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UPDATED CIRCULAR ON SAFE MANAGEMENT MEASURES REQUIRED FOR HOTELS

1. On 20 November 2021, the Multi-Ministry Taskforce (MTF) announced calibrated adjustments to Safe Management Measures (SMMs) for the Transition Phase. 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 impose strict enforcement actions 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 from 22 November 2021:

Increase in Social Gathering Group Size

1. The permissible social gathering group size will be increased from 2 to 5 individuals, regardless of whether the group members are from the same household.
2. Correspondingly, hotels will be allowed up to 5 individuals (including guests and visitors) to gather on any single day in any guest room or in any pair of adjoining guest rooms where the connecting door(s) may be opened by guests during the stay (i.e. inter-accessible rooms). There can be more than 5 individuals if they are all from the same household (i.e. same address). However, the number of individuals per room will still be subject to the maximum number of occupants for the room type, e.g. 2 individuals for a double room.

Dining-in at F&B Establishments

3. Up to 5 vaccinated¹ patrons will be allowed to dine-in together at F&B establishments, regardless of whether the group members are from the same household. Unvaccinated children aged 12 years and below (i.e. born in 2009 or later) may be included within the group of 5 as long as all these children are from the same household. Vaccination-Differentiated SMMs (VDS) concession for individuals who are medically ineligible for all COVID-19 vaccines under the National Vaccination Programme will take effect from **1 December 2021**. Medically ineligible² individuals may also be included within the group of 5 then.

¹ 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; b) recovered from COVID-19 i.e. less than 270 days of first positive Polymerase Chain Reaction (PCR) test result obtained in Singapore; or c) has obtained a negative result from an MOH-approved COVID-19 Test Provider on a COVID-19 Antigen Rapid Test (ART) or PCR test no earlier than 24 hours before the expected end of the stipulated event.

² To be certified as medically ineligible, individuals may, from 15 November 2021, visit a doctor familiar with their medical condition, or alternatively, any clinic or hospital to obtain a hardcopy doctor-certified memo. Visit go.gov.sg/vdsmminfo for more information.



4. F&B establishments that are not able to ensure that all dine-in patrons are vaccinated will only be allowed to operate take-away and delivery services. F&B establishments will be allowed to play soft pre-recorded music. Entertainment such as live performances, and videos/TV screening will continue to be prohibited. F&B establishments should also remind patrons to adhere to all safe management measures and keep their masks on at all times except when eating or drinking.

Marriage Solemnisations and Wedding Receptions

5. Organisers must ensure that attendees are wearing face masks in accordance with the prevailing national policy, with the exception of the bride and groom who may wear face shields during the course of the event instead. If the bride and groom meet the requirements in Paragraph 8, they may choose to unmask and not wear face shields throughout the marriage solemnisation and wedding reception.
6. The following special provisions will be allowed for wedding events, subject to additional precautions:

	Activity	Applicable to	Masked/Unmasked
Dancing	Wedding reception only	Bride and groom only	May unmask
Singing	Marriage solemnisation and wedding reception	Up to 10 individuals from the wedding party	May unmask

7. These individuals will be required to maintain a distance of at least 2m from the other guests when engaged in the above activities, with the exception of the bride and groom, who may dance in close proximity (less than 2m) to where the wedding party is seated.
8. Fully vaccinated³ individuals, those recovered from COVID-19 and unvaccinated children aged 12 years and below from the wedding party (including the wedding couple) that wish to engage in the activities tabulated in Paragraph 6 will be required to:
- Undergo an Antigen Rapid Test (ART) minimally supervised by the venue operator (either in person or virtually), within 24 hours prior to the end of the event; or
 - Undergo Pre-event Testing⁴ (PET) within 24 hours prior to the end of the event.
9. Unvaccinated individuals will not be eligible to engage in the activities tabulated above. VDS concession for individuals who are medically ineligible for all COVID-19 vaccines under the National Vaccination Programme will take effect from **1 December 2021**. The special provisions at wedding events will be extended to medically ineligible individuals then. Please refer to the Ministry of Social and Family Development's advisory⁵ for more details.

³ 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.

⁴ <https://www.moh.gov.sg/covid-19/statistics/pet>

⁵ <https://www.gobusiness.gov.sg/images/guides/WeddingAdvisoryv2.pdf>



Sports/Exercise Activities and Classes Provided by Gyms/ Fitness Studios

10. Activities both of a social nature (that do not involve any instructor/coach) and organised classes/programmes will be allowed for groups of up to 5 individuals (including instructor/coach) across all settings (both indoors and outdoors), regardless of whether they are masked or unmasked activities.
11. Organised classes/programmes may have multiple groups of 5, up to the capacity cap for the activity i.e. 50 participants (including instructor/coach) for outdoors and indoor masked activities and 30 participants (including instructor/coach) for indoor unmasked activities; or the capacity limit of the venue, whichever is lower.
12. Only vaccinated individuals may participate in **indoor unmasked activities**. If any individual is not vaccinated, such activities will be prohibited.
13. Please refer to SportSG's advisory⁶ for more details.

Removal of Vaccination-Differentiated SMMs (VDS) for voluntarily unvaccinated individuals

14. Under current rules, unvaccinated individuals can get a PET and show a negative test result prior to entering a VDS setting. **With effect from 1 January 2022, the concessions for unvaccinated individuals to perform PET in lieu of being fully vaccinated will be removed. Only fully vaccinated, recovered or medically ineligible individuals, or children aged 12 years and below will be allowed to enter settings where VDS is implemented (subject also to venue/event-specific caps).**

Tapering of Support Measures

15. As we exit the Stabilisation Phase, the Government will correspondingly taper down the support measures. **Jobs Support Scheme support from 22 November to 19 December 2021 will be reduced from 25% to 10%.**

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 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.

⁶ [https://www.sportsingapore.gov.sg/-/media/SSC/Corporate/Files/News-and-Updates/Media-Releases/2021/November/SMMs_for_Sport_PE_PA-for-the-Transition-Phase-\(3\).pdf](https://www.sportsingapore.gov.sg/-/media/SSC/Corporate/Files/News-and-Updates/Media-Releases/2021/November/SMMs_for_Sport_PE_PA-for-the-Transition-Phase-(3).pdf)



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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. Staff in the Front Office, Bell Hop/ Concierge, Security who have interaction with customers (for hotels who accept room bookings from persons on Stay-Home Notice (SHN) who can serve SHN at their place of residence).
- 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 the end of 2021.
- e. For more information on FET, please refer to the [FET notice](#).

6. “Vaccinate or Regular Test” (VoRT) Regime

- a. **With effect from 1 January 2022**, Workforce Vaccination Measures (WVM) will be implemented. Only employees who are fully vaccinated or have recovered from COVID-19 within the past 270 days, will be allowed return to the workplace. Unvaccinated employees will not be allowed to return to the workplace unless they have tested negative for COVID-19 with an ART done via a PET at an MOH-approved provider before returning to the workplace. Employers are not obliged to bear the costs of PET for unvaccinated employees. Employees who are medically ineligible for all the vaccines under the National Vaccination Programme, including Sinovac, are exempted from the testing requirement above if they need to work on-site. Please refer to MOM’s advisory⁷ for more details on workplace arrangements for unvaccinated employees.
- b. As all employers transit to the implementation of WVM, **the VoRT regime will cease with effect from 1 January 2022. The testing subsidies for medically ineligible individuals will also cease on the same date.** For avoidance of doubt,

⁷ <https://www.mom.gov.sg/covid-19/advisory-on-covid-19-vaccination-in-employment-settings>



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those who are medically ineligible for mRNA COVID-19 vaccines will still continue to be eligible for the Government-funded ART kits until 31 December 2021.

7. Vaccination remains critical in our fight against the pandemic. Hotels should also strongly encourage any remaining un-vaccinated employees to get vaccinated.
8. 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.
9. 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

10. 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 Ministry of Health (“MOH”) have drawn up SMMs and certain restrictions specifically for hotels. As updated, they are:
 - 10.1. Hotels must comply with the COVID-19 (Temporary Measures) (Control Order) Regulations 2020⁸ 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 2020⁹ (collectively “Control Order”) as well as the SMMs found in **Annex A**.
 - 10.2. 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”)¹⁰ without contracting with the Government.
 - 10.3. Hotels must not allocate accommodation (e.g. accept bookings) to individuals for the purposes of leisure¹¹ (i.e. provide leisure bookings) without the prior written permission of MTI.
11. Hotels may resume operations for certain facilities on their premises, subject to compliance with Sector Specific Requirements¹² in addition to the Control Order. Activities that may continue are summarised below:
 - 11.1. **F&B Dine-in** must comply with the prevailing Sector Specific Requirements by Enterprise Singapore (“ESG”) for F&B establishments.

⁸ <https://sso.agc.gov.sg/SL/COVID19TMA2020-S254-2020>

⁹ <https://sso.agc.gov.sg/SL/COVID19TMA2020-S927-2020>

¹⁰ 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.

¹¹ Not more than 2 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).

¹² <https://covid.gobusiness.gov.sg/safemanagement/sector>



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- 11.2. **Sports and exercise environments, including gyms**, must comply with the prevailing Sector Specific Requirements by Sport Singapore's ("SportsSG") for sports facilities¹³.
- 11.3. **Pools** must comply with the prevailing Sector Specific Requirements by Sports SG for sports facilities.
- 11.4. **Spas and wellness services** must comply with the prevailing Sector Specific Requirements for massage establishments and by ESG for retail establishments.
- 11.5. **Kids' Clubs / playgrounds** must comply with the prevailing Sector Specific Requirements by ESG for retail establishments.
- 11.6. **Marriage solemnisations and wedding receptions** must comply with the prevailing capacity guidelines¹⁴ and with SMMs in the Sector Specific Requirements¹⁵.
- 11.7. **Training and professional development classes organised by a permitted enterprise of ≤ 50 pax including the trainer**¹⁶ must comply with SMMs in this circular.
- 11.8. **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's¹⁷ and ESG's¹⁸ advisories.
- 11.9. **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 performances¹⁹.

More details on requirements are available from MOH²⁰, STB²¹, MOM²² and NAC²³.

¹³ For full details, see <https://covid.gobusiness.gov.sg/safemanagement/sector> (see section on "Sports sector enterprises, sports education, and premises with sports facilities")

¹⁴ 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.

¹⁵ <https://covid.gobusiness.gov.sg/safemanagement/sector> (See "Marriage Solemnisations and Weddings Receptions")

¹⁶ Excludes hotel staff.

¹⁷ <https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures>

¹⁸ https://www.enterprisesg.gov.sg/-/media/esg/files/covid-19/safe-distance/fb_smm_annexb.pdf?la=en

¹⁹ "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.

²⁰ <https://www.moh.gov.sg/news-highlights/details/resuming-our-transition-towards-covid-resilience>

²¹ <https://www.stb.gov.sg/content/stb/en/home-pages/faq-on-covid-19.html#BusinessEvents>

²² <https://www.mom.gov.sg/covid-19/frequently-asked-questions/safe-management-measures>

²³ <https://www.gobusiness.gov.sg/safemanagement/sector/> (see section on "Arts and Culture")



12. 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

13. 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:
- 13.1. 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.
 - 13.2. 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.
 - 13.3. Undergo an inspection scheduled and conducted by STB as part of the assessment process.
 - 13.4. Resume allocation of accommodation (i.e. accepting bookings) only after receiving approval, if any, from MTI.
14. 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.
15. 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.
16. Each application must show how the hotel will achieve all the following key outcomes:

Outcomes

1. Ability to meet density requirements

- Limit occupancy of guest-accessible public spaces to no more than 1 person per 10sqm (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

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



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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

17. 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.

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

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

18.2. 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 hotel²⁴, providing such particulars of the case as may be requested by STB.

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

19. 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. 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. Hotels must also submit requests and the following plans to the respective officer

²⁴ Includes guests and visitors that have patronised or visited the hotel, and hotel staff.



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	<p>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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E. Enforcement of Safe Management Measures

20. 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.

21. 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.

22. For any enquiries, please contact STB.

[Annex A – Checklist of Safe Management Measures for Hotels](#)

[Annex B – Application Form Template](#)

SINGAPORE TOURISM BOARD
Updated as of 24 November 2021