

OPERATIONALISATION OF FURTHER SAFE DISTANCING MEASURES FOR TOURISM STAKEHOLDERS

1. In view of the evolving Coronavirus Disease 2019 (“COVID-19”) situation, the Ministry of Health (“MOH”) issued a circular entitled “Tighter Measures to Minimise Further Spread of COVID-19” dated 24 March 2020. The circular includes mandatory safe distancing measures which supersede those in any previous circular.
2. The Singapore Tourism Board (“STB”) is providing further operational guidance on the safe distancing precautionary measures¹ imposed by MOH. Tourism stakeholders are required to comply with these until further notice so as to limit large crowds gathering in close proximity over a prolonged duration.
3. You are receiving this operational guidance as a tourism stakeholder. Tourism stakeholders include travel agents², river boat operators, event organisers, event promoters of arts, culture and sports, and operators of attractions, precincts, entertainment, F&B and retail establishments, MICE venues, hotels and integrated resorts.
4. Except where context otherwise requires, all tourism stakeholders are to implement the precautionary measures set out in Annex A. The following requirements applicable to tourism stakeholders are set out below. These measures will take effect from 26 March 2020, 2359 hours to 30 April 2020 (inclusive), but this may be extended if the situation does not improve.

Events and gatherings

5. Between 26 March 2020, 2359 hours and 30 April 2020 (inclusive), all events and mass gatherings are to be deferred. If this is not possible, they must be cancelled, regardless of the number of participants in attendance. Affected events and gatherings include the following:
 - a. Business, sports, cultural and retail events, including meetings, conferences, exhibitions, trade fairs, competitions, atrium sales³.
 - b. Entertainment events and gatherings, including cinema screenings, theatre performances, karaoke sessions, and live performances (e.g. dancing, singing, DJ sets, comedy). This requirement applies to entertainment hitherto provided within F&B venues, malls and hotels.
 - c. Sightseeing, walking and all forms of guided tours, whether indoors or outdoors.

Public venues

6. **Entertainment venues.** Between 26 March 2020, 2359 hours and 30 April 2020 (inclusive), nightclubs, bars, pubs, discos, cinemas, theatres, karaoke outlets and similar other venues are to be closed.
7. **F&B venues.** Operators of F&B venues are to implement further measures to ensure safe distancing as set out in the circular “(Updated) Implementing Safe Distancing measures at Food & Beverage Establishments” dated 26 March 2020.

¹ Paragraphs 5 to 10, and paragraph 13 to 14 of MOH’s circular

² Including TA licensed tour bus operators

³ Except for supermarket retailers where atrium sales may be used to disperse crowds from their stores

8. **Retail establishments, malls and standalone stores.** Operators of retail establishments, malls and standalone stores are to implement further measures to ensure safe distancing as set out in the respective circulars “(Updated) Implementing Safe Distancing measures at Retail Establishments” dated 26 March 2020 and “Implementing Safe Distancing Measures at Shopping Malls and Standalone Stores” dated 26 March 2020.
9. **Hotels.** Each operator of a hotel is required to implement the following:
 - a. Continue to implement all measures listed in STB’s “Operational Guidance on the Safe Distancing Precautionary Measures” dated 20 March 2020, updated in Annex A.
 - b. Disallow groups of more than 10 people congregating at any one time, and disperse any such group within the hotel. All events with more than 10 persons in attendance at any one time must be deferred. If this is not possible, they must be cancelled. This would include private celebrations such as weddings and birthday parties.
 - c. While other facilities that are reserved for in-house guests, such as swimming pools and club lounges, may remain open, the operator must implement the relevant precautionary measures outlined in Annex A.
10. **Other public venues.** Venues such as attractions, museums, and MICE venues may remain open. Each venue operator is required to implement the following:
 - a. Limit the number of patrons within the venue at any one time so that the occupant load does not exceed one person per 16 square metres of usable space. This supersedes the requirement listed in STB’s “Operational Guidance on the Safe Distancing Precautionary Measures” dated 20 March 2020.
 - b. Continue to implement all measures listed in STB’s “Operational Guidance on the Safe Distancing Precautionary Measures” dated 20 March 2020, updated in Annex A.
 - c. Disallow groups of more than 10 people congregating at any one time, and disperse any such group within the venue.
 - d. Where applicable to the venue, suspend all shows and tours within attractions, group tours in museums and open atrium sales events⁴.
11. Organised tours in public venues including sightseeing tours and guided walking tours are to be suspended.
12. Where a public venue of a tourism stakeholder falls into more than one category (e.g. the hotel operates F&B establishments and manages a mall within its premises), the tourism stakeholder must comply with the requirements for all relevant categories.
13. Any venue that is unable to comply with these requirements must close. Additional penalties may be imposed on those which are found to have been a place of transmission of COVID-19, if the venues are found not to have adhered to these requirements
14. STB will refer any tourism stakeholder that does not comply with the above to the relevant regulatory authority for appropriate action. Non-compliance to the safe distancing measures is an offence under the Infectious Diseases Act. The penalty for an offence under the Regulations would be a fine of less than S\$10,000 or imprisonment of less than six months or

⁴ Except for supermarket retailers where atrium sales may be used to disperse crowds from their stores

both. In addition, existing levers under the Infectious Diseases Act, including the temporary suspension of operations, may be used against persons and operators found to be non-compliant with the Regulations. Finally, tourism stakeholders which do not implement or comply with the Government's safe distancing advisories may be ineligible for government grants and loan assistance.

15. Every tourism stakeholder is encouraged to participate in the SG Clean programme to have its establishment certified. For more details on the programme, please refer to www.sgclean.gov.sg.
16. As the situation develops, please visit MOH's website regularly for the latest updates arising from further review based on the global situation. You may refer to the list of FAQs developed by STB for the tourism industry here. The health and safety of Singaporeans, visitors and those who work in the tourism industry are STB's priority, and we thank you for your continued support and understanding.

SINGAPORE TOURISM BOARD

Annex A

PRECAUTIONARY MEASURES

1. Limit the number of patrons queuing to enter the venue by putting in place a queue management system. This would include spacing patrons out in the queue by at least one metre by clearly demarcating queuing areas (e.g. install floor markers to guide queue distancing of at least one metre).
2. For attractions, stagger entry and exit timings to the attraction (e.g. entry and exit by batches of visitors). Attractions may also wish to consider implementing an appointment-based entry system (i.e. visitors buy tickets that have an entry date and time).
3. Identify hotspots within the venue that result in bunching of patrons and put in place measures to disperse them so as to reduce prolonged interaction among patrons (e.g. station staff at popular exhibits to usher patrons along)
4. Encourage online and mobile purchase of tickets to the venue, and adopt e-payment modes to minimise the handling of cash.
5. Conduct frequent disinfection of common spaces. Increase frequency of cleaning for frequently touched surfaces and interactive components within the venue or attraction (e.g. turnstiles and smart kiosks). Venues should place hand sanitisers in close proximity to frequently touched surfaces like door handles so that patrons and staff can disinfect their hands after touching them.
6. Put in place temperature screening and health declaration measures for all patrons entering the venue (e.g. hotel guests), turn away patrons who are unwell or whose health declarations reveal health risk, and report patrons on Stay-Home Notice who are not in their SHN residence to the Ministry of Manpower (MOM) for foreign workers or the Immigration & Checkpoints Authority (ICA) for Singaporeans, Long-term pass holders and short-term visitors measure applies..
7. Put in place procedures to capture the particulars of all patrons for contact tracing purposes Govtech has produced an app (<https://www.ndi-api.gov.sg/travel-health-declaration>) for this purpose. Venues are encouraged to use the app or their own equivalent apps or processes.
8. Provide hand sanitisers to frontline staff who handle cash and other payment devices and who are unable to wash their hands frequently with soap and water.
9. Train staff to provide clear communication on safe distancing measures with patrons.
10. Put up simple signage to clearly communicate safe distancing measures to patrons.



Safe Distancing for queues with use of markers at Gardens by the Bay



Spaced out queues at Chinatown Heritage Centre



Passion
Made
Possible



Spaced out queues at Universal Studios Singapore



Alternate table seating at dining establishment in Marina Bay Sands



Passion
Made
Possible



Physically distanced tables and chairs at dining establishment in Resorts World Sentosa



Spaced out counter seating at dining establishment in Marina Bay Sands



(L) Hand sanitisers at lift lobby at Marina Bay Sands, (R) Electronic displays to remind patrons to comply with relevant prevention and control measures at Marina Bay Sands