

There has been a spike of COVID-19 cases in the past few days, mainly from imported cases. The current border control measures help to ensure that there is sufficient healthcare capacity to support Singaporeans in the weeks and months ahead.

Singapore Citizens and Permanent Residents will always be welcome home, even though we will ask that you follow the Stay-Home Notice (SHN) instructions strictly so that you do your part to keep your family, friends and the rest of Singaporeans safe.

We understand this is a challenging situation for many of our overseas Singaporeans considering a return to Singapore. We are here to assist with your queries where possible.

Get in touch with us at hello@singaporeglobalnetwork.com should you have any queries. You may also receive updates by joining our official Telegram channel at <https://t.me/SGNchannel>, or sign up for our mailing list at <http://go.gov.sg/sgn-covidupdates>.

[24 March 2020] FAQs for Returning Singaporeans

1. I am returning to Singapore from the US or UK on a direct flight / I am returning to Singapore from the US or UK but transiting through another city / I am returning to Singapore from elsewhere but transiting through the US or UK, AND I arrive after 25 March, 2359hrs. What are the most important things I need to know?

It is mandatory for you to serve out your SHN at dedicated hotels, whether you are a single traveller or travelling with your family. You do not need to make a prior booking. You will be transported to the hotel after you land. The Government will absorb the cost of providing these hotels.

2. Do these dedicated hotels come with basic essentials that I need?

You will have your own room and toilet, and will be provided all your meals, so that you do not need to have physical contact with other individuals. There will be WIFI provided so that you can continue your studies or work, or stay in touch with your family. Free laundry services are also provided.

3. If I am in this mandatory group mentioned in Q1, can I ask for an exemption to serve out my SHN somewhere else?

If you would like to make an appeal, you can call the SHN helpline at +65 6812 5555.

4. If I am in this mandatory group mentioned in Q1, and I have made prior bookings in other hotels to serve my SHN, should I cancel my reservations and will I need to bear the cost of the cancellation fee?

If you would like to make an appeal to serve out your SHN at a different location, you can call the SHN helpline at +65 6812 5555.

We are working with our partner hotels to make sure that inconvenience due to any changes will be minimised. As these are challenging times, please be understanding that we are trying our best to ensure your safe return as well as ensure the safety of everyone in Singapore. Please be patient with the hotels too, as everyone is trying their best to help.

5. Why are the dedicated hotels for SHN only provided for those travelling in from the US and UK?

The US and UK account for the largest share of imported cases so far. We expect more Singaporeans, including a sizeable group of students, to return from these countries over the coming weeks. The number of imported cases and high travel volumes from the US and UK pose risks to those in Singapore, and hence specific precautionary measures for returnees from these locations are necessary to minimise the risk to others in Singapore.

6. I am travelling in from other countries apart from the US and UK and I am unable to stay in with my family or afford my own hotel. Can I request to make use of the dedicated SHN hotels?

The dedicated SHN hotels are currently only for those who return from the US and UK and arriving from 25 March, 2359hrs onwards.

If you are returning from other countries, do comply with the requirements of the SHN and minimise close contact with your family and loved ones. If you need temporary SHN accommodation, you can consider hotels that SGN has negotiated rates with, at <https://go.gov.sg/sgn-shnaccom> or write to us at hello@singaporeglobalnetwork.com

7. Where are these dedicated hotels located? Can you share the list of hotel operators providing them?

The list of dedicated hotels is not made public at this point, returnees will be assigned to the hotels when they arrive at the airport.

There is no need to pre-book these hotels before you fly out from the US or UK, if you are scheduled to arrive after 25 March, 2359hrs.

8. Are family members and friends prohibited from visiting me at the dedicated hotels during the 14-day SHN period?

No visitors are allowed to enter the dedicated SHN hotels. This is necessary to help to keep your family and loved ones safe. We understand that you and your families may be feeling anxious, so do keep in touch with each other through your mobile devices or phones.

9. Am I allowed to make use of the hotel facilities (e.g. gym, swimming pool) during the SHN period?

For the safety of those around you, you are required to stay in your room at all times during the 14-day SHN period. Usage of hotel facilities are not allowed. WIFI will be available, and meals will be catered for you. Free laundry services will also be provided.

10. I am currently already serving my SHN at home or in a hotel after travelling in from the US/UK. Am I allowed to switch over to the dedicated hotel? How can I do so and will I get a refund for the period that I've already paid for?

If you are already serving out your SHN, we suggest that you remain where you are to minimise the risks to others. If you would like to switch to the dedicated hotels, you may call the SHN hotline at +65 6812 5555.

However, if you arrived in Singapore before 25 March, 2359hrs, you will need to cover your own costs for your stay at the hotels and no refund will be provided for expenses already paid out.

11. What should I do if I develop symptoms during my stay at the dedicated hotels?

For life-threatening cases such as cardiac arrest, active seizures, breathlessness, major traumas and stroke, please call 995 directly for assistance.

For non-emergencies (such as cough or fever, follow-up visits for chronic conditions, refilling of prescription, etc.), Singapore Citizens, Permanent Residents and Long-Term Visit Pass holders, may contact the People's Association (PA) at +65 6344 8222. PA will assist you to make the necessary arrangements with the nearest Public Health Preparedness Clinic (PHPC) or GP clinic, or to arrange for a house call by a GP (for those with mobility issues). Please inform the staff and doctor of your travel history and that you have been issued a SHN.

12. I am a Singapore Citizen/Permanent Resident. I did not manage to book a flight to Singapore and all previously available flights are now cancelled. What do I do?

As of Singapore Airlines' statement on 23 March, Singapore Airlines (SIA) will cut 96 per cent of its capacity that had been scheduled up to the end of April. The decision was made after the further tightening of border controls around the world over the last week to stem the COVID-19 outbreak.

There may not be any more flights for Singaporeans to fly back to Singapore in the coming days. While staying where you are, you can stay updated on developments by signing up for our email updates: <http://go.gov.sg/sgn-covidupdates>.

You can also stay connected with other Singaporeans where you are by subscribing to our official Telegram channel: <https://t.me/SGNchannel> (Tap on "JOIN" to subscribe) and join our regional Telegram chats to get advice and support from those in similar predicaments as you:

SGN Singapore (for those back home)

<https://t.me/SGNSingapore>

SGN Australia / New Zealand

<https://t.me/SGNAusNZ>

SGN Europe / United Kingdom

<https://t.me/SGNEurope>

SGN North America

<https://t.me/SGNNorthAmerica>

SGN Rest of the world (Asia, Africa and South America)

<https://t.me/SGNRest>

For consulate assistance, you may get in touch with the Ministry of Foreign Affairs at their 24-hour duty hotline (+65 6379 8800) or get in touch with them through the overseas mission nearest to you: <https://www.mfa.gov.sg/Overseas-Missions/Find-A-Singapore-Overseas-Mission>

13. What will happen if I don't comply to the 14-day SHN after returning to Singapore from abroad?

If you fail to comply with the SHN, you may face the following penalties, as you have put the well-being of the wider community at risk:

- a. You may be prosecuted under Section 21A of the Infectious Diseases Act;
- b. If you are a Singapore Permanent Resident, Long-Term Visit Pass holder, Dependant's Pass holder, or Student's Pass holder, your Re-Entry Permit or passes may be revoked or the validity shortened;
- c. If you are a foreign employee issued with a work pass, your work pass may be revoked. This is because the SHN is imposed on you pursuant to Section 7(4)(a) of the Employment of Foreign Manpower Act; and
- d. If your child/ward is a full-time student attending a preschool, school or other educational institution in Singapore, your child/ward might be subjected to disciplinary action, including suspension or dismissal. For foreign students, this may include the cancellation of your child's/ward's Student's Pass or Dependant's Pass.

¹ Any person guilty of an offence under Section 21A of the Infectious Diseases Act shall (a) in the case of a first offence, be liable on conviction to a fine not exceeding \$10,000 or to imprisonment for a term not exceeding 6 months or to both; and (b) in the case of a second or subsequent offence, be liable on conviction to a fine not exceeding \$20,000 or to imprisonment for a term not exceeding 12 months or to both.

² The Controller of Work Passes may at any time vary or revoke any of the existing conditions of a work pass or impose new conditions. As an additional condition of your work pass, you must comply with the SHN.

14. I am a Singapore Citizen/Permanent Resident. If I have dependents travelling back to Singapore with me who do not qualify for entry, how can I make an appeal?

Based on ICA's website: <https://www.ica.gov.sg/covid-19>, the following applies:

All short-term visitors will not be allowed to enter or transit through Singapore.

Visitors who need to visit Singapore due to extenuating reasons may submit the completed [Form 14](#) (Part V is optional) to ICA_nCoV_request@ica.gov.sg, together with the following documents:

- A copy of the passport bio data page
- Any other supporting documents

For faster processing by ICA, please focus your email to ICA on the appeal for entry. For all other queries, you can direct them to us at hello@singaporeglobalnetwork.com.

Singapore's measures for inbound travellers in relation to COVID-19 are summarised in ICA's [Appendix](#).

15. What do I do now that I am back in Singapore?

You can help keep our family and friends safe by doing the following:

- Maintain a record of who you come into close contact with. For example: Take note of the taxi or private hire vehicle number.
- Download TraceTogether for better contact tracing efforts if you have a SG number: <http://go.gov.sg/traceapp>. This can be your friend /parent's phone number. [Please check also for new updates being pushed out that will accept foreign numbers]
- Practice [safe distancing](#) from your family and friends.

***The above information is accurate as at 24 March 2020, 10 pm (GMT +8)**

[22 March 2020] FAQs for Returning Singaporeans

1. I am a Singapore Citizen/Permanent Resident. Can my dependents on Long-Term Passes still enter Singapore after 23 March 2020, 2359 hours?

Yes, your dependents on Long Term Passes¹ will still be allowed to enter Singapore. However, if you or your dependents have travel history to Hubei province within the last 14 days, you will be placed under quarantine. Otherwise, you will be issued with a 14-day Stay-Home Notice (SHN). Persons under SHN must remain in their place of residence at all times.

¹Long Term Pass holders include work passes, Student's Pass, Dependant's Pass, and Long-term Visit Pass.

2. I am a Singapore Citizen/Permanent Resident. Can my dependents on Short-Term Passes still enter Singapore after 23 March 2020, 2359 hours?

No, all short-term visitors will not be allowed to enter or transit through Singapore from 23 March 2020, 2359 hours.

3. I am a Long-Term Visit Pass (LTVP) holder. Can I enter Singapore after 23 March 2020, 2359 hours?

If you have a LTVP issued by the Ministry of Manpower (MoM), please apply for entry approval from MOM to enter Singapore as per current requirements.

If you have a LTVP issued by the Immigration & Checkpoints Authority (ICA), you can continue to enter Singapore. However, if you have travel history to Hubei province in China within the last 14 days, you will be placed under quarantine; otherwise, you will be issued with a 14-day Stay-Home Notice.

4. Is there an appeal process to gain entry into Singapore?

No, there are no appeal processes at this point.

5. What happens to long-term pass applications that have already been submitted but pending confirmation? Will they still be processed or voided, and in the meantime, will I be able to enter Singapore?

Long-term pass applications will continue to be processed but there could be delays due to the high volume of applications. If you have applied but have not received an approval, you will not be able to enter Singapore.

If you do receive approvals, the following still applies:

Holders of long-term visit passes issued by ICA can continue to enter Singapore after 23 March 2020, 2359 but they will be required to serve 14-day stay-home notice, or a quarantine order if travelling from Hubei province.

Holders of long-term visit passes issued by MOM must apply for permission to MOM and can only enter if approved. MOM's entry approvals will only be granted for those providing essential services, such as healthcare and transport.

6. Can I transit through Singapore given the new set of measures?

Holders of long-term visit passes issued by ICA can continue to transit through Singapore after 23 March 2020, 2359 hours.

Holders of long-term visit passes issued by MOM must apply for permission to MOM and can only transit or enter if approved. MOM's entry approvals will only be granted for those providing essential services, such as healthcare and transport.

Short-term visitors will not be allowed to enter or transit through Singapore, from 23 March 2020, 2359 hours.

7. Is there any way to expedite the MOH health approvals required for those travelling in from ASEAN countries so we can leave before the new set of measures kick in?

We ask for your patience as the health approvals will require some time to be processed. If you do not have the requisite approvals when you arrive, you will not be allowed to enter.

8. How will this new set of additional border control measures affect the availability of flights to Singapore? Will more flights be cut given the lower capacity expected?

If you have decided to return to Singapore, we advise you to do so as soon as possible while commercial flights are available.

***The above information is accurate as at 22 March 2020, 4.30 pm (GMT +8)**