

UPDATED CIRCULAR ON SAFE MANAGEMENT MEASURES REQUIRED FOR HOTELS

1. On 14 December 2021, the Multi-Ministry Taskforce (MTF) announced additional measures to prepare for a potential surge of Omicron cases in our community. In line with this, the Singapore Tourism Board (STB) has updated the Safe Management Measures (SMMs) applicable to hotels. STB has also issued a press release on 16 December 2021 on revised protocols for travellers residing in hotels who test positive for COVID-19 or are identified as close contacts of COVID-19 cases.
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 take strict enforcement action 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:

Art Positive (AG+)/Covid Positive (C+) recovery in-situ in hotels and serviced apartments

1. From 20 December 2021, travellers residing in hotels¹ who: (a) test positive for COVID-19 on a Polymerase Chain Reaction (PCR) test; (b) test positive for COVID-19 on an Antigen Rapid Test (ART); or (c) are identified as a close contact of a COVID-19 case and receive a Health Risk Warning (HRW) will recover or isolate in-situ by default. Please refer to **Annex A** for further details on the Ministry of Health's (MOH) protocols on Universal Infection Prevention Control Measures.

Enhancements to Vaccination-Differentiated Safe Management Measures (VDS)

2. From 1 February 2022, VDS will be expanded to cover leisure guests in hotels, hostels and serviced apartments. More details will be shared with hotels to operationalise this enhancement.
3. From 1 February 2022, all events, irrespective of event size, must implement VDS in order to proceed. Please refer to MOH's press release on 14 December 2021 on "Preparing for the Omicron Variant" for the settings where VDS applies.

Workplace Requirements

4. In addition to the implementation of the Workplace Vaccination Measures (WVM) starting from 1 January 2022, 50% of staff who can work from home will be allowed to return to the office.
5. The current cap of 50 participants in work-related events (WRE) will be raised only for events where all participants remain masked and seated, at a safe distance from

¹ These include Stay-Home Notice (SHN)-Dedicated Facilities (SDFs), non-SDF hotels and other managed residences such as serviced apartments. This excludes hostels.



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each other. All participants must also meet VDS requirements. Social gatherings at the workplace will continue to be disallowed.

6. Please refer to MOM's advisory at <https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures>, for further details.

Reduction in Exemption Period for Recovered Individuals to Enter Settings Where VDS Are Implemented

7. From 1 January 2022, all individuals recovered from COVID-19 who are not fully vaccinated will only be given a 180-day exemption after infection² to enter settings where VDS are implemented. This is reduced from the current exemption period of 270 days and calculated starting from the day of the first positive PCR test obtained by the aforementioned individual in Singapore.
8. Non-fully vaccinated individuals who had recovered from COVID-19 infection prior to 1 January 2022 will also have their exemption period reduced from 270 days to 180 days. However, such individuals who have already exceeded the 180-day period as at 1 January 2022 will be granted an additional one month grace period till 31 January 2022 to complete their primary series vaccination regime, so as to continue being able to enter VDS settings. As such, recovered individuals need only one dose of the mRNA COVID-19 vaccines or two doses of Sinovac under the National Vaccination Programme to complete their primary series vaccination regimen, and they should do so latest by 17 January 2022, to allow an interval of 14 days from the completion of the regimen to be considered fully vaccinated. During the grace period from the date when they have exceeded the 180-day period, these individuals can produce their discharge memo for entry into VDS settings.

Hotels must comply with the prevailing Sector Specific Requirements as outlined in Annex A of this hotel circular and in the advisories of the applicable 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.

² This exemption does not apply to entry into VDS+Test events or activities i.e. individuals will still have to do ART prior to these events.

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. With the implementation of recovery in-situ in hotels from 20 December 2021, staff in the Front Office, Bell Hop/ Concierge, and Security who have interaction with customers must also undergo regular FETs.
- 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 31 March 2022.
- 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**, WVM will be implemented. Only employees who are fully vaccinated will be allowed to return to the workplace. Please refer to MOM’s advisory³ 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, 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.

³ <https://www.mom.gov.sg/covid-19/advisory-on-covid-19-vaccination-in-employment-settings>

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 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 2020⁴ 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 2020⁵ (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)⁶ without contracting with the Government.

- 10.3. Hotels must not allocate accommodation (e.g. accept bookings) to individuals for the purposes of leisure⁷ (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 Requirements⁸ 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.

- 11.2. **Sports and exercise environments, including gyms**, must comply with the prevailing Sector Specific Requirements by Sport Singapore’s (SportsSG) for sports facilities⁹.

- 11.3. **Pools** must comply with the prevailing Sector Specific Requirements by Sports SG for sports facilities.

⁴ <https://sso.agc.gov.sg/SL/COVID19TMA2020-S254-2020>

⁵ <https://sso.agc.gov.sg/SL/COVID19TMA2020-S927-2020>

⁶ 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.

⁷ Not more than 5 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).

⁸ <https://covid.gobusiness.gov.sg/safemanagement/sector>

⁹ For full details, see <https://covid.gobusiness.gov.sg/safemanagement/sector> (see section on “Sports sector enterprises, sports education, and premises with sports facilities”)



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- 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 guidelines¹⁰ and with SMMs in the Sector Specific Requirements¹¹.
- 11.7. **Training and professional development classes organised by a permitted enterprise of ≤ 50 pax including the trainer**¹² 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's¹³ and ESG's¹⁴ 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 performances¹⁵.

More details on requirements are available from MOH¹⁶, STB¹⁷, MOM¹⁸ and NAC¹⁹.

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

¹⁰ 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.

¹¹ <https://covid.gobusiness.gov.sg/safemanagement/sector> (See "Marriage Solemnisations and Weddings Receptions")

¹² Excludes hotel staff.

¹³ <https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures>

¹⁴ https://www.enterprisesg.gov.sg/-/media/esg/files/covid-19/safe-distance/fb_smm_annexb.pdf?la=en

¹⁵ "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.

¹⁶ <https://www.moh.gov.sg/news-highlights/details/resuming-our-transition-towards-covid-resilience>

¹⁷ <https://www.stb.gov.sg/content/stb/en/home-pages/faq-on-covid-19.html#BusinessEvents>

¹⁸ <https://www.mom.gov.sg/covid-19/frequently-asked-questions/safe-management-measures>

¹⁹ <https://www.gobusiness.gov.sg/safemanagement/sector/> (see section on "Arts and Culture")

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

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>.
- 18.3. Inform STB immediately whenever there are a total of 10 or more positive COVID-19 cases over 3 consecutive days at the hotel²⁰, providing such particulars of the case as may be requested by STB, via <https://form.gov.sg/615dc38cd1067600122e5c3a>.

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.
Ballrooms/ Function rooms/ other amenities (Spa/ Gym/ Swimming pool etc.)	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 C 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

²⁰ Includes guests and visitors that have patronised or visited the hotel, and hotel staff.



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	<ul style="list-style-type: none">• Other SMMs 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 submitted by the hotel. Enforcement action will be taken against offenders who operate without the requisite MTI approval (e.g. providing leisure bookings) and/or who 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 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 – COVID-19 Measures for Accommodation Providers](#)

[Annex B – Application Form Template](#)

SINGAPORE TOURISM BOARD
Updated as of 16 December 2021