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## UPDATED CIRCULAR ON SAFE MANAGEMENT MEASURES REQUIRED FOR ATTRACTIONS

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, the Singapore Tourism Board ("STB") has updated the SMMs applicable to attractions.
2. From 29 March 2022, the measures applicable to attractions include:

### Operating Capacity and Safe Distancing Requirements

- a. The permissible operating capacities for attractions will be revised as such:
  - i. For attractions with no mask-off activities as part of the attraction experience and their maximum operating capacity is more than 1,000 pax, attractions can increase their operating capacity to 75% or 1,000 pax, whichever is higher. Visitors must, as far as is reasonably practicable, be evenly spread out;
  - ii. For attractions where there are mask-off activities as part of the attraction experience, group size can increase to up to 10 pax and attractions must continue to enforce at least 1m safe distancing between groups.

### Mask-wearing requirements

- b. Mask wearing remains mandatory indoors, but not in outdoor settings<sup>1</sup> or where allowed at law (e.g. when engaging in strenuous physical exercise, eating, drinking, etc.). Individuals may still choose to wear their masks outdoors for personal protection, e.g. if in crowded areas.

### Workplace and Work-Related Events

- c. Up to 75% of employees who can work from home may be at the workplace at any point in time
- d. Social gatherings at workplaces will be allowed to resume based on the same venue capacity limits and prevailing SMMs for work-related events

### Others

- e. Live performances can resume at all venues within attractions, whether indoor or outdoor and F&B establishments. For live performances catering to more than 1,000 pax, the maximum allowed capacity is 75% or 1,000 pax, whichever is higher.
- f. F&B can be consumed during shows and live performances

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<sup>1</sup> 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



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- g. Lifting of prohibition against social events (such as gala dinners, dinner-and-dance events and birthday parties) held in attractions as an event venue
  - h. Lifting of the prohibition against the sale and consumption of alcohol after 10:30pm
3. The information in this circular (which includes its annexes) supersedes that in previous circulars, advisories or statements.

## SUBMISSION OF INFORMATION AND ADHERENCE TO SMMS FOR OPENING

4. Attractions<sup>2</sup> typically involve large numbers of people interacting with one another, often in enclosed spaces, and over prolonged periods. STB has provided guidance within this circular on the SMMS that must be implemented and adhered to by attractions. Attractions may implement additional measures taking into consideration the nature of operations, and potential risks arising from aspects such as the attraction's physical premises, environment, scale and typical visitor behaviour.
5. Please refer to the **Safe Management Measures for Attractions** in **Annex A** for the detailed list of measures required. While the majority of these requirements are drawn from the Control Orders<sup>3</sup> and are summarised for the convenience of attractions, the Control Orders will prevail in case of any inconsistency. Attractions' SMMS implementation must adhere to the Control Orders, and STB will conduct regular enforcement checks on SMM implementation.
6. Prior to opening or re-opening, attractions must submit the following information to Singapore Tourism Board ("STB"): (i) name of attraction to be reopened, (ii) the maximum operating capacity in terms of pax and the approach that was used to determine this capacity and (iii) the proposed opening date. Information must be submitted to STB via **STB\_Attractions@stb.gov.sg** at least 7 working days prior to attraction's opening date. STB reserves the right to suspend attractions if information is not submitted or there are gaps or inadequate implementation of SMMS.
7. Attractions are also required to submit their monthly visitorship figures to STB.

## ENFORCEMENT OF MEASURES

8. Government agencies will step up enforcement to ensure that businesses comply with the required SMMS. Under the COVID-19 (Temporary Measures) Act, first-time offenders will face a fine of up to \$10,000, imprisonment of up to six months, or both. Repeat offenders will face a fine of up to \$20,000, imprisonment of 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)

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<sup>2</sup> This circular applies to gated Attractions (including pop-up attractions) with tourism value. Please refer to the list of approved attractions by STB at [www.stb.gov.sg/content/stb/en/home-pages/approved-attractions.html](http://www.stb.gov.sg/content/stb/en/home-pages/approved-attractions.html).

<sup>3</sup> In this paragraph, "Control Orders" mean the prevailing COVID-19 (Temporary Measures)(Reopening – Control Order) Regulations 2022, COVID-19 (Temporary Measures) (Control Order) Regulations 2020 and the Infectious Diseases (COVID-19 Access Restrictions and Clearance) Regulations 2021.



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Regulations 2021, businesses that fail to comply with requirements thereunder will face a fine not exceeding \$10,000 and participants 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. Businesses that are not compliant may also be ineligible for government grants, loans, tax rebates and other assistance.

9. Attractions are required to adhere to the SMMs outlined in this circular on an ongoing basis during operations. For any enquiries, please contact [STB\\_Attractions@stb.gov.sg](mailto:STB_Attractions@stb.gov.sg)

## **Annex A – Safe Management Measures for Attractions**

**SINGAPORE TOURISM BOARD**

**Updated as of 28 March 2022**



## **ANNEX A**

### **SAFE MANAGEMENT MEASURES FOR ATTRACTIONS**

#### **A. Preparing Facilities**

<b>Operational Area</b>	<b>Requirement</b>
<b>Operating Capacity</b>	<ol style="list-style-type: none"> <li>For attractions where there are no mask-off activities as part of the attraction experience, <ul style="list-style-type: none"> <li>If the maximum operating capacity<sup>4</sup> is 1,000 pax or less, attractions may operate at 100% capacity;</li> <li>If the maximum operating capacity<sup>5</sup> is more than 1,000 pax, attractions must reduce operating capacity to 75% or 1,000 pax, whichever is higher. Visitors must, as far as is reasonably practicable, be evenly spread out;</li> <li>Safe distancing is encouraged but not required where masks are worn;</li> <li>Mask wearing remains mandatory indoors, but not in outdoor settings<sup>5</sup> or where allowed at law (e.g. where engaging in strenuous physical exercise, eating, drinking, etc.). Individuals may still choose to wear their masks outdoors for personal protection, e.g. if in crowded areas.</li> </ul> </li> <li>For attractions where there are mask-off activities as part of the attraction experience, attractions must enforce at least 1m safe distancing between groups of up to 10 pax and operate at a capacity that allows for safe distancing between groups of up to 10 pax<sup>6</sup>.</li> <li>Implement solutions to monitor, control and enforce the operating capacity (e.g. manual counting, automated people counting or tracking systems), where applicable.</li> </ol>
<b>Attraction Set Up</b>	<ol style="list-style-type: none"> <li>Regularly assess and identify the risks of transmission of COVID 19 that may arise in relation to all activities engaged in by visitors and attraction staff present in the attraction, and establish and apply appropriate internal policies, procedures and controls to mitigate that risk</li> <li>Implement checks on vaccination status of all visitors upon entry, and only allow fully vaccinated visitors<sup>7</sup> or, medically ineligible visitors to enter the attraction. Ensure group size is up to 10 pax for</li> </ol>

<sup>4</sup> The maximum operating capacity limit in terms of pax will be determined by the maximum operating capacity submitted and accepted by STB when seeking approval to reopen/open the attraction.

<sup>5</sup> 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

<sup>6</sup> Where there are more than 10 pax from the same household (i.e. living at the same address), attractions must split members of the household into groups of up to 10 pax.

<sup>7</sup> An individual is considered vaccinated if he/ she has been: a) fully vaccinated, i.e. has received the appropriate regimen of World Health Organisation Emergency Use Listing (WHO EUL) vaccines including their respective duration post-vaccination for the vaccine to be fully effective, and had their vaccination records ingested in MOH's national IT systems; or b) recovered from COVID-19 within the last 180 days. Under VDS, children aged 12 years and below and individuals who are medically ineligible for the COVID-19 vaccines can be included in the group. Please refer to the latest advisory from MOH at [www.moh.gov.sg/covid-19-phase-advisory](http://www.moh.gov.sg/covid-19-phase-advisory)



	<p>mask-off settings. More details on the criteria for medical ineligibility and the list of acceptable documents can be found <a href="#">here</a></p> <ol style="list-style-type: none"> <li>3. F&amp;B and retail outlets must adhere to prevailing SMM advisories by ESG<sup>8</sup>, where applicable.</li> <li>4. Sports and high-intensity activities must adhere to prevailing SMM advisories by Sport Singapore<sup>9</sup>, where applicable.</li> </ol> <p><u>Recommended best practices</u></p> <ol style="list-style-type: none"> <li>5. Develop and implement signs reminding visitors to practice safe distancing (where it is required) and all other SMMs applicable to visitors (e.g. mask wearing for indoor settings)</li> <li>6. Encourage use of contactless payment as far as possible (e.g. for ticketing, F&amp;B and retail outlets)</li> <li>7. Install hygiene screens at human touch points (e.g. glass or plastic dividers/barriers at ticketing booths separating the ticket staff from visitors), if reasonably practicable</li> </ol>
	<p><u>Shows, Live Performances and Tours (where applicable)</u></p> <ol style="list-style-type: none"> <li>1. For shows: <ul style="list-style-type: none"> <li>• Adhere to IMDA's prevailing advisory for Cinemas<sup>10</sup> for indoor screenings</li> </ul> </li> <li>2. For live performances: <ul style="list-style-type: none"> <li>• Adhere to NAC's prevailing advisory for Live Performances<sup>11</sup>, and any additional requirements imposed by MTI</li> </ul> </li> <li>3. For tours: <ul style="list-style-type: none"> <li>• Adhere to STB's prevailing circular for Tours<sup>12</sup> where relevant, and any additional requirements imposed by MTI.</li> </ul> </li> </ol>
	<p><u>Social Events, Work-Related Events and MICE Events (where applicable)</u></p> <ol style="list-style-type: none"> <li>1. Social events<sup>13</sup>, work-related events and MICE events have been allowed to resume at workplace premises and third-party venues provided they follow prevailing SMMs.</li> <li>2. Adhere to MOM's prevailing advisory for non-consumer facing work-related events<sup>14</sup></li> </ol>

<sup>8</sup> Refer to the latest advisories for F&B and Retail establishments from ESG at [www.enterprisesg.gov.sg/media-centre/media-releases?page=1](http://www.enterprisesg.gov.sg/media-centre/media-releases?page=1)

<sup>9</sup> Refer to the latest advisories for sports facilities and activities from Sport Singapore at [www.sportsingapore.gov.sg/Newsroom/Media-Releases/2021/August/Safe-Management-Measures-for-Sport-and-Physical-Exercise--a--Activity](http://www.sportsingapore.gov.sg/Newsroom/Media-Releases/2021/August/Safe-Management-Measures-for-Sport-and-Physical-Exercise--a--Activity).

<sup>10</sup> Refer to the latest advisory for cinemas from IMDA at [www.imda.gov.sg/news-and-events/Media-Room/Media-Releases/2020/Advisories-on-COVID-19-Situation](http://www.imda.gov.sg/news-and-events/Media-Room/Media-Releases/2020/Advisories-on-COVID-19-Situation)

<sup>11</sup> Refer to the latest advisory for live performances from NAC at [www.nac.gov.sg/support/covid-19/safe-management-measures-smms/updated-resumption-of-live-performances](http://www.nac.gov.sg/support/covid-19/safe-management-measures-smms/updated-resumption-of-live-performances)

<sup>12</sup> Refer to the latest circular for tours from STB at [www.stb.gov.sg/content/stb/en/home-pages/advisory-for-tours.html](http://www.stb.gov.sg/content/stb/en/home-pages/advisory-for-tours.html)

<sup>13</sup> Example of social events include gala dinners, corporate dinner-and-dance events, birthday celebrations and anniversaries.

<sup>14</sup> Defined as business-oriented events within workplace premises which primarily involve employees or stakeholders (e.g. conferences, seminars, corporate retreats, staff training sessions, Annual General Meetings and Extraordinary General Meetings). Refer to the latest advisory for work-related events from MOM at [www.mom.gov.sg/covid-19/requirements-for-safe-management-measures](http://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures)



	<ol style="list-style-type: none"> <li>3. Adhere to ESG's prevailing advisory for consumer-facing work-related events<sup>15</sup></li> <li>4. Adhere to STB's prevailing circular for MICE events<sup>16</sup></li> </ol>
<b>Management of Proximity and Touched Surfaces</b>	<p><u>Recommended best practices</u></p> <ol style="list-style-type: none"> <li>1. Minimise physical interaction between visitors and staff (including volunteers) as far as possible</li> <li>2. Eliminate or else minimise sharing of equipment and tools where reasonably practical</li> <li>3. Provide easily accessible and free-to-use disinfecting agents like hand sanitisers, disinfecting sprays and wipes at high-touch areas as far as possible</li> </ol>

## B. Managing Arrival

Operational Area	Requirement
<b>Contact Tracing</b>	<ol style="list-style-type: none"> <li>1. Implement TraceTogether-only SafeEntry (SE) and capability for visitors and all personnel (including staff and contractors) to use TraceTogether mobile application or TraceTogether token for SE check-in to enter the attraction. IDs can only be used under extenuating circumstances<sup>17</sup></li> <li>2. Implement SafeEntry Gateway (SEGW) at all public-facing entrances and exits<sup>18</sup>.</li> </ol>

<sup>15</sup> Examples include product launches, marketing & branding events, roadshows, fairs, consumer activations and exhibitions. Refer to the latest advisory from ESG at [www.enterprisesg.gov.sg/media-centre/media-releases?page=1](http://www.enterprisesg.gov.sg/media-centre/media-releases?page=1)

<sup>16</sup> Refer to the latest circular for MICE events from STB at [www.stb.gov.sg/content/stb/en/home-pages/advisory-for-MICE.html](http://www.stb.gov.sg/content/stb/en/home-pages/advisory-for-MICE.html)

<sup>17</sup> For more information, please refer to the FAQs found on [www.safeentry.gov.sg](http://www.safeentry.gov.sg).

<sup>18</sup> The SafeEntry Gateway should only be deployed at public-facing entrances and exits (i.e. for customers and visitors), and not at non-public facing entrances and exits (e.g. staff entrances, loading/unloading bays).





<b>Managing Entry</b>	<ol style="list-style-type: none"><li>1. Develop and implement detailed plan to manage entry and exit (e.g. timed entry or pre-booking of sessions). Encourage prebooking of tickets and online ticket purchase as far as possible</li><li>2. Only allow fully vaccinated or medically ineligible visitors to enter the attraction. Ensure group size is up to 10 pax for mask-off settings.<ul style="list-style-type: none"><li>• Attractions must verify that each visitor fulfils the eligibility requirements before SafeEntry check-in and allowing the group to enter into their premises. For the full list of acceptable documents regarding eligibility checks, please refer to this <a href="#">link</a>. This could include appointing at least one staff (e.g. supervisor or front-of-house staff) to conduct the verification checks on the vaccination status of each visitor and using the SafeEntry (Business) App to facilitate entry eligibility checks for both TraceTogether App and Token users. The SEGW Box cannot be used to facilitate these checks.</li><li>• Attractions must ensure that signs are displayed prominently during opening hours at every exit and entry point(s) of the attraction (including emergency exits) specifying that access to the attraction is restricted to fully vaccinated visitors and unvaccinated children aged 12 years and below, and that entry into or remaining in the attraction during opening hours without being fully vaccinated or being a child aged 12 years and below is an offence.</li><li>• For more details on the requirements of Vaccination-differentiated (VDS) SMMs, please refer to this <a href="#">link</a></li></ul></li><li>3. Ensure, where reasonably practicable, that all visitors wear masks for the duration of their visit, except as allowed (e.g. outdoor settings).</li></ol>
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### C. In-Attraction Plans

Operational Area	Requirement
<b>Managing Crowds</b>	<ol style="list-style-type: none"><li>1. Ensure at least 1m safe distancing between groups of up to 10 pax for mask-off activities (e.g. F&amp;B and strenuous sports activities) (whether visitors or staff)</li></ol> <p><u>Recommended best practice</u></p> <ol style="list-style-type: none"><li>2. Implement one-way traffic flow, if reasonably practicable</li></ol>

#### D. Infection Control

Operational Area	Requirement
<b>Cleaning and Sanitisation</b>	<ol style="list-style-type: none"> <li>1. Adhere to the sanitisation and hygiene advisories disseminated by the National Environmental Agency (NEA)<sup>19</sup> and SG Clean sanitisation and hygiene measures</li> <li>2. Adhere to the guidance note from NEA on improving ventilation and indoor air quality in buildings<sup>20</sup></li> </ol> <p><u>Recommended best practices</u></p> <ol style="list-style-type: none"> <li>3. Develop and implement a detailed cleaning/disinfecting plan and schedule, with increased cleaning frequencies for common areas (e.g. toilets) and high touch surfaces (e.g. lift buttons, interactive kiosks and turnstiles)</li> <li>4. Ensure all equipment (e.g. audio guides, VR headsets, harnesses, seats in rides/ shows) used by multiple visitors is cleaned and disinfected after use</li> </ol>
<b>Response Plan for Infected Cases</b>	<ol style="list-style-type: none"> <li>1. Regularly assess and identify the risks of transmission of COVID 19 that may arise in relation to all activities engaged in by visitors and attraction staff present in the attraction, and establish and apply appropriate internal policies, procedures and controls to mitigate that risk.</li> </ol> <p><u>Recommended best practices</u></p> <ol style="list-style-type: none"> <li>2. Develop and implement detailed procedures on handling visitors that are febrile, or appear to be coughing, sneezing, breathless or having a runny nose</li> <li>3. Identify and allocate holding area(s) to isolate such visitors where they are unable to immediately leave the attraction</li> <li>4. Develop and implement detailed procedures to handle uncompliant or uncooperative visitors (e.g. visitors without masks for indoor settings, unwell visitors who insist on entry, visitors who refuse to comply with vaccination checks and/or contact tracing), including refusal of entry</li> <li>5. Develop and implement detailed procedures to handle confirmed COVID-19 cases within the attraction (e.g. close off affected sections/ areas, ensure thorough cleaning and disinfection before re-opening, alert STB and coordinate communications with relevant authorities, alert public)</li> </ol>

<sup>19</sup> Refer to latest advisory from NEA at [www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines](http://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines)

<sup>20</sup> Refer to the guidance note from NEA at [www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/advisories/guidance-on-improving-ventilation-and-indoor-air-quality-in-buildings-amid-the-covid-19-situation](http://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines/advisories/guidance-on-improving-ventilation-and-indoor-air-quality-in-buildings-amid-the-covid-19-situation)





## E. Safe Workplace

Operational Area	Requirement
<b>Workplace and Manpower</b>	<ol style="list-style-type: none"><li>1. Comply with MOM's prevailing requirements for SMMs at workplaces<sup>21</sup>, including but not limited to:<ul style="list-style-type: none"><li>• Up to 75% of employees who can work from home may be at the workplace at any point in time.</li><li>• Allow only fully vaccinated staff/ vendors/ partners/ contractors to enter the attraction.</li></ul></li><li>2. Ensure that staff check-in to their workplaces using TT-only SE. Conduct the verification checks on the vaccination status of each staff/ vendor/ partner/ contractor (e.g. delivering goods or services, attending meetings) entering the workplace and using the SafeEntry (Business) App to facilitate entry eligibility checks for both TraceTogether App and Token users. The SafeEntry Gateway Box cannot be used to facilitate these checks.</li><li>3. Ensure all staff wear masks for indoor settings, except during activities which require masks to be removed</li><li>4. Alert STB immediately whenever there are 10 or more COVID-19 positive cases over 3 consecutive days at the attraction.</li></ol>

## F. Marketing and Communications

Operational Area	Requirement
<b>Marketing and Communications</b>	<p><u>Recommended best practice</u></p> <ol style="list-style-type: none"><li>1. Develop and implement a communications plan to engage visitors<ul style="list-style-type: none"><li>• Plans should clearly communicate and explain precautions that attraction has put in place, new measures that visitors are to comply with (e.g. mask-wearing for indoor settings, use of SafeEntry) to build consumer confidence, and encourage visitors to practice personal responsibility and hygiene.</li><li>• Attraction must remind all visitors, where reasonably practical, that they are required to wear masks for indoor settings, and stay in their own groups throughout the duration of their visit.</li></ul></li></ol>

~ END ~

<sup>21</sup> Refer to MOM's complete and latest list at [www.mom.gov.sg/covid-19/requirements-for-safe-management-measures](http://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures)