

UPDATED CIRCULAR ON TESTING REGIMES AND SAFE MANAGEMENT MEASURES REQUIRED FOR HOTELS

1. In line with the latest health situation in Singapore and the need to slow down community transmission, the Singapore Tourism Board (“STB”) has updated the Safe Management Measures (SMMs) applicable to hotels.
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 impose strict enforcement actions 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:

Updates to Testing Regimes

1. The mandatory Fast and Easy Test (FET) Rostered Routine Testing (RRT) regime for staff in the following higher-risk settings:
 - a. Dine-in F&B establishments and settings (e.g. restaurants, club lounge, function rooms, etc);
 - b. Personal care services (e.g. facial and nail services, spas/ saunas, massage establishments, hairdressing, and make-up services);
 - c. Gyms and fitness studios where clients are unmasked; and
 - d. Housekeeping (e.g. laundry, room and public area cleaning).

will be increased from once every fortnight to once every week. **This enhanced frequency will take effect from 13 September 2021.** The Government will subsidise the costs of all tests under this enhanced surveillance regime, for both vaccinated and unvaccinated individuals, until the end of 2021.

Updates to Safe Management Measures

2. From 8 September 2021, social gatherings and social events at workplaces will no longer be allowed.
3. Employers will be required to put in place a maximum Work-From-Home (WFH) requirement for a 14 day period, should one or more staff (including staff of contractors and sub-contractors working at the hotel) be found to have contracted COVID-19 or have been placed under a movement control measure (e.g. quarantine order), and have returned to the hotel 7 days prior to the finding or movement control measure. This means that all staff of the hotel who are not necessarily required to be physically present to perform the work at the hotel must WFH. Staff who WFH should minimise social gatherings and leave their home only for essential activities during the 14-day period. Please refer to MOM’s advisory on workplace SMMs¹ for more details.

¹ <https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures>



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4. Employers should also adhere to the approved response plans, as per the Application to Provide Leisure Bookings, in handling confirmed COVID-19 positive cases.

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. **“Vaccinate or Regular Test” Regime**

From 1 October 2021, we will require vaccination, or regular testing in lieu, for individuals working in areas that interact with customers in higher-risk settings, where a mask is not worn. These include F&B establishments, gyms and fitness studios, and personal care services. Unvaccinated individuals will have to be tested with an ART kit twice a week. For the small group that remains medically ineligible for vaccines, the Government will subsidise their tests. We strongly encourage all employers to facilitate vaccination for your employees.

6. Vaccination remains critical in our fight against the pandemic. Hotels should also strongly encourage any remaining un-vaccinated employees to get vaccinated.
7. 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.
8. Hotels should review and reinforce current SMMs and remind employees to take all the prevailing measures seriously even if they have been vaccinated.

A. Implementation of Safe Management Measures

9. 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:

- 9.1. Hotels must comply with the COVID-19 (Temporary Measures) (Control Order) Regulations 2020² 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 2020³ (collectively “Control Order”) as well as the SMMs found in **Annex A**.

² <https://sso.agc.gov.sg/SL/COVID19TMA2020-S254-2020>

³ <https://sso.agc.gov.sg/SL/COVID19TMA2020-S927-2020>

- 9.2. Hotels must not carry on business as Stay-Home-Notice Dedicated Facilities (“SDFs”), Government Quarantine Facilities (“GQFs”), and Swab Isolation Facilities (“SIFs”)⁴ without contracting with the Government.
- 9.3. Hotels must not allocate accommodation (e.g. accept bookings) to individuals for the purposes of leisure⁵ (i.e. provide leisure bookings) without the prior written permission of MTI.
10. Hotels may resume operations for certain facilities on their premises, subject to compliance with Sector Specific Requirements⁶ in addition to the Control Order. Activities that may continue are summarised below:
- 10.1. **F&B Dine-in** must comply with the prevailing Sector Specific Requirements by Enterprise Singapore (“ESG”) for F&B establishments.
- 10.2. **Sports and exercise environments, including gyms**, must comply with the prevailing Sector Specific Requirements by Sport Singapore’s (“SportsSG”) for sports facilities⁷.
- 10.3. **Pools** must comply with the prevailing Sector Specific Requirements by Sports SG for sports facilities.
- 10.4. **Spas and wellness services** must comply with the prevailing Sector Specific Requirements for massage establishments and by ESG for retail establishments.
- 10.5. **Kids’ Clubs / playgrounds** must comply with the prevailing Sector Specific Requirements by ESG for retail establishments.
- 10.6. **Marriage solemnisations and wedding receptions** must comply with the prevailing capacity guidelines⁸ and with SMMs in the Sector Specific Requirements⁹.
- 10.7. **Training and professional development classes organised by a permitted enterprise of ≤ 50 pax including the trainer**¹⁰ must comply with SMMs in this circular.
- 10.8. **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,

⁴ 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.

⁵ 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).

⁶ <https://covid.qobusiness.gov.sg/safemanagement/sector>

⁷ For full details, see <https://covid.qobusiness.gov.sg/safemanagement/sector> (see section on “Sports sector enterprises, sports education, and premises with sports facilities”)

⁸ 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 moh.gov.sg/covid-19/pet for more information on pre-event testing.

⁹ <https://covid.qobusiness.gov.sg/safemanagement/sector> (See “Marriage Solemnisations and Weddings Receptions”)

¹⁰ Excludes hotel staff.

Annual/Extraordinary General Meetings, tender briefings to vendors and award ceremonies)) must comply with SMMs on MOM's¹¹ and ESG's¹² advisories.

- 10.9. **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 performances¹³.

More details on requirements are available from MOH¹⁴, STB¹⁵, MOM¹⁶ and NAC¹⁷.

11. 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

12. 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:

12.1. 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.

12.2. 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.

12.3. Undergo an inspection scheduled and conducted by STB as part of the assessment process.

12.4. Resume allocation of accommodation (i.e. accepting bookings) only after receiving approval, if any, from MTI.

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

¹² https://www.enterprisesg.gov.sg/media-centre/media-releases/2021/august/mr05921_updated-advisory-for-safe-management-measures-at-food-beverage-establishments

¹³ "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.

¹⁴ <https://www.moh.gov.sg/news-highlights/details/going-back-to-phase-2-heightened-alert>

¹⁵ <https://www.stb.gov.sg/content/stb/en/home-pages/faq-on-covid-19.html#BusinessEvents>

¹⁶ <https://www.mom.gov.sg/covid-19/frequently-asked-questions/safe-management-measures>

¹⁷ <https://www.qobusiness.gov.sg/safemanagement/sector/> (see section on "Arts and Culture")

14. 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.
15. Each application must show how the hotel will achieve all the following key outcomes:

Outcomes
<p>1. Ability to meet density requirements</p> <ul style="list-style-type: none"> 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
<p>2. Reduce face-to-face mingling among guests, between employees and between staff and guests</p> <ul style="list-style-type: none"> Stagger timings for guests to be at hotel lobby and guest facilities, and employees at back-of-house work environment
<p>3. Ability to disperse crowds and prevent bunching</p>
<p>4. Mandatory implementation of Trace Together-only SafeEntry</p>
<p>5. Implement rigorous cleaning and disinfecting regimes, particularly for high touch elements</p>

16. 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.
17. Hotels whose applications are approved must submit the information described below:
- 17.1. Submit a set of required data every Friday 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.
- 17.2. 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 hotel¹⁸, providing such particulars of the case as may be requested by STB.

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

18. 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.

¹⁸ Includes guests and visitors that have patronised or visited the hotel, and hotel staff.

Business activities	Assessments and approval required
F&B dine-in, 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

19. 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.
20. 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 do are not compliant may also be ineligible for government grants, loans, tax rebates and other assistance.
21. For any enquiries, please contact STB.

[Annex A – Checklist of Safe Management Measures for Hotels](#)

[Annex B – Application Form Template](#)



SINGAPORE TOURISM BOARD
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