

ADVISORY ON OPERATIONALISATION OF FURTHER SAFE DISTANCING MEASURES FOR TOURISM STAKEHOLDERS

Frequently asked questions (FAQs) for Hotels

Queue Management and Crowd Control

1. Are hotels required to comply with the requirement to reduce operating capacity at hotel's premises based on the 1 person per 16 sqm usable space rule?

No, hotels do not need to comply with the 1 person per 16sqm rule, though all other Safe Distancing Measures must be complied with.

Hotels are usually accessed by guests who have made bookings to stay at the hotel, this would naturally limit the number of guests and/or visitors at the hotel. Further, most hotel floors are limited for entry by in-house guests only. In consideration of this, hotels are not required to comply with this requirement.

2. I am a hotel taking in groups of returnees from the UK and US. As hotels are to disallow groups of more than 10 people congregating at any one time, and disperse any such group within the hotel, how do we operationalise the check-in for groups of more than 10 persons?

All guests must not congregate at the same spot at any one time. Hotels to ensure all Safe Distancing measures are in place. Each person waiting for check-in must be at least 1m apart, using floor markers to mark queuing positions. Place hand sanitisers in close proximity so that staff and guests can have easy access. Signages should also be put up to ease communication of the safe distancing measures.

3. I am a small hotel with low occupancy currently. Do I have to implement the safe distancing measures?

All hotels, regardless of size and/or occupancy rates, are required to comply with safe distancing measures. These precautionary measures can help reduce the risk of local spread of COVID-19.

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Entertainment venues and F&B Outlets within Hotels

4. I have a bar inside my restaurant. Do I have to close it?

The restaurant is considered a F&B venue and may continue to operate with implementation of safe distancing measures as set out in the circular “(Updated) Implementing Safe Distancing measures at Food & Beverage Establishments” dated 26 March 2020.

The bar inside the restaurant may remain open while other activities such as live music or karaoke which are likely to cause patrons to congregate will have to cease.

5. Will I be able to continue to use my club lounge and bar to check-in guests? Can I keep these venues open?

Yes, hotels can continue to use such facilities for check-in purposes only. The facilities cannot be used as a public entertainment venue concurrent to check-in. All other safe distancing measures must be in place, e.g. 1m spacing between tables, and group size must not exceed 10 persons.

6. I have received reservations for group of more than 10 persons in my restaurant. Do I have to turn away this booking?

Hotels can take in the reservation but should limit and split the group into groups of diners of 10 persons or fewer. Related diners (e.g. family members, couples) can be seated together at one table, but the tables must be spaced out at least 1m apart.

Events

7. I have a catering event that has been confirmed. Do I go ahead and cancel it?

Catering events which cannot be limited to 10 persons or less, will have to be deferred or cancelled. The 10 persons exclude staff of the hotel. However, given the small group, hotels should also exercise discretion in limiting the number of deployed staff to keep the group small.

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If the event is going ahead with 10 persons or less, hotels must ensure that all other safe distancing measures are in place, such as reducing the number of persons seated at one table and placing the tables at least 1m apart.

8. Can I continue with weddings at the Hotel?

Weddings which cannot be limited to 10 persons or less, will have to be deferred or cancelled. The 10 persons exclude staff of the hotel. However, given the small group, hotels should also exercise discretion in limiting the number of deployed staff to keep the group small.

If the wedding is going ahead with 10 persons or less, hotels are to ensure that all other safe distancing measures are in place, such as reducing the number of persons seated at one table and placing the tables at least 1m apart.

Other requirements

9. I have already taken the temperature and health declaration of the guest at the hotel lobby entrance, do I have to undertake temperature taking and health declaration again when the guest goes to the restaurant to dine?

Yes. Reference to STB's Circular on Operationalisation of Further Safe Distancing Measures for Tourism Stakeholders issued on 27 March 2020, para 6 of Annex A states that the hotel must put in place temperature screening and health declaration measures for all patrons entering the venue (e.g. hotel guests). This applies to all venues in the hotels and each time the guest enters the venue. This is to ensure that guests who fall ill or is feeling unwell suddenly are screened in a timely manner.

If hotel has taken guest's and visitor's travel declaration at the hotel main entrance, guests and visitors need not provide such declaration again at other parts of the hotel. A one-time travel declaration would suffice.

Hotels are also reminded to put in place procedures to capture the particulars of all visitors and guests 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.

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10. Will hotels be held accountable if their tenants do not comply with the safe distancing measures?

Reference to STB's Circular on Operationalisation of Further Safe Distancing Measures for Tourism Stakeholders issued on 27 March 2020, 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.

Hotels are encouraged to work together with your tenants to ensure compliance to the safe distancing measures.