

Annex A: COVID-19 Measures and Protocols for Hotels & Hostels

1. The Singapore Tourism Board (“STB”) strongly encourage hotels and hostels to accept all guest profiles where permissible, as Singapore transits towards living with COVID-19. Hotels and hostels must be transparent with prospective guests on any company-specific policies, and terms and conditions of the guests’ stays during the booking phase.
2. This document serves as a guide for hotels and hostels that are not Government-contracted isolation facilities, on managing Covid-positive guests and persons who may be required to serve Stay-Home Notice (SHN) at self-sourced accommodations. Hotels and hostels must not carry-on business as Stay-Home-Notice Dedicated Facilities (SDFs), Government Quarantine Facilities (GQFs), Community Isolation Facilities (CIFs), and Swab Isolation Facilities (SIFs) without contracting with the Government.

AREA	OVERVIEW OF MEASURES
1. Universal infection prevention and control measures	a. Please refer to the following document for specific guidance on infection prevention and control (IPC) measures in all hotels and hostels receiving domestic and foreign guests (e.g. travellers self-isolating for their SHN). <ul style="list-style-type: none"> • Guidance on Infection Prevention and Control Measures in all Hotels and Hostels Amid the COVID-19 Situation
2. Room bookings	a. Hotels/hostels must refuse entry and must not allocate accommodation to any individual who is required to isolate at a Government-contracted isolation facility (e.g. SDF, GQF, etc.).
3. Check-in	a. Persons on SHN (PSHNs) and COVID-19-positive guests must be allocated rooms with ensuite bathrooms and can be allocated rooms on the same floor as other guests. b. PSHNs and COVID-19-positive guests must not be allocated private ensuite rooms to be shared with guests from a different booking.
4. During Stay (Guest’s Isolation Period)	a. Hotels/hostels must manage the entrances and walkways in the premises such that guests who self-isolate do not come within 1 metre of any other guest or visitor en-route to their allocated rooms. b. Hotels/hostels are to take all reasonably practicable steps to ensure guests self-isolating (i.e. during their SHN): <ul style="list-style-type: none"> ○ Are not permitted to leave their room, except for swab tests, medical reasons and emergencies. ○ Must not be permitted any visitors during isolation. ○ Must not engage in physical interaction with other guests or visitors across guest rooms (including across balconies). If such guests are found outside their rooms, staff must immediately advise such guests to return to their rooms and report the incident to respective authorities. c. Where the guestroom has a balcony, the hotel/hostel must remind guests that masks must always be worn when using the balcony and that there must not be physical interaction across balconies (e.g. passing items across balconies).

Dated: 26 August 2022

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AREA	OVERVIEW OF MEASURES
	<p>d. During guests' self-isolation period, hotels/hostels must prevent their access to common facilities and remind them not to leave their room nor use any common facilities.</p> <p>e. There must be no physical interaction between the staff and guests at any time, except to render help in an emergency. Where works must be conducted in a guestroom (e.g. maintenance of ventilation), the hotel must arrange for the guest to change rooms before such works are performed.</p> <p>f. Hotels/hostels are to take all reasonably practicable steps to facilitate guests to undertake self-isolation, including but not limited to:</p> <ul style="list-style-type: none">o Providing the guests with bed linen and laundry bags to change their own bedlinen. Hotels must <u>not</u> carry out housekeeping services in-room for such guests.o Providing cleaning equipment for guests to clean their own bathrooms.o Assisting in delivery of food and other sundries to guestrooms (e.g. laundry). External visitors are not allowed to deliver the items directly to guestrooms; these items are to be left at the hotel Front Desk and placed outside guestrooms by the hotel staff.o If staff are requested by guests to assist with booking transport services for their swab tests, ensure they use permitted transport services to and from the hotel/hostel when heading out for their testing requirements. <p>g. Guests who test COVID-19-positive during their stay must be moved to a private ensuite room to isolate. Hostels without private ensuite rooms may arrange for the guests to return to their place of residence in Singapore or to transfer to another hotel/hostel that has private ensuite rooms and are accepting COVID-19-positive guests.</p> <p>h. Hotel/hostel may report any breaches via <u>FormSG</u> or notify ICA through the SHN helpline at 6812 5555.</p>

3. **Important note to Government-contracted facilities i.e. SDF, GQF, CIF, SIF:** Government-contracted isolation facilities must refer to and at all times comply with the prevailing operational guidelines provided by the relevant government agencies (i.e. STB, MND) for policies, procedures and controls to apply in order to mitigate the risk of transmission of COVID-19 in those settings, including ensuring that guests undertake isolation and testing in accordance with their movement control measure.

4. It is a "live" document and subject to further changes as the COVID-19 situation evolves. For any enquiries, please contact STB at STB_Hotels@stb.gov.sg.