

ADVISORY ON NOVEL CORONAVIRUS PNEUMONIA
(FOR TOURISM RELATED SECTORS)

23 JAN 2020

Singapore is monitoring the situation closely, and we are taking concrete measures to strengthen our defences.

Travellers who have arrived in Singapore from China should monitor their health closely for 2 weeks upon entering Singapore and seek medical attention promptly if they feel unwell, and also inform their doctor of their travel history. If they have a fever or respiratory symptoms (e.g. cough, runny nose), they should wear a mask and call the clinic ahead of the visit.

Travellers should adopt the following precautions at all times:

- Avoid contact with live animals including poultry and birds, and consumption of raw and undercooked meats;
- Avoid crowded places and close contact with people who are unwell or showing symptoms of illness;
- Observe good personal hygiene;
- Practise frequent hand washing with soap (e.g. before handling food or eating, after going to toilet, or when hands are dirtied by respiratory secretions after coughing or sneezing);
- Wear a mask if you have respiratory symptoms such as a cough or runny nose;
- Cover your mouth with a tissue paper when coughing or sneezing, and dispose the soiled tissue paper in the rubbish bin immediately; and
- Seek medical attention promptly if you are feeling unwell.

Please refer to Ministry of Health (MOH) (<https://www.moh.gov.sg>) for updates on the local situation regarding the pneumonia cluster in Wuhan. Please see the FAQs in the Annex below for more information for tourism-related sectors.

ANNEX

FAQs for Tourism Industry

1. What has the impact of the Wuhan Virus been on the tourism industry – hotels, retail, F&B, outdoor attractions, outdoor events/concerts?

It is premature to determine the extent of the impact of the virus on the tourism industry. Singapore is monitoring the situation closely and STB is working with tourism industry partners to assess the impact and the next course of action.

2. Are there any advisories for tourists? Is Singapore safe? Is there anything I should do?

Singapore is monitoring the situation closely, and we are taking concrete measures to strengthen our defences.

Travellers are advised to remain vigilant, adopt good personal hygiene practices and monitor their health closely. Travellers are also advised to seek medical attention promptly if they feel unwell, and to also inform their doctors of their travel history.

Precautionary measures have been put in place to reduce the risk of importation of the virus to Singapore. Temperature screening has been implemented at Changi Airport for inbound travellers arriving on all flights from China, and suspect cases will be referred to hospitals for further assessment and isolated as a precautionary measure.

Health Advisory Notices are also issued to all travellers arriving at Changi Airport from China, and health advisory posters are distributed at land and sea checkpoints. All medical practitioners have also been alerted to be vigilant to look out for suspect cases and maintain strict infection control and prevention measures.

You may refer to the media statements on the Ministry of Health's (MOH) website for more information on the local situation regarding the pneumonia cluster in Wuhan (<https://www.moh.gov.sg>).

3. What recourse is there for tourists who are affected by the Wuhan Virus? Will tourists be compensated for their visits to Singapore and/or the attractions?

Tourists are advised to check with their respective travel insurance providers for information on coverage and compensation.

- 4. What steps are being taken to allay concerns of tourists here as well as those who are considering cancelling their trips here?**
- 5. How are inbound tourists being informed (through the airport and cruise terminals) of the Wuhan Virus situation and measures taken?**

STB continues to work closely with the tourism sector and our international network of offices to ensure that tourists who are currently in Singapore and those who are planning to visit Singapore, are updated on the latest developments on the Wuhan Virus situation, as well as to address any concerns they might have regarding their travel plans. Health Advisory Notices are issued to all travellers arriving at Changi Airport from China, and health advisory posters are distributed at land and sea checkpoints.

Visitors can also refer to Ministry of Health's (MOH) website for more information on the local situation regarding the pneumonia cluster in Wuhan (<https://www.moh.gov.sg>).

- 6. We heard there were multiple suspect cases. How many people have been affected by the Wuhan Virus in Singapore?**

You may refer to Ministry of Health's (MOH) website for latest updates on the suspect cases in Singapore. (<https://www.moh.gov.sg>).

- 7. I work in Singapore but I'm going back to China for Chinese New Year. What should I do?**

You may refer to the attached latest advisory by Ministry of Health (MOH) for precautionary measures that need to be taken. For more information on the local situation regarding the pneumonia cluster in Wuhan please visit (<https://www.moh.gov.sg>).