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## UPDATED ADVISORY ON SAFE MANAGEMENT MEASURES REQUIRED FOR ATTRACTIONS IN PHASE 3

### Key Updates:

1. With effect from 8 May through 30 May 2021, attractions are to:
  - Reduce operating capacity limit from 65% to 50%.
  - Reduce group size of visitors from 8 pax to 5 pax.
  - Reduce maximum capacity for indoor and outdoor shows<sup>1</sup> from 250 pax (for indoor show) and 500 pax (for outdoor show) to 100 pax or the safe venue capacity with SMMs in place, whichever is lower. PET (Pre-Event Testing) is not required.
  - Reduce capacity of tours from 50 pax to 20 pax.
2. Implementation of TraceTogether-only SafeEntry (TT-only SE) brought forward to 17 May 2021.

1. The Multi-Ministry Taskforce (“MTF”) announced on 19 May 2020 that Singapore would exit the [Circuit Breaker from 2 June and resume activities in three phases](#).
2. In Phase 2, attractions that were able to comply with the latest requirements for Safe Management Measures (“SMMs”) found at <https://covid.gobusiness.gov.sg/safemanagement/general> and the COVID-19 (Temporary Measures) (Control Order) Regulations 2020 found at <https://sso.agc.gov.sg/SL/COVID19TMA2020-S254-2020> were allowed to resume operations from 1 July 2020 onwards after receiving an approval from the Ministry of Trade and Industry (“MTI”).
3. With MTF’s announcement on 14 December 2020, [Phase 3 commenced on 28 December 2020](#). However, in light of the recent increase in the number of local cases and concerns of wider community transmissions, the MTF announced on 30 April 2021 and [4 May 2021](#) that measures will be taken to reduce the level of interactions in the community. With effect from 8 May through 30 May 2021, such measures applicable to attractions include:
  - a. All attractions that have received MTI’s prior approval will be permitted to operate at 50% operating capacity, a reduction from 65%.
  - b. The permissible group size for visitors will be reduced from 8 pax to 5 pax.
  - c. The maximum capacity for shows, both indoor and outdoor, within attractions will be reduced to 100 pax, with SMMs in place.
  - d. The maximum number of participants for tours will be reduced from 50 pax to 20 pax.

<sup>1</sup> Indoor and outdoor shows that are live performances must adhere to NAC’s prevailing advisory for Live Performances, and any additional requirements imposed by MTI.

- e. The implementation of TraceTogether-only SafeEntry (TT-only SE) for entry to attractions will also be brought forward from 1 June 2021 to 17 May 2021.

4. Further changes may be made according to developments in the local situation.

## SUBMISSION OF PROPOSAL FOR APPROVAL

5. Attractions<sup>2</sup> tend to be higher-risk premises as they typically involve large numbers of people interacting with one another, often in enclosed spaces, and over prolonged periods. Prior to re-opening or an increase in capacity, attractions must submit their proposals to the Singapore Tourism Board (“STB”) for assessment. Attractions may resume operations only after receiving approval from MTI. Additionally, attractions that would like to increase operating capacity and/or increase the number of zones for outdoor shows can only do so after obtaining approval from MTI.
6. STB has provided guidance within this advisory to help attractions develop their proposals and implement the necessary SMMs. The plans within these proposals will have to be tailored to the nature of operations in each attraction, and potential risk factors arising from aspects such as the attraction’s physical premises, environment, scale and typical visitor behaviour.
7. Attractions must also show in their proposals how they will address specified key outcomes related to reducing potential transmission risks and supporting contact tracing. Risk factors for attractions to consider include proximity between visitors, propensity for crowds to form, level of activity and number of high-touch surfaces.
8. Each attraction’s proposal must show how the attraction will achieve all the following outcomes:

Outcomes
<b>A. Meet density requirements</b> <ul style="list-style-type: none"> <li>Limit Capacity: Open at no more than 50% of operating capacity<sup>3</sup>. Attractions must submit their plans to show how they are able to implement the SMMs effectively and consistently.</li> <li>Exceptions to the 50% cap can be made on a case-by-case basis by MTI if the attraction can demonstrate that the risk is inherently mitigated by the nature of activities and the way visitors and staff interact at the attraction.</li> </ul>
<b>B. Meet separation requirements</b> <ul style="list-style-type: none"> <li>Implement at least 1m distancing between visitors (except between visitors from the same group) and between groups<sup>4</sup></li> </ul>

<sup>2</sup> This advisory applies to gated Attractions (including pop-up attractions) with tourism value, which are required to submit their reopening/ opening proposals to STB for approval. Please refer to the list of approved attractions by STB at [www.stb.gov.sg/content/stb/en/home-pages/approved-attractions.html](http://www.stb.gov.sg/content/stb/en/home-pages/approved-attractions.html).

<sup>3</sup> Attractions eligible for SingapoRediscovered Vouchers (SRV) redemption must manage the sales of their SRV products to keep within the attraction’s approved capacity limit.

<sup>4</sup> Where specific activities or zones within attractions are subjected to physical distancing requirements of more than 1m e.g. sports-related activities, the stricter requirement will apply.



<ul style="list-style-type: none"> <li>Ensure groups of visitors do not exceed 5 pax from 8 May 2021 through 30 May 2021, and there is no intermingling between groups.</li> </ul>
<b>C. Disperse crowds and prevent bunching</b>
<b>D. Facilitate contact tracing</b> <ul style="list-style-type: none"> <li>Mandatory implementation of SafeEntry (SE) and capability for visitors and staff to use TraceTogether mobile application or TraceTogether token for SE check-in to enter the attraction.</li> <li>Mandatory implementation of SafeEntry Gateway (SEGW) at all public-facing entrances<sup>5</sup> from 19 April 2021.</li> <li>Mandatory implementation of TT-only SE from 17 May 2021. To help ease the transition, scanning of barcodes on personal IDs will be retained until 31 May 2021. Following which, IDs can only be used under extenuating circumstances<sup>6</sup>.</li> </ul>
<b>E. Implement rigorous cleaning and disinfecting regimes, particularly for high touch elements</b>

- The proposals must also contain detailed plans addressing operational issues such as SMMs for visitors and workplaces, cleaning and sanitisation, contingency response (to handle unwell visitors, suspected/confirmed cases), and marketing and communications.
- Please refer to the **Assessment Checklist: Requirements for Re-opening Proposal** in **Annex A** for the list of operational areas to be addressed and measures required for each area. While the majority of these requirements are drawn from the Control Orders<sup>7</sup> and are summarised for the convenience of attractions, the Control Orders will prevail in case of any inconsistency. Attractions' proposals to resume operations or to increase their operating capacities must adhere to the Control Orders in order to be considered for re-opening or an increase in capacity in Phase 3.
- Attractions should submit their proposals to [STB\\_Attractions@stb.gov.sg](mailto:STB_Attractions@stb.gov.sg). STB and MTI will take up to 14 working days to assess each proposal.
- Attractions must be subjected to an inspection scheduled and conducted by STB as part of the assessment process.

## ENFORCEMENT OF MEASURES

- Government agencies will step up enforcement to ensure that businesses comply with the required SMMs. Under the COVID-19 (Temporary Measures) Act passed in Parliament on 7 April 2020, first-time offenders will face a fine of up to S\$10,000,

<sup>5</sup> The SafeEntry Gateway should only be deployed at public-facing entrances (i.e. for customers and visitors) and not at non-public facing entrances (e.g. staff entrances, loading/unloading bays).

<sup>6</sup> For more information, please refer to the FAQ found on [www.safeentry.gov.sg](http://www.safeentry.gov.sg)

<sup>7</sup> In this paragraph, "Control Order" means the COVID-19 (Temporary Measures) (Control Order) Regulations 2020 and, where applicable, the COVID-19 (Temporary Measures) (Major Business Events — Control Order) Regulations 2021, the COVID-19 (Temporary Measures) (Performances and Other Activities — Control Order) Regulations 2020, and the Infectious Diseases (Mass Gathering Testing for Coronavirus Disease 2019) Regulations 2021.



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imprisonment of up to six months, or both. Repeat offenders will face a fine of up to S\$20,000, imprisonment of up to twelve months, or 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.

14. Attractions that do not comply with the Government's required SMMs may also be ineligible for government grants, loans, tax rebates and other assistance.

## **Annex A – Assessment Checklist: Requirements for Attractions Re-opening Proposal**

### **SINGAPORE TOURISM BOARD**

**Updated as of 6 May 2021**



**ANNEX A**

**ASSESSMENT CHECKLIST: REQUIREMENTS FOR ATTRACTIONS RE-OPENING PROPOSAL**

**A. Preparing Facilities**

Operational Area	Requirement
<b>Attraction Set Up</b>	<ol style="list-style-type: none"> <li>1. Develop and implement detailed physical layout plans, including reconfiguration of spaces if applicable, at entry and exit points to achieve safe circulation with at least 1m distancing between visitors who are not from the same group, ensuring groups do not have more than 5 pax, and with at least 1m separation between groups throughout the attraction</li> <li>2. Clearly mark out queue lines with at least 1m safe distancing where queues are likely to form, including at F&amp;B and retail outlets</li> <li>3. Develop and implement signs reminding visitors to practice safe distancing and all other SMMs applicable to visitors (e.g. mask wearing, stay in groups of not more than 5 pax).</li> <li>4. Close off components/ areas within the attraction where SMMs cannot be implemented</li> <li>5. Implement contactless payment for all payment functions within the attraction (e.g. ticketing, F&amp;B and retail outlets).</li> <li>6. 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</li> <li>7. Set up one-way traffic flow for visitors to enter and exit the attraction, if reasonably practicable</li> </ol>
	<p><u>Rides, Shows and Tours (where applicable)</u></p> <ol style="list-style-type: none"> <li>1. Develop and implement detailed plans for attendance management, crowd control and cleaning frequency for rides and shows: <ul style="list-style-type: none"> <li>• Seating plan for rides and all seating within the attraction that are not within shows or live performances. Where seating is provided that is not fixed to the floor, ensure seats are spaced at least 1m apart. Where seating is provided that is fixed to the floor, demarcate alternate seats or seating spaces that should not be occupied unless the visitor is from the same group as those in the adjacent seats).</li> <li>• Seating plan for shows and live performances. Ensure groups are seated at least 1m apart</li> <li>• Entry queue management system with markers placed at least 1m apart throughout the attraction.</li> <li>• Cleaning protocols for rides and show equipment and surfaces</li> </ul> </li> </ol>



	<p>2. For indoor shows:</p> <ul style="list-style-type: none"> <li>• Adhere to IMDA's prevailing advisory for Cinemas<sup>8</sup> for indoor screenings</li> <li>• From 8 May through 30 May 2021, the maximum capacity for indoor shows is 100 pax or the safe venue capacity with SMMs in place, whichever is lower. Ensure 1m safe distancing between groups.</li> </ul> <p>3. For outdoor shows (e.g. animal shows):</p> <p><u>Capacity and Audience Separation</u></p> <ul style="list-style-type: none"> <li>• From 8 May through 30 May 2021, the maximum capacity for outdoor shows is 100 pax or the safe venue capacity with SMMs in place, whichever is lower. Ensure 1m safe distancing between groups.</li> <li>• There must be at least a 3m separation between the stage/performers and audience</li> </ul> <p><u>Requirement for Zoning:</u></p> <ul style="list-style-type: none"> <li>• From 24 April 2021, in adherence to the prescribed safe management measures, implementation of zones is optional if all the following requirements are met: <ul style="list-style-type: none"> <li>○ Every audience member must use a TraceTogether device to check-in to attend the outdoor show;</li> </ul> <p><b>OR</b></p> <ul style="list-style-type: none"> <li>○ Every audience member must be allocated a specific seat for the outdoor show<sup>9</sup>, and must not be allowed to change seat during the outdoor show;</li> </ul> <p><b>AND</b></p> <ul style="list-style-type: none"> <li>○ Every audience member must remain seated during the outdoor show;</li> <li>○ Every audience member must not participate (including through cheering, singing or whistling) in the outdoor show, though applause is allowed.</li> </ul> </li> <li>• If the abovementioned requirements cannot be met, implementation of zones must continue.</li> <li>• Outdoor shows that implement zoning must: <ul style="list-style-type: none"> <li>○ Reconfigure the seating area into zones with a maximum capacity of up to 50 pax per zone, up to a maximum of 2 zones.</li> <li>○ Zones should be clearly demarcated and there should be a separation of at least 3m between zones, demarcated by continuous physical barriers (e.g. different levels, rope barriers)</li> </ul> </li> </ul>
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<sup>8</sup> 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](http://www.imda.gov.sg/news-and-events/Media-Room/Media-Releases/2020/Advisories-on-COVID-19-Situation)

<sup>9</sup> Records of seat allocations should be retained for 25 days from the show or live performance to facilitate contact-tracing



	<ul style="list-style-type: none"> <li>○ Ensure no mingling between zones</li> <li>○ Implement SafeEntry check-in for each zone at the show and ensure that the TraceTogether mobile application and TraceTogether Token can be used for SafeEntry check-in</li> </ul> <p>4. For live performances:</p> <ul style="list-style-type: none"> <li>• Adhere to NAC's prevailing advisory for Live Performances<sup>10</sup>, and any additional requirements imposed by MTI</li> </ul> <p>5. For tours:</p> <ul style="list-style-type: none"> <li>• Adhere to STB's prevailing advisory for Tours<sup>11</sup> where relevant, and any additional requirements imposed by MTI. From 8 May through 30 May 2021, the maximum number of participants for tours is 20.</li> </ul>
	<p><u>Business Events (where applicable)<sup>12</sup></u></p> <ol style="list-style-type: none"> <li>1. From 22 October 2020, some business and work-related events have been allowed to resume at workplace premises and third-party venues.</li> <li>2. For work-related events not exceeding 50 participants<sup>13</sup>: <ul style="list-style-type: none"> <li>• Such events organised by attractions operators are allowed to resume within the attractions' workplace premises</li> <li>• Attractions (including F&amp;B outlets) can be hired as a function centre for the purpose of the event and attractions can accept corporate bookings from external parties for such work-related events.</li> <li>• Attraction Operators are to ensure the event has a maximum capacity of 50 pax or the safe venue capacity with SMMs in place, whichever is lower</li> <li>• Ensure at least 1m spacing between individuals at all times</li> <li>• Avoid holding events over mealtimes as far as possible. Food or drinks should only be served if incidental to the workplace event. Individuals must be seated and served individually. Meal durations should be kept short to minimise the period that individuals are unmasked, and the meal should not be the main feature of the event.</li> <li>• Business/work-related events exceeding 50 participants will not be allowed in attractions.</li> </ul> </li> </ol>

<sup>10</sup> Refer to the latest advisory for live performances from NAC at [www.nac.gov.sg/whatwedo/support/sustaining-the-arts-during-covid-19/Arts-and-Culture-Sector-Advisories.html#ResumptionofLivePerformances](http://www.nac.gov.sg/whatwedo/support/sustaining-the-arts-during-covid-19/Arts-and-Culture-Sector-Advisories.html#ResumptionofLivePerformances)

<sup>11</sup> Refer to the latest advisory for tours from STB at [www.stb.gov.sg/content/stb/en/home-pages/advisory-for-tours.html](http://www.stb.gov.sg/content/stb/en/home-pages/advisory-for-tours.html)

<sup>12</sup> Refer to STB's compilation of Frequently Asked Questions (FAQ) on permissible events at [www.stb.gov.sg/content/stb/en/home-pages/faq-on-covid-19.html#BusinessEvents](http://www.stb.gov.sg/content/stb/en/home-pages/faq-on-covid-19.html#BusinessEvents)

<sup>13</sup> 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). Social and recreational gatherings, such as team bonding events, are allowed but must be limited to a total size of no more than 5 persons.



	<p>3. For consumer-facing events<sup>14</sup>:</p> <ul style="list-style-type: none"> <li>Such events organised by attractions within its premises are subject to SMMs for attractions</li> <li>Attractions can accept event bookings from external parties. The maximum capacity for such events by external parties is capped at 50 pax or the safe venue capacity with SMMs in place, whichever is lower.</li> <li>Ensure at least 1m spacing between individuals or groups of not more than 5 pax at all times</li> <li>Food and meals should not be the main feature of the event.</li> </ul>
<b>Operating Capacity</b>	<ol style="list-style-type: none"> <li>Operate at no more than 50% of total capacity at any one time from 8 May through 30 May 2021, until otherwise approved by MTI, and show how the maximum capacity of attraction is derived</li> <li>Implement solutions to monitor, control and enforce the operating capacity (e.g. manual counting, automated people counting or tracking systems)</li> </ol>
<b>Management of Proximity and Touched Surfaces</b>	<ol style="list-style-type: none"> <li>Ensure that physical interaction between visitors and staff (including volunteers) is minimised where reasonably practicable</li> <li>Eliminate or else minimise sharing of equipment and tools</li> <li>Provide easily accessible and free-to-use disinfecting agents like hand sanitisers, disinfecting sprays and wipes at high-touch areas</li> </ol>

## B. Managing Arrival

Operational Area	Requirement
<b>Health Checks and Contact Tracing</b>	<ol style="list-style-type: none"> <li>Implement screening at points of entry to determine whether each visitor is febrile (i.e. temperature of 37.5 degrees and above) or appears to be coughing, sneezing, breathless, or has a runny nose</li> <li>Implement 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.</li> <li>Implement SEGW at all public-facing entrances from 19 April 2021<sup>15</sup>.</li> <li>Implement TT-only SE for visitors and all personnel (including staff and contractors) from 17 May 2021. To help ease the transition, scanning of barcodes on personal IDs will be retained</li> </ol>

<sup>14</sup> Examples include product launches, marketing & branding events, roadshows, fairs, consumer activations, and exhibitions.

<sup>15</sup> The SafeEntry Gateway should only be deployed at public-facing entrances (i.e. for customers and visitors) and not at non-public facing entrances (e.g. staff entrances, loading/unloading bays).



	until 31 May 2021. Following which, IDs can only be used under extenuating circumstances <sup>16</sup> .
<b>Managing Entry</b>	<ol style="list-style-type: none"> <li>1. Develop and implement detailed plan to manage entry and exit (e.g. timed entry or pre-booking of sessions). On-site or walk-in ticketing is not allowed for first 2 weeks from the date that the attraction first resumes operations</li> <li>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</li> <li>3. Ensure that groups of visitors entering together must not exceed 5 pax.</li> <li>4. Ensure, where reasonably practical, that all visitors wear masks for the duration of their visit</li> </ol>

### C. In-Attraction Plans

Operational Area	Requirement
<b>Managing Crowds</b>	<ol style="list-style-type: none"> <li>1. Take reasonable steps to ensure that there is a distance of at least 1m between individuals not from the same group (whether visitors or staff)</li> <li>2. Identify hotspots for potential bunching and implement a control mechanism to prevent/disperse crowds (e.g. frequent reminders over public announcement system, staff to manually disperse crowds, provide visual markers for safe distancing)</li> <li>3. Implement one-way traffic flow, if reasonably practicable</li> <li>4. Demonstrate that set-up and operations protocol for F&amp;B and retail outlets adhere to prevailing SMM advisories by ESG<sup>17</sup> and implement them. If a F&amp;B set-up is installed as part of a larger temporary exhibition, diners must be seated at a designated seating area for on-site consumption of food and drinks. Otherwise, only takeaway or pre-packaged food and drinks can be sold and no on-site consumption allowed</li> </ol>

<sup>16</sup> For more information, please refer to the FAQs found on [www.safeentry.gov.sg](http://www.safeentry.gov.sg).

<sup>17</sup> 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](http://www.enterprisesg.gov.sg/media-centre/media-releases?page=1)



#### D. Infection Control

Operational Area	Requirement
<b>Cleaning and Sanitisation</b>	<ol style="list-style-type: none"> <li>1. Adhere to the sanitisation and hygiene advisories disseminated by the National Environmental Agency (NEA)<sup>18</sup> and SG Clean sanitisation and hygiene measures</li> <li>2. 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)</li> <li>3. Demonstrate how all equipment (e.g. audio guides, VR headsets, harnesses, seats in rides/ shows) used by multiple visitors is cleaned and disinfected after use and implement these</li> <li>4. Encourage staff and visitors to wash hands regularly</li> </ol>
<b>Response Plan for Infected Cases</b>	<ol style="list-style-type: none"> <li>1. Develop and implement detailed procedures on handling visitors that are febrile, or appear to be coughing, sneezing, breathless or having a runny nose.</li> <li>2. Identify and allocate holding area(s) to isolate such visitors where they are unable to immediately leave the attraction</li> <li>3. Develop and implement detailed procedures to handle uncompliant or uncooperative visitors (e.g. visitors without masks, visitors who walk-in without pre-booking, unwell visitors who insist on entry, visitors who refuse to comply with health checks and/or contact tracing), including refusal of entry</li> <li>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, coordinate communications with relevant authorities, alert public)</li> <li>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</li> </ol>

#### E. Safe Workplace

Operational Area	Requirement
<b>Workplace and Manpower</b>	<ol style="list-style-type: none"> <li>1. Comply with MOM's prevailing requirements for SMMs at workplaces<sup>19</sup>, including but not limited to: <ul style="list-style-type: none"> <li>• Implement a detailed monitoring plan and appoint a Safe Management Officer (SMO) to assist with implementation and compliance of all SMMs at workplace and attraction premises</li> </ul> </li> </ol>

<sup>18</sup> Refer to latest advisory from NEA at [www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines](http://www.nea.gov.sg/our-services/public-cleanliness/environmental-cleaning-guidelines)

<sup>19</sup> Refer to MOM's complete and latest list at [www.mom.gov.sg/covid-19/requirements-for-safe-management-measures](http://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures)



	<ul style="list-style-type: none"><li>• Indicate number of employees and contractors on site, and their job functions</li><li>• Implement safe distancing (e.g. reconfiguration of workspaces), avoid social gatherings at the workplace, reduce physical interactions (e.g. staggered work and lunch hours) and touch points (e.g. common laptop/ iPad); and business continuity plan (e.g. team A/B arrangement if practicable)</li><li>• Provide masks and any other appropriate PPE to all staff.</li><li>• Ensure staff are kept updated on the latest measures and SOPs</li></ul> <ol style="list-style-type: none"><li>2. Ensure that staff check-in to their workplaces using SafeEntry</li><li>3. Implement TT-only SE for staff from 17 May 2021</li></ol>
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## **F. Marketing and Communications**

<b>Operational Area</b>	<b>Requirement</b>
<b>Marketing and Communications</b>	<ol style="list-style-type: none"><li>1. Develop and implement a communications plan to engage visitors on reopening<ul style="list-style-type: none"><li>• Plans should clearly communicate and explain precautions that attraction has put in place, new measures that visitors are to comply with (e.g. pre-booking of tickets, 1m safe distancing, use of SafeEntry) to build consumer confidence, and encourage visitors to practice personal responsibility and hygiene</li><li>• Attraction must remind all visitors, where reasonably practical, that they are required to wear masks, maintain 1m safe distancing and stay in groups of not more than 5 pax in order to enter, and throughout the duration of the visit</li></ul></li></ol>

~ END ~