

3 April 2020

Suspension of Activities at Workplace Premises to Reduce COVID-19 Transmission

Frequently Asked Questions

1) How will I know whether my hotel is carrying out an essential activity and should therefore be exempted from suspension?

Only essential services and related supply chains are exempted from the suspension. They include all licensed hotels as well as the transit hotels located in Changi Airport Terminal 1, 2 and 3 that are supporting Stay Home Notice (SHN); Government Quarantine Facility (GQF); Community Isolation Facility (CIF); and accommodation needs of students, foreigners, and foreign workers affected by travel restrictions, as well as for existing occupants only. These hotels can continue to operate until informed otherwise.

These hotels must close all on-site recreational facilities. Their F&B facilities may remain open only for takeaway or delivery. Hotels must also minimise the numbers of on-site staffing. All hotel staff who can perform their roles remotely (e.g., finance, HR) must telecommute.

They are required to submit details of their plans to operate with enhanced safe distancing measures in place at <https://covid.gobusiness.gov.sg> by end of 13 Apr. This is so that agencies can verify the nature of activities and size up the number of workers that have to operate on-site.

2) I have existing guests staying in my hotel, can my hotel continue to remain open?

Yes, but no new bookings can be accepted. However, hotels can accept SHN guests or guests who are unable to leave Singapore because of travel restrictions.

You must close all on-site recreational facilities. Your F&B facilities may remain open only for takeaway or delivery. You must also minimise the numbers of on-site staffing. All hotel staff who can perform their roles remotely (e.g., finance, HR) must telecommute.

3) Since hotels are classified as essential services, why do I still need to submit details of my operations in order to continue operating?

This is so that agencies can verify the nature of your business activities and assess the number of workers that need to operate on-site. All activities of your hotel that can take place through telecommuting must be conducted through telecommuting from home.

4) Can my non SHN guests dine in my hotel's F&B establishments and restaurants?

Your F&B facilities may remain open only for takeaway or delivery. To reduce interactions, dine-in service is not allowed and the guests should not consume any food or drinks in your F&B establishments. You can deliver the food to their rooms but they cannot dine in your F&B outlets and restaurants.

While patrons and delivery drivers can continue to enter the F&B premises to access take-away services, there will be no dine-in service, and nobody should consume any food or drinks on-site whilst waiting for takeaway food.

F&B outlets that remain open for delivery or takeaway must adhere to the enhanced Safe Distancing Measures in their premises, and minimise crowds by ensuring patrons are spaced at least 1 metre apart at all times (i.e. within the premise and when queuing).

5) Can my local guests/long stay guests continue to use the amenities such as swimming pool and gym?

No. You must close all on-site recreational facilities. Your F&B facilities may remain open only for takeaway or delivery.

6) Can my non SHN guests leave their rooms and hang around at the pool area?

Guests who are not serving SHN or quarantine order are free to leave their room. Please ensure safe distancing measures are in place to reduce physical interactions.

7) My hotel is undergoing renovation. Can the renovation works continue?

Renovation works should be suspended unless these development projects are assessed to be in critical stages of construction and are unable to stop due to potential safety risks, maintenance and services to ensure public safety and emergency repairs and maintenance.

Safety critical works include works assessed by BCA to be in critical stages of construction, and cannot be stopped suddenly due to potential public safety risks. However, these projects should be wound down to a state where works may be safely stopped.

8) I have workers who stay in-house. If my hotel is closed, must I evict them as well?

You can remain open if your staff are staying in the hotel. However, you cannot accept new bookings except for SHN guests or guests who are unable to leave Singapore because of travel restrictions.

9) Am I expected to keep my employees? Will the Government be reimbursing me for my manpower costs?

We strongly encourage hotels to retain your workers. The recently announced Support and Stabilization package 2 includes enhanced support measures such as an increased Job Support Scheme (to 75%) and other schemes to upskill workers and redesign jobs to prepare the sector for when business demand returns.

10) My hotel is carrying out an essential activity listed in Annex A and I have submitted details of my operations and manpower more than 24 hours ago but I have not gotten a reply. What should I do?

You may continue with on-site operations until you receive a reply from us. Do check your junk mail folder and add Covid_GoBusiness@mti.gov.sg to your safe recipients list.

11) I operate a hotel/hostel but is not licenced. Can I apply for an exemption?

If your hotel is not supporting SHN; GQF; CIF and accommodation needs of students, foreigners, and foreign workers affected by travel restrictions, as well as for existing occupants only, you must suspend your on-site activities.

If you believe that your company's activities are essential and you would like to be considered for an exemption, please submit an application through <https://covid.gobusiness.gov.sg>, with the relevant supporting information including justifications for why your activities are essential. All applications will be considered on a case-by-case basis. You must wait for approval of your exemption application before you re-commence onsite activities.

12) My company (laundromat) offers services to hotels which are listed as Essential Services. Can I be exempted?

Please submit an application through <https://covid.gobusiness.gov.sg>. You will need to provide details such as the names of the essential firms and the goods and/or services that you provide to these firms. We will respond to you within 48 hours if you are allowed to continue operating during the suspension period. You may continue with your support of the essential service while waiting for our response if you have safe distancing practices in place. Should your services be found not to be a critical activity in support of an essential service, you will be required to stop operations.

13) What about Singaporeans and local residents who have booked staycations with us during this period?

As everyone should stay home except for essential purposes, hotels cannot take in any staycation guests as locals cannot check-in to hotels during this period.