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UPDATED CIRCULAR ON SAFE MANAGEMENT MEASURES REQUIRED FOR HOTELS

1. On 24 February 2022, the Multi-Ministry Taskforce (MTF) announced it would consolidate the implementation of the simplified Safe Management Measures (SMMs) in one go. In line with this, the Singapore Tourism Board (STB) has updated the SMMs applicable to hotels.
2. We strongly urge hotels to continue surveillance and monitoring of potential non-compliance within their premises. STB takes a serious view on establishments who do not comply with the SMMs and will continue to take strict enforcement action against all establishments who breach them.
3. The information in this circular (which includes its annexes) supersedes that in previous advisories or statements.

Key Updates to SMMs:

Group Sizes and Mask-wearing

1. The permissible group size for social gatherings remains at up to 5 individuals.
2. Mask-wearing will continue to be required as a default. There are no new exceptions.

Safe Distancing

3. Safe distancing will continue to be required in all settings.

Workplace Requirements

4. The current posture of allowing up to 50% of employees who can work from home to return to the office will be maintained.
5. Social gatherings at workplaces will continue to be disallowed, and safe distancing must be maintained at workplaces.
6. Restrictions on cross-deployment of employees across workplaces will remain.

Vaccination-Differentiated Safe Management Measures (VDS)

7. Unvaccinated children aged 12 years and below will need to be from the same household to be included within a group entering premises or participating in activities with VDS.

Capacity Limits

8. Zoning requirements and capacity limits for events will remain.



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9. Please refer to the MICE¹ and Wedding² advisories for more details.

Updates to Border Measures

10. There will be no change to the following border measures which were simplified with effect from 21 February 2022, 2359 hours:

- a. Reduction of travel history requirement to 7 days;
- b. Standardisation of SHN duration to 7 days across all country/region categories;
- c. Cessation of enhanced testing regime for VTL travellers;
- d. Replacement of on-arrival Polymerase Chain Reaction (PCR) test with a supervised self-swab (SSS) Antigen Rapid Test (ART) within 24 hours of arrival for VTL and Category I travellers;
- e. Removal of the need to obtain a Vaccinated Travel Pass (VTP) or Entry Approval for vaccinated long-term pass holders (except Work Permit holders).

11. Hotels remain permitted to check-in guests who test positive on an ART. There will be no need for segregated check-in arrangements for ART positive guests. To facilitate VTL and Category I travellers taking a SSS ART within 24 hours of arrival, hotels are allowed to check-in such guests regardless of their ART result.

12. We strongly encourage hotels to accept all guest profiles as Singapore transitions to a COVID-19 resilient nation. Hotels must be transparent with prospective guests on any hotel-specific policies, and terms and conditions of the guests' stays during the booking phase.

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

4. The hotel 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. Vaccination remains critical in our fight against the pandemic. Hotels should also strongly encourage any remaining un-vaccinated employees to get vaccinated.
6. Hotels which are serving as Government Isolation Facilities must observe split-team arrangements and staff from different teams must not inter-mingle with one another.
7. Hotels should review and reinforce current SMMs and remind employees to take all the prevailing measures seriously even if they have been vaccinated.

A. Implementation of Safe Management Measures

8. Operators of hotels are permitted enterprises allowed to open their premises to carry on the business of providing accommodation. STB, the Ministry of Trade and Industry (MTI),

¹https://www.gobusiness.gov.sg/images/guides/STB_Safe%20Business%20Events%20Framework_1%20Jan%202022_GoBusiness.pdf

²<https://www.gobusiness.gov.sg/images/guides/WeddingAdvisoryv2.pdf>



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Enterprise Singapore (ESG), and MOH have drawn up SMMs and certain restrictions specifically for hotels. As updated, they are:

- 8.1. Hotels must comply with the COVID-19 (Temporary Measures) (Control Order) Regulations 2020³ the Infectious Diseases (COVID-19 Access Restrictions and Clearance) Regulations 2021 and, where applicable, the COVID-19 (Temporary Measures) (Business Events — Control Order) Regulations 2021 and the COVID-19 (Temporary Measures) (Performances and Other Activities — Control Order) Regulations 2020⁴ (collectively “Control Order”) as well as the SMMs found in **Annex A**.
- 8.2. Hotels must not carry-on business as Stay-Home-Notice Dedicated Facilities (SDFs), Government Quarantine Facilities (GQFs), Community Isolation Facilities (CIFs) and Swab Isolation Facilities (SIFs)⁵ without contracting with the Government.
- 8.3. Hotels must not allocate accommodation (e.g. accept bookings) to individuals for the purposes of leisure⁶ (i.e. provide leisure bookings) without the prior written permission of MTI.
9. Hotels may resume operations for certain facilities on their premises, subject to compliance with Sector Specific Requirements⁷ in addition to the Control Order. Activities that may continue are summarised below:
 - 9.1. **F&B Dine-in** must comply with the prevailing Sector Specific Requirements by Enterprise Singapore (ESG) for F&B establishments. For clarity, the prohibition against sale, service and consumption of alcohol after 10.30pm rule includes in-room service as well. This is consistent with all F&B establishments including takeaways and delivery.
 - 9.2. **Sports and exercise environments, including gyms**, must comply with the prevailing Sector Specific Requirements by Sport Singapore’s (SportsSG) for sports facilities⁸.
 - 9.3. **Pools** must comply with the prevailing Sector Specific Requirements by Sports SG for sports facilities.
 - 9.4. **Spas and wellness services** must comply with the prevailing Sector Specific Requirements for massage establishments and by ESG for retail establishments.
 - 9.5. **Kids’ Clubs / playgrounds** must comply with the prevailing Sector Specific Requirements by ESG for retail establishments.

³ <https://sso.agc.gov.sg/SL/COVID19TMA2020-S254-2020>

⁴ <https://sso.agc.gov.sg/SL/COVID19TMA2020-S927-2020>

⁵ Hotels contracted for government uses for COVID-19 purposes i.e. SDFs, GQFs, CIFs and SIFs are to refer to table under Paragraph 19 for overview on types of business activities that may resume, subject to approval from relevant authorities.

⁶ 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).

⁷ <https://covid.gobusiness.gov.sg/safemanagement/sector>

⁸ For full details, see <https://covid.gobusiness.gov.sg/safemanagement/sector> (see section on “Sports sector enterprises, sports education, and premises with sports facilities”)



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- 9.6. **Marriage solemnisations and wedding receptions** must comply with the prevailing capacity guidelines⁹ and with SMMs in the Sector Specific Requirements¹⁰.
- 9.7. **Training and professional development classes organised by a permitted enterprise of ≤ 50 pax including the trainer**¹¹ must comply with SMMs in this circular.
- 9.8. **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 on MOM's¹² and ESG's¹³ advisories.
- 9.9. **MICE Events and live performances** held in hotels must comply with the prevailing capacity guidelines and must comply with the prevailing Sector Specific Requirements for Business Events and NAC for live performances¹⁴.

More details on requirements are available from MOH¹⁵, STB¹⁶, MOM¹⁷ and NAC¹⁸.

10. 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

11. 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:
- 11.1. 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.

⁹ Capacity guidelines excludes the Solemniser (for solemnisation), vendors and hotel staff. Vendors and hotel staff should be kept to the minimum required. Please refer to MOH's guidelines at <https://www.moh.gov.sg/covid-19/statistics/pet> for more information on pre-event testing.

¹⁰ <https://covid.gobusiness.gov.sg/safemanagement/sector> (See "Marriage Solemnisations and Weddings Receptions")

¹¹ Excludes hotel staff.

¹² <https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures>

¹³ https://www.enterprisesg.gov.sg/-/media/esg/files/covid-19/safe-distance/fb_smm_annexb.pdf?la=en

¹⁴ "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.

¹⁵ <https://www.moh.gov.sg/news-highlights/details/resuming-our-transition-towards-covid-resilience>

¹⁶ <https://www.stb.gov.sg/content/stb/en/home-pages/faq-on-covid-19.html#BusinessEvents>

¹⁷ <https://www.mom.gov.sg/covid-19/frequently-asked-questions/safe-management-measures>

¹⁸ <https://www.gobusiness.gov.sg/safemanagement/sector/> (see section on "Arts and Culture")



- 11.2. 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.
- 11.3. Undergo an inspection scheduled and conducted by STB as part of the assessment process.
- 11.4. Resume allocation of accommodation (i.e. accepting bookings) only after receiving approval, if any, from MTI.
12. 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.
13. 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.
14. Each application must show how the hotel will achieve all the following key outcomes:

Outcomes
<p>1. Ability to meet density requirements</p> <ul style="list-style-type: none">Limit occupancy of guest-accessible public spaces to no more than 1 person per 10sqm (excluding hotel staff) at any point in time <p>Implement more stringent safe management measures at areas where guests and staff spend more time, as opposed to areas which see more transient traffic</p>
<p>2. Reduce face-to-face mingling among guests, between employees and between staff and guests</p> <ul style="list-style-type: none">Stagger timings for guests to be at hotel lobby and guest facilities, and employees at back-of-house work environment
<p>3. Ability to disperse crowds and prevent bunching</p>
<p>4. Mandatory implementation of Trace Together-only SafeEntry</p>
<p>5. Implement rigorous cleaning and disinfecting regimes, particularly for high touch elements</p>

15. 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.
16. Hotels whose applications are approved must submit the information described below:
- 16.1. Submit a set of required data on the first and/or last Friday of the month, as informed by STB, before 10am via go.gov.sg/covid19-hotelupdates. This



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information will be used only as internal reference for public policy purposes, and will not be shared with other hotels.

- 16.2. 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>.
- 16.3. Inform STB immediately whenever there are a total of 10 or more positive COVID-19 cases over 3 consecutive days at the hotel¹⁹, providing such particulars of the case as may be requested by STB, via <https://form.gov.sg/615dc38cd1067600122e5c3a>.
17. The details in this circular are provided to help hotels develop their plans and implement the necessary SMMs for providing accommodation 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.

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

18. For hotels that are currently serving as SDFs, CIFs 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.
Ballrooms/ Function rooms/ other amenities (Spa/ Gym/ Swimming pool etc.)	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
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 C above. Hotels must also 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 SMMs to provide a safe environment for customers and workers

¹⁹ Includes guests and visitors that have patronised or visited the hotel, and hotel staff.



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D. Enforcement of Safe Management Measures

19. STB will conduct enforcement checks to ensure compliance with SMMs, including SMMs proposed in the application submitted by the hotel. Enforcement action will be taken against offenders who operate without the requisite MTI approval (e.g. providing leisure bookings) and/or who fail to comply with SMMs.
20. 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 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. Businesses that are not compliant may also be ineligible for government grants, loans, tax rebates and other assistance.
21. For any enquiries, please contact STB.

[Annex A – COVID-19 Measures for Accommodation Providers](#)

[Annex B – Application Form Template](#)

SINGAPORE TOURISM BOARD
Updated as of 25 February 2022