

FAQs for Tours Re-opening

1. Are tour operators and tourist guides required to seek approval from STB and/or MTI for tours resumption?

- With effect from 15 March 2022, tour operators and tourist guides can resume operations without submitting an application to the Singapore Tourism Board (“STB”) for assessment and receive an approval letter from the Ministry of Trade and Industry (“MTI”).
- However, all businesses and individuals who wish to resume tour operations are still required to comply with the [Updated Circular on Safe Management Measures Required for Tours Re-opening](#)¹.
- Depending on the type of activities conducted, tour operators and tourist guides may also be required to comply with the safe management measures from other relevant agencies. For more information, please refer to <https://www.gobusiness.gov.sg/safemanagement/general/> for all latest advisories across various sectors.

2. Do the tours re-opening guidelines only apply to licensed tour operators and tourist guides? What about guides who lead tours specifically for locals, and do not hold a tourist guide licence?

- A tourist guide licence is not required if the tour participants are all local residents. However, if the tours with guiding services² involve the use of conveyance (such as Hop-on/Hop-off, mini-bus/MPV, Amphibious Vehicles, Sidecars, Trishaw, River Boat, Yacht), a [niche travel agent licence](#)³ is required at the minimum.
- STB will step up checks to ensure compliance with all prevailing safe management measures. Enforcement action will be taken for non-compliance, including fines, prosecution, closure of business, and suspension or revocation of licences (if applicable).

3. Are in-house tours (e.g. tours within museums, attractions and other cultural institutions) subject to the same safe management measures for tours?

- In-house tours refer to tours that are conducted entirely within premises that have been approved to re-open (such as attractions and museums), and are conducted by, or through the appointment of the premise owners or operators (e.g. docent-led tours within museums).
- Such in-house tours will follow the sectoral advisories by their respective sector leads, and should follow the safe management measures put up in the re-opening proposals (if applicable).

¹ For more information on safe management measures on tours, please refer to <https://www.stb.gov.sg/content/stb/en/home-pages/advisory-for-tours.html>.

² Guiding services, in relation to a tourist, includes providing any direction, information, description or explanation to the tourist while accompanying the tourist in or to a place or point of interest in Singapore. For more information, please refer to <https://sso.agc.gov.sg/Act/STBA1963>.

³ For more information on travel agent licence, please refer to <https://www.stb.gov.sg/content/stb/en/assistance-and-licensing/licensing-overview/travel-agent-licence.html>.

- For best practices, guides may still refer to STB's [Updated Circular on Safe Management Measures Required for Tours Re-opening](#)³, which contains guidelines for the conduct of tours within museums, attractions and other institutions.

4. What are conveyance-assisted tours? Do we have to implement safe management measures on board the conveyance, including private bus charters?

- Conveyance-assisted tours refer to tours where:
 - (i) participants get off the conveyance to do a walking tour at a location (i.e. walking tours where participants are ferried to location(s) via conveyance, disembarking a yacht to do a walking tour on an island), or
 - (ii) participants remain onboard the conveyance throughout the tour.
- When on board a fully covered conveyance, participants must keep their masks on. Safe distancing on board the conveyance is not required but is **encouraged**.
- If the conveyance is not part of a tour, please refer to the [COVID-19 \(Temporary Measures\) \(Control Order\) Regulations 2020](#).
- Where possible, tour operators and tourist guides are encouraged to have no more than one tour run of the same itinerary at any one time, and that there is no crowding or congregation of people at any one stop including the start or meeting point of the tour.
- Tour operators and tourist guides must not market or promote their tours as having a tour size greater than the permissible maximum tour size and group size.

5. Can I provide food sampling to participants on a food tour?

- Food sampling may take place during a food tour, subject to prevailing Safe Management Measures for F&B.
- These include maintaining a safe distance of at least 1 metre between groups of up to 10 persons at all times, and ensuring food samples are provided in individual servings. Food samples must only be consumed when participants are seated or standing in a substantially stationary position, with no intermingling allowed. For avoidance of doubt, participants should not eat/drink while moving from one point to another during the tour.

6. I have received queries from overseas guests about travelling into Singapore. Where can I find information about the entry requirements?

- With effect from 31 Mar 2022, all travel requirements are calibrated based mainly on the traveller's COVID-19 vaccination status under the new Vaccinated Travel Framework. For more information, please refer to <https://safetravel.ica.gov.sg/arriving/overview>.

7. Are there any requirements for outbound travel?

- Travellers do not need specific approval to leave Singapore. For more information, please refer to <https://safetravel.ica.gov.sg/departing/overview>.

8. What are the requirements for transportation from the airport to the declared place of accommodation after arrival?

9. Are coaches arranged by travel agents considered private transportation?

- As a recommended best practice, travellers should take private transportation, taxi, or private hire car from the airport to their declared place of accommodation. This may include coaches that are arranged by travel agents.
- For more information, please refer to <https://safetravel.ica.gov.sg/vtl/faq>.