable, the COVID-19 (Temporary Measures) (Major Business Events — Control Order) Regulations 2021 and the COVID-19 (Temporary Measures) (Performances and Other Activities — Control Order) Regulations 2020³ (collectively “Control Order”) as well as the SMMs found in **Annex A**.
 - 1.2. Hotels must not carry on business as Stay-Home-Notice Dedicated Facilities (“SDFs”), Government Quarantine Facilities (“GQFs”), and Swab Isolation Facilities (“SIFs”) ⁴ without contracting with the Government.
 - 1.3. Hotels must not allocate accommodation (e.g. accept bookings) to individuals for the purposes of leisure⁵ (i.e. provide leisure bookings) without the prior written permission of MTI.
2. Hotels may resume operations for certain facilities on their premises, subject to compliance with Sector Specific Requirements⁶ in addition to the Control Order. Activities that may continue are summarised below:
 - 2.1. **F&B Dine-in** is allowed for group sizes of no more than 2 persons, and must comply with the prevailing multi-agency Sector Specific Requirements for F&B establishments.

From mid-July 2021: F&B Dine-in is allowed for group sizes of up to 5 persons.

² <https://sso.agc.gov.sg/SL/COVID19TMA2020-S254-2020>

³ <https://sso.agc.gov.sg/SL/COVID19TMA2020-S927-2020>

⁴ Hotels contracted for government uses for COVID-19 purposes i.e. SDFs, GQFs, and SIFs are to refer to table under Paragraph 14 for overview on types of business activities that may resume, subject to approval from relevant authorities.

⁵ Not more than 5 individuals (including guests and visitors) to a guestroom or pair of inter-accessible guest rooms on any single day, except where the individuals are all from the same household (i.e. same address).

⁶ <https://covid.gobusiness.gov.sg/safemanagement/sector>



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- 2.2. **Sports and exercise environments, including gyms**, must comply with the prevailing Sector Specific Requirements by Sport Singapore's ("SportsSG") for sports facilities.⁷
- 2.3. **Pools** must comply with the prevailing Sector Specific Requirements by Sports SG for sports facilities.
- 2.4. **Spas and wellness services** must comply with the prevailing Sector Specific Requirements for massage establishments and by ESG for retail establishments.
- 2.5. **Kids' Clubs / playgrounds** must comply with the prevailing Sector Specific Requirements by ESG for retail establishments.
- 2.6. **Marriage solemnisations of ≤ 250 pax⁸** must comply with SMMs in the Sector Specific Requirements⁹. **Wedding receptions are not permitted until mid-July 2021.**
- 2.7. **Training and professional development classes organised by a permitted enterprise of ≤ 50 pax including the trainer¹⁰** must comply with SMMs in this circular.
- 2.8. **Work-related events** held outside of workplaces/own premises (which include consumer-facing events (such as product launches / branding events) and work meetings (among colleagues or with external parties, training, board meetings, HR talks, townhalls, seminars, corporate retreats, conferences on business strategies, Annual/Extraordinary General Meetings, tender briefings to vendors and award ceremonies)) must comply with SMMs such as the following:
 - 2.8.1. Up to 50 persons at any time or the maximum number of individuals which the room or venue may accommodate if there is a distance of at least 1 metre between any 2 individuals, whichever is lower.
 - 2.8.2. At least 1 metre spacing between individuals at all times.
 - 2.8.3. F&B are not allowed.
- 2.9. **MICE Events and live performances¹¹** held in hotels can have up to 250 participants with PET implemented, and up to 50 participants without PET implemented, and must comply with the prevailing Sector Specific Requirements for Business Events and NAC for live performances.

⁷ For full details, see <https://covid.gobusiness.gov.sg/safemanagement/sector> (see section on "Sports sector enterprises, sports education, and premises with sports facilities")

⁸ Excluding the Solemniser (for solemnisation), vendors and hotel staff. Vendors and hotel staff should be kept to the minimum required. For solemnisations involving 51 – 250 persons, pre-event testing is required for all attendees including the wedding couple (unvaccinated individuals). Please refer to MOH's guidelines at moh.gov.sg/covid-19/pet for more information on pre-event testing.

⁹ <https://covid.gobusiness.gov.sg/safemanagement/sector>

¹⁰ Excludes hotel staff.

¹¹ "MICE events" refer to business-oriented events such as meetings, conferences and exhibitions arranged or with more than 50 participants (which are not held for individual consumers to attend) to (a) discuss or negotiate matters relating to trade, commerce or finance, professional practice or matters, health, arts, science, technology, industry, economics, industrial relations, security, international affairs, the environment or any other cause or matter, whether or not of a similar kind; (b) temporarily exhibit or display goods of any kind for the purposes of sale or supply; or (c) promote the trading of goods or the provision of services.



More details on requirements are available from MOH¹², STB¹³, MOM¹⁴ and NAC¹⁵.

3. While the majority of the SMMs mentioned in this circular (including its annexes) are drawn from the Control Order and are summarised for the convenience of hotels, this circular is not exhaustive, and the prevailing Control Order will prevail in case of any inconsistency.

B. Applications to Provide Leisure Bookings

4. Any hotel that wishes to resume allocation of accommodation to guests for the purposes of leisure (i.e. provide leisure bookings) must do the following in order to be considered for re-opening:
 - 4.1. Comply with the Sector Specific Requirements for leisure bookings also found within **Annex A** and any additional SMMs proposed by the hotel in its application, over and above compliance with the Control Order and all other applicable SMMs and the Sector Specific Requirements applicable to hotel facilities.
 - 4.2. Submit the application found at **Annex B** through STB via go.gov.sg/localbookingapplication. STB and MTI will take up to 14 working days to assess each application.
 - 4.3. Undergo an inspection scheduled and conducted by STB as part of the assessment process.
 - 4.4. Resume allocation of accommodation (i.e. accepting bookings) only after receiving approval, if any, from MTI.
5. The details in this circular are provided to help hotels develop their plans and implement the necessary SMMs for providing leisure bookings safely. These plans will have to be tailored to the specific nature of operations in each hotel, and potential risk factors arising from localised factors such as the physical premises and layout, environment, scale of operations, and typical guest behaviour.
6. Hotels must also address key outcomes in their application to reduce potential transmission risks and support contact tracing efforts. Risk factors for hotels to consider include proximity between guests, propensity for crowds to form, level of activity and number of high-touch surfaces.
7. Each application must show how the hotel will achieve all the following key outcomes:

Outcomes

1. Ability to meet density requirements

- Limit occupancy to no more than 1 person per 10sqm guest-accessible public space per person (excluding hotel staff) at any point in time
- Implement more stringent safe management measures at areas where guests and staff spend more time, as opposed to areas which see more transient traffic

¹²<https://www.moh.gov.sg/news-highlights/details/calibrated-reopening-to-keep-our-community-safe>

¹³<https://www.stb.gov.sg/content/stb/en/home-pages/faq-on-covid-19.html#BusinessEvents>

¹⁴<https://www.mom.gov.sg/covid-19/frequently-asked-questions/safe-management-measures>

¹⁵<https://www.gobusiness.gov.sg/safemanagement/sector/> (see section on “Arts and Culture”)



2. Reduce face-to-face mingling among guests, between employees and between staff and guests

- Stagger timings for guests to be at hotel lobby and guest facilities, and employees at back of house work environment

3. Ability to disperse crowds and prevent bunching

4. Mandatory implementation of Trace Together-only SafeEntry

5. Implement rigorous cleaning and disinfecting regimes, particularly for high touch elements

8. The application must also detail plans addressing operational areas such as SMMs for visitors and workplaces, response plans (to handle unwell guests, suspected/ confirmed cases), and marketing and communications plan for re-opening.

9. Hotels whose applications are approved must submit the information described below:

- 9.1. Submit a set of required data every Friday before 10am via go.gov.sg/covid19-hotelupdates. This information will be used only as internal reference for public policy purposes, and will not be shared with other hotels.
- 9.2. Submit the number of staff who are working on-site within 2 weeks of the date of resumption of on-site operations for leisure bookings following approval from MTI via <https://covid.gobusiness.gov.sg>.
Inform STB immediately whenever there is a positive COVID-19 case at the hotel¹⁶, providing such particulars of the case as may be requested by STB.

C. Resumption of Operations for Certain Facilities of SDFs and GQFs

10. For hotels that are currently serving as SDFs and GQFs, please refer to the table below for an overview as to what facilities may operate.

Business activities	Assessments and approval required
F&B dine-in, takeaway, delivery	Subject to assessment and approval by the relevant authorities. Hotels to submit requests and the following plans to the respective officer from SLA that your hotel has been liaising with: <ul style="list-style-type: none"> • Physical premises segregation and security plans • Other safe management measures to provide a safe environment for customers and workers
Ballrooms/ Function rooms/ other amenities (Spa/ Gym/ Swimming pool etc.)	
Allocating accommodation to individuals for the purposes of leisure (i.e. providing leisure bookings)	Subject to assessment and approval by the relevant authorities. Subject to STB's assessment and MTI's approval of application under Section B above.

¹⁶ Includes guests and visitors that have patronised or visited the hotel, and hotel staff.



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	<p>Hotels must also submit requests and the following plans to the respective officer from SLA that your hotel has been liaising with:</p> <ul style="list-style-type: none">• Physical premises segregation and security plans• Other safe management measures to provide a safe environment for customers and workers
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D. Enforcement of Safe Management Measures

11. STB will conduct enforcement checks to ensure compliance with SMMs, including SMMs proposed in the application of the hotel. Enforcement action will be taken against offenders who operate without the requisite MTI approval (e.g. providing leisure bookings) and/or fail to comply with SMMs.
12. Under the COVID-19 (Temporary Measures) Act passed in Parliament on 7 April 2020, first-time offenders may be fined up to \$10,000, imprisoned up to six months, or both. Repeat offenders may be fined up to \$20,000, imprisoned up to twelve months, or both. Under the Infectious Diseases (Mass Gathering Testing for Coronavirus Disease 2019) Regulations 2021, businesses that fail to comply with requirements thereunder will face a fine not exceeding \$10,000 and attendees that fail to comply will face a fine not exceeding \$5,000 or to imprisonment for a term not exceeding 6 months or to both. Also under the Act, businesses that are not compliant may be ordered to cease business activities or close altogether. Businesses that do are not compliant may also be ineligible for government grants, loans, tax rebates and other assistance.
13. For any enquiries, please contact STB.

[**Annex A – Checklist of Safe Management Measures for Hotels \(including for Providing Leisure Bookings\)**](#)

[**Annex B – Application Form Template**](#)

SINGAPORE TOURISM BOARD
Updated as of 18 June 2021