

## OPERATIONALISATION OF SAFE DISTANCING MEASURES FOR TOURISM STAKEHOLDERS

1. In view of the evolving Coronavirus Disease 2019 (“COVID-19”) situation, the Ministry of Health (“MOH”) issued an advisory entitled “Additional Precautionary Measures to Prevent Further Importation and Spread of COVID-19 Cases” on 13 March 2020 and additional Safe Distancing Measures to Prevent Further Spread of COVID-19 Cases dated 20 March 2020.
2. The Singapore Tourism Board (“STB”) is providing operational guidance on the safe distancing precautionary measures<sup>1</sup> that tourism stakeholders are required to comply with 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 agents<sup>2</sup>, 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.

### Tourism-related events and gatherings

4. Between now and 1 July 2020, all events and gatherings with 250 or more participants in attendance at any one time must be suspended.
5. Where a tourism stakeholder has reduced the scale of the event to below 250 participants at any one time, the tourism stakeholder may proceed to hold the event but are required to still implement the following precautionary measures:
  - a. Reduce crowding of participants in the following manner:
    - i. Cancel all event components that encourage close contact of more than 30 minutes within two metres between participants (e.g. cancel pre/post-event receptions and intermissions; or not serving F&B if intermissions cannot be cancelled due to the nature of the production).
    - ii. Cancel all event components where participation is standing-room-only and there is close physical interaction between participants (e.g. cancel mosh pits and non-seated breakout sessions).
    - iii. Limit the number of people queuing to enter the event venue by putting in place a queue management system. This could include spacing participants 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).
    - iv. Stagger entry and exit timings to the event (e.g. entry and exit by batches of participants). Event organisers may wish to consider implementing an alert-based entry system (i.e. visitors arrive at the entry point when they receive an alert).
    - v. Increase number of entry and exit points into the event venue where possible.
    - vi. Seating arrangements are to adopt a separation distance of at least one metre between participants (e.g. leave one or two vacant seats between participants or implement chequerboard seating), except where participants are related (eg: family, couples).

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<sup>1</sup> Paras.13 to 19 of the Additional Precautionary Measures to Prevent Further Importation and Spread of COVID-19 Cases dated 13 March 2020.

<sup>2</sup> Including TA licensed tour bus operators

- vii. Staff should remind patrons to maintain a distance of at least one metre from others, except for household members.
- viii. Ensure good ventilation, especially for indoor venues (e.g. open windows for natural ventilation, increase number of fans for outdoor events).
- b. Put up notices and posters in prominent places to remind patrons to comply with relevant prevention and control measures (E.g. avoid shaking hands with other event participants, practice good personal hygiene).
- c. Advise participants to practise social responsibility, including to monitor their own health condition and avoid attending the event if unwell.
- d. Put in place temperature screening and health declaration measures, including turning away participants who are unwell or whose health declarations reveal health risk.
- e. Put in place procedures to capture the particulars of event participants, for contact tracing purposes and turn away those who have had travel history in the last 14 days to a country/region which the Stay-Home Notice measure applies, as stated in the prevailing MOH advisory at the time. Govtech has produced an app [<https://www.ndi-api.gov.sg/travel-health-declaration>] for this purpose. Event organisers are encouraged to use the app or their own equivalent apps or processes.
- f. Encourage online and mobile purchase of tickets to the venue, and adoption of digital tickets and e-payment modes to minimise the handling of cash.
- g. Provide hand sanitisers to frontline staff who handle cash and other devices and who are unable to wash their hands frequently with soap and water

#### Tourism-related public venues

- 6. Any tourism stakeholder that operates a venue accessible to the public is to implement the following precautionary measures to reduce close contact between individuals<sup>3</sup>:
  - a. Reduce operating capacity by limiting the number of patrons within the venue at any one time so that the occupant load does not exceed one person per three square metres.
  - b. Limit the number of people queuing to enter the venue by putting in place a queue management system. This would include spacing participants 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).
  - c. Seating arrangements for rides, shows and F&B are to adopt a minimum separation distance of one metre between patrons (e.g. leave one or two vacant seats between patrons or implement chequerboard seating, except where participants are related (eg: families, couples)).
  - d. Increase the number of entry and exit points into the venue or attraction where possible.
  - e. 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).

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<sup>3</sup> Tourism Stakeholders who operate F&B and Retail establishments should refer to the operational guidelines in the Advisory on Safe Distancing Measures at Food and Beverage Establishments issued by ESG, NEA, SFA & STB, and in the Advisory on Safe Distancing Measures at Retail Establishments by ESG & STB dated 20 March 2020.

- f. 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)
  - g. Encourage online and mobile purchase of tickets to the venue, and adopt e-payment modes to minimise the handling of cash.
  - h. 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.
  - i. Put in place temperature screening and health declaration measures, including turning away patrons who are unwell or whose health declarations reveal health risk.
  - j. Put in place procedures to capture the particulars of their customers, for contact tracing purposes and turn away those who have had travel history in the last 14 days to a country/region which the Stay-Home Notice measure applies, as stated in the prevailing MOH advisory at the time. Govtech has produced an app [<https://www.ndi-api.gov.sg/travel-health-declaration>] for this purpose. Venues such as F&B outlets, attractions and retail malls are encouraged to use the app or their own equivalent apps or processes.
  - k. 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.
7. Any tourism stakeholder that operates a public venue and intends to hold an event scheduled to be held before 1 July 2020 with 250 or more participants in attendance at any one time should defer the event if possible, or failing which, cancel the event.
  8. STB will report any non-compliance to the relevant regulatory authority for appropriate action. Tourism stakeholders which do not implement or comply with the government's safe distancing advisories may be ineligible for government grants and loan assistance.
  9. 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](http://www.sgclean.gov.sg).
  10. 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.

**Annex:** Photos of implementation of safe distancing measures in tourism establishments

## **SINGAPORE TOURISM BOARD**

**Annex: Photos of implementation of safe distancing measures in tourism establishments**



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



Tables and chairs are physically distanced at dining establishment in Resorts World Sentosa



Spaced out counter seating at dining establishment in Marina Bay Sands



Vacant seats between patrons in theatres and auditoriums for shows



(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