

CIRCULAR FOR HOTELS IN PHASE 2 (HEIGHTENED ALERT)

1. In response to the growing number of COVID-19 cases in the community, the Multi-Ministry Taskforce (“MTF”) announced on [20 July 2021](#) that it would further tighten Safe Management Measures (“SMMs”) by going back to Phase 2 (Heightened Alert) with effect from 22 July 2021 through 18 August 2021 (both dates inclusive).
2. We strongly urge hotels to step up surveillance and monitoring of potential non-compliance within the hotel premises. Singapore Tourism Board (“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 the SMMs.
3. The information in this circular (which includes its annexes) supersedes that in previous advisories or statements.

Key Updates for hotels:

With effect from 22 July 2021 through 18 August 2021 (both dates inclusive)

(unless otherwise stated):

1. Allow no more than 2 individuals (including guests and visitors) gathering 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), except where the individuals are all from the same household (i.e. same address), and even then up to the maximum number of occupants for the room type, whichever is the lower.
2. F&B establishments must not sell or supply F&B for immediate consumption on their premises, and must not allow guests or visitors to consume F&B at their premises (i.e. no dine-in at F&B premises is allowed). F&B establishments will only be able to offer takeaway and delivery options.
3. Strenuous indoor exercise classes, or strenuous individual and group indoor sports and exercise activities, will cease.
4. Personalised services which require masks to be removed (e.g. facials, saunas, make-up services), singing, and the playing of instruments that require intentional expulsion of air (e.g. wind or brass instruments) will not be allowed.
5. For live performances and MICE, up to 100 attendees may be allowed with pre-event testing (PET), and up to 50 attendees may be allowed without PET. Unmasking is not allowed for speakers and performers, and there should be no singing or playing of instruments that require intentional expulsion of air (e.g. wind and brass instruments).
6. Marriage solemnisations may continue for up to 100 participants with PET, and 50 participants without PET, with group sizes of no more than 2 individuals. As a special provision, wedding receptions may continue with up to 100 attendees (including the wedding couple but excluding vendors) with PET for all individuals, and with a group size of up to 5 individuals per table.

7. F&B must not be served or consumed at work-related events.

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.
5. All hotels should also take note of the following:
 - a. From 15 July 2021, regular Fast and Easy Tests (“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 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 regular 14-day FET requirement.
 - c. Hotels should review and reinforce current SMMs and remind employees to take all the prevailing measures seriously even if they have been vaccinated.
 - d. Vaccination remains critical in our fight against the pandemic. Hotels should also strongly encourage any remaining un-vaccinated employees to get vaccinated when it is offered to them.
 - e. 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.

A. Implementation of Safe Management Measures

6. 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:
 - 6.1. Hotels must comply with the COVID-19 (Temporary Measures) (Control Order) Regulations 2020¹ 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)

¹ <https://sso.agc.gov.sg/SL/COVID19TMA2020-S254-2020>

Regulations 2020² (collectively “Control Order”) as well as the SMMs found in **Annex A**.

- 6.2. Hotels must not carry on business as Stay-Home-Notice Dedicated Facilities (“SDFs”), Government Quarantine Facilities (“GQFs”), and Swab Isolation Facilities (“SIFs”)³ without contracting with the Government.
 - 6.3. Hotels must not allocate accommodation (e.g. accept bookings) to individuals for the purposes of leisure⁴ (i.e. provide leisure bookings) without the prior written permission of MTI.
7. Hotels may resume operations for certain facilities on their premises, subject to compliance with Sector Specific Requirements⁵ in addition to the Control Order. Activities that may continue are summarised below:
- 7.1. **F&B Dine-in** must comply with the prevailing Sector Specific Requirements by Enterprise Singapore (“ESG”) for F&B establishments.
 - 7.2. **Sports and exercise environments, including gyms**, must comply with the prevailing Sector Specific Requirements by Sport Singapore’s (“SportsSG”) for sports facilities⁶.
 - 7.3. **Pools** must comply with the prevailing Sector Specific Requirements by Sports SG for sports facilities.
 - 7.4. **Spas and wellness services** must comply with the prevailing Sector Specific Requirements for massage establishments and by ESG for retail establishments.
 - 7.5. **Kids’ Clubs / playgrounds** must comply with the prevailing Sector Specific Requirements by ESG for retail establishments.
 - 7.6. **Marriage solemnisations and wedding receptions of ≤ 100 pax⁷** must comply with SMMs in the Sector Specific Requirements⁸.

² <https://sso.agc.gov.sg/SL/COVID19TMA2020-S927-2020>

³ Hotels contracted for government uses for COVID-19 purposes i.e. SDFs, GQFs, and SIFs are to refer to table under Paragraph 14 for overview on types of business activities that may resume, subject to approval from relevant authorities.

⁴ 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).

⁵ <https://covid.gobusiness.gov.sg/safemanagement/sector>

⁶ For full details, see <https://covid.gobusiness.gov.sg/safemanagement/sector> (see section on “Sports sector enterprises, sports education, and premises with sports facilities”)

⁷ Excluding the Solemniser (for solemnisation), vendors and hotel staff. Vendors and hotel staff should be kept to the minimum required. For solemnisations involving 51 – 100 individuals, pre-event testing is required for all attendees including the wedding couple (unvaccinated individuals). Please refer to MOH’s guidelines at moh.gov.sg/covid-19/pet for more information on pre-event testing.

⁸ <https://covid.gobusiness.gov.sg/safemanagement/sector> (See “Marriage Solemnisations and Weddings Receptions”)

- 7.7. **Training and professional development classes organised by a permitted enterprise of ≤ 50 pax including the trainer⁹** must comply with SMMs in this circular.
- 7.8. **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 such as the following:
- 7.8.1. Up to 50 individuals at any time or the maximum number of individuals which the room or venue may accommodate if there is a distance of at least 1 metre between any 2 individuals, whichever is lower.
 - 7.8.2. At least 1 metre spacing between individuals at all times.
 - 7.8.3. F&B must not be served or consumed at the event¹⁰.
- 7.9. **MICE Events and live performances** held in hotels can have up to 100 participants with PET implemented, and up to 50 participants without PET implemented, and must comply with the prevailing Sector Specific Requirements for Business Events and NAC for live performances¹¹.

More details on requirements are available from MOH¹², STB¹³, MOM¹⁴ and NAC¹⁵.

8. 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.

B. Applications to Provide Leisure Bookings

9. 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:
- 9.1. 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.

⁹ Excludes hotel staff.

¹⁰ Refer to <https://www.mom.gov.sg/covid-19/frequently-asked-questions/safe-management-measures> for full details (see point 6c).

¹¹ "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.

¹² <https://www.moh.gov.sg/news-highlights/details/going-back-to-phase-2-heightened-alert>

¹³ <https://www.stb.gov.sg/content/stb/en/home-pages/faq-on-covid-19.html#BusinessEvents>

¹⁴ <https://www.mom.gov.sg/covid-19/frequently-asked-questions/safe-management-measures>

¹⁵ <https://www.gobusiness.gov.sg/safemanagement/sector/> (see section on "Arts and Culture")

- 9.2. 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.
 - 9.3. Undergo an inspection scheduled and conducted by STB as part of the assessment process.
 - 9.4. Resume allocation of accommodation (i.e. accepting bookings) only after receiving approval, if any, from MTI.
10. 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.
11. 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.
12. Each application must show how the hotel will achieve all the following key outcomes:

Outcomes

1. Ability to meet density requirements

- Limit occupancy to no more than 1 person per 16sqm guest-accessible public space per person (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

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

13. 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.
14. Hotels whose applications are approved must submit the information described below:
- 14.1. Submit a set of required data every Friday before 10am via go.gov.sg/covid19-hotellupdates. This information will be used only as internal reference for public policy purposes, and will not be shared with other hotels.

- 14.2. 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 hotel¹⁶, providing such particulars of the case as may be requested by STB.

C. Resumption of Operations for Certain Facilities of SDFs and GQFs

15. For hotels that are currently serving as SDFs 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 takeaway, delivery Ballrooms/ Function rooms/ other amenities (Spa/ Gym/ Swimming pool etc.) | 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 |
| 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 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 |

D. Enforcement of Safe Management Measures

16. 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.
17. 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)

¹⁶ Includes guests and visitors that have patronised or visited the hotel, and hotel staff.



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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.

18. 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 21 July 2021