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## UPDATED CIRCULAR ON SAFE MANAGEMENT MEASURES REQUIRED FOR HOTELS

1. On 21 January 2022, the Multi-Ministry Taskforce (MTF) announced refinements to our protocols to deal with the Omicron wave. Please refer to the prevailing protocols and Safe Management Measures (SMMs) applicable to hotels in this circular and its Annexes.
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:

#### Streamlining Healthcare Protocols

1. With immediate effect, the age bracket suitable for Protocol 2 is expanded to include children aged 5 to 11 years old, regardless of their vaccination status.
2. Those who test positive on an Antigen Rapid Test (ART) at non-clinical settings (e.g. unsupervised or employer supervised self-swab tests) but who identify themselves as potentially at risk should visit a doctor for medical advice even if they feel well. Please refer to MOH's press release dated 21<sup>st</sup> January 2022 and corresponding Annexes<sup>1</sup> for more details.
3. Persons on Protocol 1, recovering well and whose symptoms have improved, can be discharged earlier and return to normal activities if they test negative on a self-administered ART taken 72 hours or more after their first positive COVID-19 test.
4. The maximum isolation period for fully vaccinated individuals and children below 12 years old for both Protocols 1 and 2 is reduced to 7 days. The maximum isolation period for unvaccinated individuals aged 12 years and above remains at 14 days for both Protocols 1 and 2.

#### Updates to Border Measures

5. VTL travellers entering Singapore **after 23 January 2022, 2359 hours** via both air and land checkpoints are only required to do unsupervised self-administered ARTs from Day 2 to Day 7 of their arrivals if they need to leave their accommodation. Travellers need not submit their ART results but must test negative before going out.
6. Travellers who test positive on ARTs (i.e. the on-arrival test for VTL-Land and unsupervised self-administered ARTs on Days 2 to 7) no longer need to undergo a confirmatory PCR test, but should instead recover under Protocol 2. Those who

<sup>1</sup> MOH press release: <https://safe.menlosecurity.com/https://www.moh.gov.sg/news-highlights/details/focusing-our-resources-and-refining-our-healthcare-protocols-to-deal-with-the-omicron-wave>  
Relevant Annex (C): [https://www.moh.gov.sg/docs/librariesprovider5/default-document-library/mtf-21012022\\_annex-cc357d6a1eea145fcb2e6fc2c3c5f7986.pdf](https://www.moh.gov.sg/docs/librariesprovider5/default-document-library/mtf-21012022_annex-cc357d6a1eea145fcb2e6fc2c3c5f7986.pdf)



identify themselves as potentially at risk should visit a doctor for medical advice after testing positive even if they feel well.

7. **From 23 January 2022, 2359 hours**, travellers who are fully vaccinated and recently recovered (i.e. within 90 days of their last infection) are exempted from all testing and SHN requirements if they are able to provide appropriate documentary proof. Non-fully vaccinated recently recovered travellers are exempted from pre-departure testing requirements but will still be subjected to all other prevailing border measures. Please refer to MOH's press release dated 21<sup>st</sup> January 2022 and corresponding Annexes<sup>2</sup> for more details on the list of documentation to be presented by such travellers at check-in to qualify for this exemption.

#### Updates to the Vaccination Regime

8. **From 14 February 2022**, persons aged 18 years and above who have completed the primary vaccination series and are eligible for booster vaccination will be **considered fully vaccinated for up to 270 days** after the last dose of the primary vaccination status. They will continue to maintain their vaccination status upon receiving their booster vaccination.
9. **From 14 March 2022**, the above requirement will apply to persons aged 12 – 17 years.

#### Vaccination-Differentiated Safe Management Measures (VDS) for Hotels

10. **From 1 February 2022**, VDS will be expanded to hotels. Only guests and visitors who meet the following will be given access to the rooms:
- a. Fully vaccinated<sup>3</sup>; or
  - b. Recovered from COVID-19 in Singapore with unvaccinated or incomplete vaccinated status within 180 days, starting from the day of the first positive PCR test result, or positive healthcare-administered ART result for symptomatic persons; or
  - c. Children aged 12 years old and below who are unvaccinated; or
  - d. Certified medically ineligible.
11. For clarity, unvaccinated or partially vaccinated individuals may enter the hotel, premises, but will not be allowed to enter the parts of the premises where sleeping facilities are provided (e.g. guest floor and guest rooms).
12. The following table summarises the different profiles of guests given a limited exclusion from VDS requirements:

<sup>2</sup> MOH press release: <https://www.moh.gov.sg/news-highlights/details/focusing-our-resources-and-refining-our-healthcare-protocols-to-deal-with-the-omicron-wave>

Relevant Annex (D): [https://www.moh.gov.sg/docs/librariesprovider5/default-document-library/mtf-21012022\\_annex-d.pdf](https://www.moh.gov.sg/docs/librariesprovider5/default-document-library/mtf-21012022_annex-d.pdf)

<sup>3</sup> An individual is fully vaccinated if he has received the appropriate regime of WHO EUL vaccines including their respective duration post-vaccination for the vaccine to be fully effective (see <https://go.gov.sg/vdsmminfo>). From 14 Feb 2022, persons aged 18 years and above who have completed the primary vaccination series and are eligible for booster vaccination will be considered fully vaccinated for 270 days after the last dose in their primary vaccination series. The same will apply to persons aged 12 – 17 years old from 14 March 2022. Upon receiving the booster, they will continue to maintain their fully vaccinated status; or recovered from COVID-19 and have completed their vaccination regime.



<b>Long-term stayers</b>  <i>*defined as those who stay 90 days and more</i>	a. Guests whose <b>place of residence</b> is the hotel do not need to meet the criteria in Paragraph 10 above to reside in the accommodation.
<b>Short-term foreign visitors<sup>4</sup></b>  <i>*defined as those who stay less than 90 days</i>	a. Short-term foreign guests do not need to meet the criteria in Paragraph 10 above for a <b>period of 30 days from the day of arrival</b> to stay at the accommodation.  For example, a guest who arrives in Singapore on 1 February 2022 will be able to stay at the hotel until 2 March 2022.  b. These guests will not be allowed to continue staying in the hotel beyond the 30 days unless they qualify for VDS during this period.  c. <b>These guests will <u>not</u> be able to enter other VDS settings during the 30 days (e.g. dine-in at F&amp;B outlets, entering shopping malls, gyms, etc.) unless they qualify for VDS during this period.</b>

13. For more information on VDS and settings where VDS is implemented, please visit: <https://file.go.gov.sg/vdsmminfo.pdf>

**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.

#### A. Testing Regimes for Hotels

##### 5. Fast and Easy Tests (FET) / Rostered Routine Testing (RRT)

- a. Since 15 July 2021, regular FETs are mandatory for all staff, whether frontline or back-of-house, in the following higher-risk settings:
  - i. Dine-in F&B establishments and settings (e.g. restaurants, club lounge, function rooms, etc);
  - ii. Personal care services (e.g. facial and nail services, spas/ saunas, massage establishments, hairdressing, and make-up services);
  - iii. Gyms and fitness studios where clients are unmasked; and
  - iv. Housekeeping (e.g. laundry, room and public area cleaning).
- b. With the implementation of recovery in-situ in hotels from 16 December 2021, staff in the Front Office, Bell Hop/ Concierge, and Security who have interaction with customers must also undergo regular FETs.

<sup>4</sup> I.e. do not have a place of residence in Singapore.



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- c. Staff will not be required to conduct FETs if their business operations are suspended. For businesses that continue to remain open (including F&B outlets that stay open for delivery/takeaways), their staff must continue with the FET requirement.
  - d. With effect from 13 September 2021, the mandatory FET / RRT regime for staff has been increased to once every week. The Government will subsidise costs for the ART kits and supervisory training under the FET / RRT regime until 31 March 2022.
  - e. For more information on FET, please refer to the [FET notice](#).
- 6. Vaccination remains critical in our fight against the pandemic. Hotels should also strongly encourage any remaining un-vaccinated employees to get vaccinated.
  - 7. 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.
  - 8. Hotels should review and reinforce current SMMs and remind employees to take all the prevailing measures seriously even if they have been vaccinated.

## **B. Implementation of Safe Management Measures**

- 9. 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), Enterprise Singapore (ESG), and MOH have drawn up SMMs and certain restrictions specifically for hotels. As updated, they are:
  - 9.1. Hotels must comply with the COVID-19 (Temporary Measures) (Control Order) Regulations 2020<sup>5</sup> 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 2020<sup>6</sup> (collectively “Control Order”) as well as the SMMs found in **Annex A**.
  - 9.2. 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)<sup>7</sup> without contracting with the Government.
  - 9.3. Hotels must not allocate accommodation (e.g. accept bookings) to individuals for the purposes of leisure<sup>8</sup> (i.e. provide leisure bookings) without the prior written permission of MTI.

<sup>5</sup> <https://sso.agc.gov.sg/SL/COVID19TMA2020-S254-2020>

<sup>6</sup> <https://sso.agc.gov.sg/SL/COVID19TMA2020-S927-2020>

<sup>7</sup> 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.

<sup>8</sup> 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).



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10. Hotels may resume operations for certain facilities on their premises, subject to compliance with Sector Specific Requirements<sup>9</sup> in addition to the Control Order. Activities that may continue are summarised below:

- 10.1. **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.
- 10.2. **Sports and exercise environments, including gyms**, must comply with the prevailing Sector Specific Requirements by Sport Singapore's (SportsSG) for sports facilities<sup>10</sup>.
- 10.3. **Pools** must comply with the prevailing Sector Specific Requirements by Sports SG for sports facilities.
- 10.4. **Spas and wellness services** must comply with the prevailing Sector Specific Requirements for massage establishments and by ESG for retail establishments.
- 10.5. **Kids' Clubs / playgrounds** must comply with the prevailing Sector Specific Requirements by ESG for retail establishments.
- 10.6. **Marriage solemnisations and wedding receptions** must comply with the prevailing capacity guidelines<sup>11</sup> and with SMMs in the Sector Specific Requirements<sup>12</sup>.
- 10.7. **Training and professional development classes organised by a permitted enterprise of ≤ 50 pax including the trainer**<sup>13</sup> must comply with SMMs in this circular.
- 10.8. **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's<sup>14</sup> and ESG's<sup>15</sup> advisories.

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

<sup>10</sup> For full details, see <https://covid.gobusiness.gov.sg/safemanagement/sector> (see section on "Sports sector enterprises, sports education, and premises with sports facilities")

<sup>11</sup> 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.

<sup>12</sup> <https://covid.gobusiness.gov.sg/safemanagement/sector> (See "Marriage Solemnisations and Weddings Receptions")

<sup>13</sup> Excludes hotel staff.

<sup>14</sup> <https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures>

<sup>15</sup> [https://www.enterprisesg.gov.sg/-/media/esg/files/covid-19/safe-distance/fb\\_smm\\_annexb.pdf?la=en](https://www.enterprisesg.gov.sg/-/media/esg/files/covid-19/safe-distance/fb_smm_annexb.pdf?la=en)



10.9. **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 performances<sup>16</sup>.

More details on requirements are available from MOH<sup>17</sup>, STB<sup>18</sup>, MOM<sup>19</sup> and NAC<sup>20</sup>.

11. 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.

### C. Applications to Provide Leisure Bookings

12. 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:

12.1. 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.

12.2. Submit the application found at **Annex B** through STB via [go.gov.sg/localbookingapplication](https://go.gov.sg/localbookingapplication). STB and MTI will take up to 14 working days to assess each application.

12.3. Undergo an inspection scheduled and conducted by STB as part of the assessment process.

12.4. Resume allocation of accommodation (i.e. accepting bookings) only after receiving approval, if any, from MTI.

13. 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.

14. 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.

<sup>16</sup> “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.

<sup>17</sup> <https://www.moh.gov.sg/news-highlights/details/resuming-our-transition-towards-covid-resilience>

<sup>18</sup> <https://www.stb.gov.sg/content/stb/en/home-pages/faq-on-covid-19.html#BusinessEvents>

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

<sup>20</sup> <https://www.gobusiness.gov.sg/safemanagement/sector/> (see section on “Arts and Culture”)



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15. Each application must show how the hotel will achieve all the following key outcomes:

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

16. 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.

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

- 17.1. 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](https://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.
- 17.2. 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>.
- 17.3. Inform STB immediately whenever there are a total of 10 or more positive COVID-19 cases over 3 consecutive days at the hotel<sup>21</sup>, providing such particulars of the case as may be requested by STB, via <https://form.gov.sg/615dc38cd1067600122e5c3a>.

#### **D. 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
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<sup>21</sup> Includes guests and visitors that have patronised or visited the hotel, and hotel staff.



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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 <b>SLA</b> that your hotel has been liaising with: <ul style="list-style-type: none"> <li>• Physical premises segregation and security plans</li> <li>• Other safe management measures to provide a safe environment for customers and workers</li> </ul>
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 <b>STB's</b> assessment and <b>MTI's</b> approval of application under Section C above. Hotels must also submit requests and the following plans to the respective officer from <b>SLA</b> that your hotel has been liaising with: <ul style="list-style-type: none"> <li>• Physical premises segregation and security plans</li> <li>• Other SMMs to provide a safe environment for customers and workers</li> </ul>

## **E. 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 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 (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. Also under the Act, businesses that are not compliant may be ordered to cease business activities or close altogether. 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](#)**





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Updated as of 28 January 2022