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UPDATED CIRCULAR ON SAFE MANAGEMENT MEASURES REQUIRED FOR TOURS RE-OPENING

Key Updates:

With effect from 29 March 2022:

- Changes to the tour size limit and Safe Management Measures (SMMs) are summarised in the following table.

Types of Tours	Tour Size Limit	Remarks
Tours with mask-on activities throughout Examples: City tours on coach buses, walking tours without F&B components	Nil	Safe distancing is not required and intermingling is allowed when masks are on.
Tours that involve mask-off activities (indoors) Examples: Tours which include F&B components	Max 30 participants	At least 1 metre safe distance between groups of up to 10 pax is required when masks are not worn. Intermingling between different groups is disallowed when masks are not worn.
Tours that involve mask-off activities (outdoors) Examples: Tours which involve sports or physical exercise such as cycling and kayaking tours	Max 50 participants	Safe distancing is not required and intermingling is allowed once masks are worn after the mask-off activities.

- For tours that involve i) entry into settings with Vaccination-Differentiated Safe Management Measures (VDS), ii) F&B components¹, or iii) activities where masks are not worn, the maximum number of participants in each group within such tours is capped at **10** pax, regardless of whether they are from the same household.
 - All individuals within such tours must be:
 - fully vaccinated²;
 - have recovered from Covid-19³ (if applicable);
 - children aged 12 years and below (based on year of birth)⁴;
 - certified medically ineligible⁵.

¹ This includes F&B at regular F&B establishments, hawker centres and coffee shops.

² This means they must have received the appropriate regimen of vaccines under the World Health Organisation Emergency Use Listing (WHO EUL). Individuals may check whether they are considered “fully vaccinated” at <https://go.gov.sg/vax-status-query>.

³ All recovered persons from COVID-19 who are not fully vaccinated will only be given a 180-day exemption after infection to enter settings where VDS is implemented, including F&B establishments.

⁴ A grace period will be extended to children born in 2010 or later to allow them sufficient time to get fully vaccinated.

In addition, from 15 March 2022, unvaccinated children aged 12 years and below (i.e. born in 2010 or later) need not be from the same household to be included within a group entering premises or participating in activities with VDS.

⁵ To be certified as medically ineligible, individuals may visit a doctor familiar with their medical condition, or alternatively, any clinic or hospital to obtain a hardcopy doctor-certified memo.



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- ii. For tours that involve F&B components at establishments that are not able to administer comprehensive VDS, the dine-in group size is capped at 5. Participants may only revert to their earlier groupings of up to 10 after leaving the establishment or else remain in the same groupings of 5.
- iii. For tours that do not involve i) entry into settings with VDS, ii) any F&B components, or iii) activities where masks are not worn, there is no maximum group size.

1. On 24 March 2022, the Multi-Ministry Taskforce (MTF) announced it would ease Safe Management Measures (SMMs) and make further progress towards living with COVID-19. In line with this, STB has updated the SMMs applicable to tours.
2. These measures may be adjusted further, subject to the prevailing public health situation in Singapore. The information in this circular (which includes its annex) supersedes that in previous advisories or statements.
3. With effect from 15 March 2022, tour operators and tourist guides can resume tour operations without submitting an application to the Singapore Tourism Board ("STB") for assessment and subsequently, receive an approval letter from the Ministry of Trade and Industry ("MTI").
4. Tour operators and tourist guides must comply with the latest requirements for Safe Management Measures ("SMMs") found at <https://covid.gobusiness.gov.sg/safemanagement/general>, the COVID-19 (Temporary Measures) (Control Order) Regulations 2020 found at <https://sso.agc.gov.sg/SL/COVID19TMA2020-S254-2020> and the COVID-19 (Temporary Measures) (Performances and Other Activities – Control Order) Regulations 2020 found at <https://sso.agc.gov.sg/SL/COVID19TMA2020-S927-2020> (collectively "Control Order"), and the sector-specific requirements for tour operations found in Annex A of this document.

REQUIREMENTS FOR TOUR OPERATIONS

5. Please refer to the **Requirements for Tour Operations** in Annex A for the list of requirements for each phase of a tour. While the majority of these requirements are drawn from the Control Order and are summarised for the convenience of tour operators and tourist guides, the Control Order will prevail in case of any inconsistency.
6. Tour operators and tourist guides must continue to submit a set of required data every Monday before 2pm. Submissions are to be made at go.gov.sg/covid19-touroperationsupdates. Information collected will be used only as internal reference for public policy purposes, and will not be shared with other tour operators and tourist guides.

ENFORCEMENT OF MEASURES

7. Under the COVID-19 (Temporary Measures) Act 2020, first-time offenders may be fined up to \$10,000, imprisoned up to six months, or both. Repeat offenders may be fined up



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to \$20,000, imprisoned up to twelve months, or both. Businesses that are not compliant may be ordered to cease business activities or close altogether. Under the Infectious Diseases (COVID-19 Access Restrictions and Clearance) 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. Tour operators and tourist guides that are not compliant may also be ineligible for government grants, loans, tax rebates and other assistance, and/or face administrative action such as suspension or revocation of licences.

Annex A – Requirements for Tour Operations

SINGAPORE TOURISM BOARD

Updated as of 4 April 2022



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ANNEX A

REQUIREMENTS FOR TOUR OPERATIONS

Mandatory Conditions

- 1) Tour operators and tourist guides must comply with prevailing SMM requirements⁶ and MOM's requirements for SMMs at workplaces⁷ and consumer-facing retail outlets, including but not limited to:
 - Mask wearing remains mandatory indoors, but not in outdoor settings⁸ or where allowed at law (e.g. when engaging in strenuous physical exercise, eating, drinking, etc.).
 - Implementing SafeEntry to facilitate contact tracing of every customer, visitor and staff entering the premises.
 - Dispersing individuals quickly if they are found to be gathered in larger than the prevailing maximum permissible group size of 10 persons.
- 2) At least 1 metre safe distancing between groups is required for all mask-off settings.
- 3) Ensuring participants' use of the TraceTogether app or token, where available, at each place of interest in the tour.
- 4) For tours that involve F&B components⁹, entry into shopping malls or attractions, or indoor activities where masks are not worn, tour operators and tourist guides are to take reference from the sector-specific requirements¹⁰ and verify the VDS status of the participants going for the tour, such as vaccination status and household address (if applicable). The establishments that the tour will visit must also have systems in place to check the VDS status of the individuals. This will help in planning logistics and ensuring group sizes adhere to the prevailing SMMs.
- 5) Tour operators and tourist guides must not market or promote their tours as having a tour size greater than the permissible maximum tour size and group size.

Recommended Best Practices

- 1) For tour operators and tourist guides with premises, shared equipment and/or conveyance:
 - Cleaning and disinfecting the entire premise at the end of daily business, and before re-opening after any closure of business. Frequently cleaning and disinfecting all high touch places and surfaces such as door knobs, hand rails, door handles, reception counters, and

⁶ For the complete safe management requirements, please refer to the advisories issued by MTI and MOM, including: Safe Management Requirements General Guidelines (<https://covid.gobusiness.gov.sg/safemanagement/general/>)

⁷ Refer to MOM's complete and latest list at <https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures>

⁸ Outdoor settings means any area that is not substantially enclosed in a manner that impedes natural lateral airflow to and from the area, including sheltered walkways, sheltered bus stops and areas under retractable canopies

⁹ This includes F&B at regular F&B establishments, hawker centres and coffee shops that are able to administer comprehensive VDS.

¹⁰ Refer to sector-specific requirements at <https://www.gobusiness.gov.sg/safemanagement/sector/>



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lift buttons, and shared devices or equipment, such as interactive devices for customer/staff use.

- Ensuring that sufficient cleaning equipment (e.g. detergent, waste buckets) is made available for cleaning staff and that they change cleaning solution mixtures frequently.
 - Cleaning and disinfecting all tour equipment such as the portable audio tour guide system periodically within each day, including after every tour run. Where reasonably practicable, disposable earpieces should be used for portable audio tour guide system and disposed of after each use.
 - Cleaning and disinfecting conveyance used such as tour buses, trishaws, yachts, river boats, etc. at least 3 times a day or more depending on frequency of usage.
- 2) Explaining to potentially vulnerable participants (e.g. those aged ≥ 60 years or who have pre-existing medical conditions) that they are of higher risk of developing serious health complications if infected with COVID-19 and that they should take additional precautions to safeguard their health and wellbeing¹¹.
 - 3) Tourist guides who are actively guiding are strongly encouraged to conduct their own Antigen Rapid Tests (ART) to safeguard their health and that of their participants. ART self-tests kits are available over the counter at pharmacies.
 - 4) Encouraging participants to follow the tour itinerary and discouraging them from leaving the group.
 - 5) Safe distancing is encouraged between individuals or groups even in mask-on settings.
 - 6) Tour operators and tourist guides are encouraged to have no more than one tour run of the same itinerary at any one time, and that there is no crowding or congregation of people at any one stop including the start or meeting point of the tour.
 - 7) Looking out for participants that may display the specified symptoms during the tour. Requiring any individual subsequently found during the tour to have developed the specified symptoms to immediately leave the tour to seek medical treatment or, if the individual is not able to leave the tour to seek medical treatment, isolating the individual from others, providing surgical masks, maintaining safe distance, and arranging for the individual to obtain medical treatment.

~ END ~

¹¹ Refer to MOH's press release <https://www.moh.gov.sg/news-highlights/details/support-measures-for-seniors-during-COVID-19>