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UPDATED CIRCULAR ON SAFE MANAGEMENT MEASURES REQUIRED FOR ATTRACTIONS

1. On 11 March 2022, the Multi-Ministry Taskforce (MTF) announced it would proceed to simplify and streamline Safe Management Measures (SMMs). In line with this, the Singapore Tourism Board ("STB") has updated the SMMs applicable to attractions.
2. From 15 March 2022, the measures applicable to attractions include:

Operating Capacity and Safe Distancing Requirements

- a. The permissible operating capacities for attractions would be revised as such:
 - i. For attractions with no mask-off activities as part of the attraction experience,
 - If the maximum operating capacity¹ is 1,000 pax or less, attractions may operate at 100% capacity;
 - If the maximum operating capacity is more than 1,000 pax, attractions must reduce operating capacity to 50% or 1,000 pax, whichever is higher. Visitors must, as far as is reasonably practicable, be evenly spread out;
 - Safe distancing is encouraged but not required
 - ii. For attractions where there are masked-off activities as part of the attraction experience, attractions must enforce 1m safe distancing between groups of up to 5 pax and operate at a capacity that allows for safe distancing between groups of up to 5 pax.
- b. Where safe distancing is required (e.g. mask-off settings such as F&B and strenuous sports activities, and between performers and audience members), the distance will be streamlined to a single safe distance of 1m for all settings

Vaccine Differentiated Settings Requirements

- c. Unvaccinated children aged 12 years old and below (i.e. born in 2010 or later) need not be from the same household to be included within a group of up to 5 pax entering attractions or participating in activities with Vaccine Differentiated Settings (VDS)
- d. Removal of requirement for shops and premises within attractions to perform additional checks on vaccination status before entry

Workplace and Work-Related Events

¹ 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.



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- e. Social gatherings at workplaces will be allowed to resume with up to 5 masked individuals for each social gathering
 - f. Removal of zoning requirements for Work-Related events with more than 50 pax
3. Further changes may be made according to developments in the local situation.
4. 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

5. Attractions² 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.
6. 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 Orders³ 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.
7. 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.
8. Attractions are also required to submit their monthly visitorship figures to STB.

ENFORCEMENT OF MEASURES

9. 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

² 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.

³ 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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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) 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.

10. 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

Annex A – Safe Management Measures for Attractions

SINGAPORE TOURISM BOARD

Updated as of 17 March 2021



ANNEX A

SAFE MANAGEMENT MEASURES FOR ATTRACTIONS

A. Preparing Facilities

Operational Area	Requirement
Operating Capacity	<ol style="list-style-type: none"> For attractions where there are no masked-off activities as part of the attraction experience, <ul style="list-style-type: none"> If the maximum operating capacity⁴ is 1,000 pax or less, attractions may operate at 100% capacity; If the maximum operating capacity¹ is more than 1,000 pax, attractions must reduce operating capacity to 50% or 1,000 pax, whichever is higher. Visitors must, as far as is reasonably practicable, be evenly spread out; Safe distancing is encouraged but not required For attractions where there are masked-off activities as part of the attraction experience, attractions must enforce 1m safe distancing between groups of up to 5 pax and operate at a capacity that allows for safe distancing between groups of up to 5 pax. Implement solutions to monitor, control and enforce the operating capacity (e.g. manual counting, automated people counting or tracking systems), where applicable.
Attraction Set Up	<ol style="list-style-type: none"> Implement checks on vaccination status of all visitors upon entry, and only allow groups of up to 5 fully vaccinated visitors⁵ or, medically ineligible visitors to enter the attraction. More details on the criteria for medical ineligibility can be found here 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, stay in groups of not more than 5 pax) Encourage use of contactless payment as far as possible (e.g. for ticketing, F&B and retail outlets) 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 F&B and retail outlets must adhere to prevailing SMM advisories by ESG⁶, where applicable.

⁴ 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.

⁵ 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 of 5. Please refer to the latest advisory from MOH at www.moh.gov.sg/covid-19-phase-advisory

⁶ Refer to the latest advisories for F&B and Retail establishments from Enterprise Singapore (ESG) at www.enterprisesg.gov.sg/media-centre/media-releases?page=1



	<p>6. Sports and high-intensity activities must adhere to prevailing SMM advisories by Sport Singapore⁷, where applicable.</p> <p><u>Rides, Shows and Tours (where applicable)</u></p> <ol style="list-style-type: none"> 1. Develop and implement detailed plans for attendance management, crowd control and cleaning frequency for rides, shows and tours 2. For shows: <ul style="list-style-type: none"> • Adhere to IMDA's prevailing advisory for Cinemas⁸ for indoor screenings • For shows with no masked-off activities (e.g. F&B), <ul style="list-style-type: none"> ○ operate up to full capacity for venues with the maximum capacity⁹ of 1,000 pax or less. ○ operate up to 50% capacity or 1,000 pax, whichever is higher, for venues with the maximum capacity of more than 1,000 pax. • Ensure at least 1m between the stage/performers and the audience members. 3. For live performances: <ul style="list-style-type: none"> • Adhere to NAC's prevailing advisory for Live Performances¹⁰, and any additional requirements imposed by MTI 4. For tours: <ul style="list-style-type: none"> • Adhere to STB's prevailing circular for Tours¹¹ where relevant, and any additional requirements imposed by MTI. <p><u>Work-Related Events and MICE Events (where applicable)</u></p> <ol style="list-style-type: none"> 1. Some work-related events and MICE events have been allowed to resume at workplace premises and third-party venues. 2. Adhere to MOM's prevailing advisory for non-consumer facing work-related events¹² 3. Adhere to ESG's prevailing advisory for consumer-facing work-related events¹³ 4. Adhere to STB's prevailing circular for MICE events¹⁴
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⁷ 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.

⁸ 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

⁹ 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.

¹⁰ 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

¹¹ Refer to the latest circular for tours from STB at www.stb.gov.sg/content/stb/en/home-pages/advisory-for-tours.html

¹² 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

¹³ 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

¹⁴ Refer to the latest circular for MICE events from STB at www.stb.gov.sg/content/stb/en/home-pages/advisory-for-MICE.html



Management of Proximity and Touched Surfaces	<ol style="list-style-type: none"> 1. Minimise physical interaction between visitors and staff (including volunteers) as far as possible 2. Eliminate or else minimise sharing of equipment and tools where reasonably practical 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
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B. Managing Arrival

Operational Area	Requirement
Contact Tracing	<ol style="list-style-type: none"> 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 circumstances¹⁵ 2. Implement SafeEntry Gateway (SEGW) at all public-facing entrances and exits¹⁶.
Managing Entry	<ol style="list-style-type: none"> 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 2. Ensure all staff wear masks and any other necessary personal protective equipment (PPE) at all times, except during activities which require masks to be removed 3. Only allow groups of up to 5 fully vaccinated or medically ineligible visitors to enter the attraction. <ul style="list-style-type: none"> • 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 link. 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. • 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

¹⁵ For more information, please refer to the FAQs found on www.safeentry.gov.sg.

¹⁶ 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).



	<p>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.</p> <ul style="list-style-type: none"> For more details on the requirements of Vaccination-differentiated (VDS) SMMs, please refer to this link <p>4. Ensure, where reasonably practical, that all visitors wear masks for the duration of their visit.</p>
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C. In-Attraction Plans

Operational Area	Requirement
Managing Crowds	<ol style="list-style-type: none"> 1. Ensure 1m safe distancing between groups of 5 pax for mask-off activities (e.g. F&B and strenuous sports activities) (whether visitors or staff) 2. Identify hotspots for potential bunching and implement a control mechanism to prevent/disperse crowds (e.g. frequent reminders over public announcement system for different groups to not intermingle with each other, staff to manually disperse crowds) 3. Implement one-way traffic flow, if reasonably practicable

D. Infection Control

Operational Area	Requirement
Cleaning and Sanitisation	<ol style="list-style-type: none"> 1. Adhere to the sanitisation and hygiene advisories disseminated by the National Environmental Agency (NEA)¹⁷ and SG Clean sanitisation and hygiene measures 2. Adhere to the guidance note from NEA on improving ventilation and indoor air quality in buildings¹⁸ 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) 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 5. Encourage staff and visitors to wash hands regularly

¹⁷ Refer to latest advisory from NEA at www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines

¹⁸ 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



Response Plan for Infected Cases	<ol style="list-style-type: none"> 1. Develop and implement detailed procedures on handling visitors that are febrile, or appear to be coughing, sneezing, breathless or having a runny nose 2. Identify and allocate holding area(s) to isolate such visitors where they are unable to immediately leave the attraction 3. Develop and implement detailed procedures to handle uncompliant or uncooperative visitors (e.g. visitors without masks, unwell visitors who insist on entry, visitors who refuse to comply with health checks and/or contact tracing), including refusal of entry 4. 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) 5. Ensure staff are familiar with the procedures and appropriately equipped with PPE to wear to handle unwell and/or uncooperative visitors and require the staff to wear PPE
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E. Safe Workplace

Operational Area	Requirement
Workplace and Manpower	<ol style="list-style-type: none"> 1. Comply with MOM's prevailing requirements for SMMs at workplaces¹⁹, including but not limited to: <ul style="list-style-type: none"> • Up to 50% of employees who can work from home may be at the workplace at any point in time. • Allow only fully vaccinated staff/ vendors/ partners/ contractors to enter the attraction. • Social gatherings will be permitted at the workplace, in a group of up to 5 persons per gathering. 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. 3. Alert STB of all COVID-19 positive cases within 24 hours of detection.

F. Marketing and Communications

Operational Area	Requirement
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¹⁹ Refer to MOM's complete and latest list at www.mom.gov.sg/covid-19/requirements-for-safe-management-measures



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Marketing and Communications	<ol style="list-style-type: none">1. Develop and implement a communications plan to engage visitors<ul style="list-style-type: none">• 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, use of SafeEntry) to build consumer confidence, and encourage visitors to practice personal responsibility and hygiene.• Attraction must remind all visitors, where reasonably practical, that they are required to wear masks, and stay in groups of not more than 5 pax throughout the duration of their visit.
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