

# DESTINATION ASIA

DESTINATION MANAGEMENT FOR ASIA'S TRAVEL CONNOISSEURS

## TRAVEL IN SINGAPORE POST COVID-19



**Safe  
travels**

by  
WORLD  
TRAVEL &  
TOURISM  
COUNCIL

THAILAND | VIETNAM | CHINA | JAPAN | HONG KONG | INDONESIA | SINGAPORE | CAMBODIA | MALAYSIA | MYANMAR | LAOS





# GUIDING PRINCIPLES

## Developing our operating standards

In order to support and respond to client questions relating to health and safety around travel in the current climate, Destination Asia produced a series of 'Travel in Asia Post COVID-19' documents for each of its operating countries. The intention is to provide clients with visibility on those measures currently in place in Asia – at government level and covering our own operational standards. These standards have been approved by the World Travel & Tourism Council (WTTC) after meeting their core global protocol requirements. Destination Asia has been provided with the WTTC 'Safe Travels' stamp, showing our commitment to provide a safe environment once international travel opens again.

The standards are based on the information available to us today. We will update the online versions as countries lift restrictions and travel opens further.

The operating procedures outlined are the minimum operating standards established in response to COVID-19, whereby Destination Asia can implement controls to protect travellers and employees, and help prevent the spread of infection.

Each document is based upon four guiding principles:



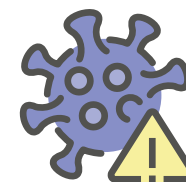
**Protection & barriers**



**Enhanced sanitation  
procedures**



**Physical distancing  
compliance**



**Training & monitoring**

This 'Travel in Asia Post COVID-19' document is supported by country operating manuals to ensure the above guiding principles are appropriately implemented and maintained as we move forward.



# AIRPORTS

We are closely monitoring the situation and will provide updates accordingly

1

At present, **all international flights are banned**, except for returning nationals and officials.

2

Each country has implemented a mandatory **14 day quarantine** for arrivals. For special cases where individuals have been allowed to return, they are being asked to complete a health declaration form and/or provide a medical certificate before departure.

3

Airlines are introducing new social distancing rules from check-in to boarding. The middle seat is unavailable on sectors where it is mandated by regulators. The **wearing of masks by passengers will be subject to airline** conditions but is recommended.

4

Airport staff are required to wear face shields/masks and gloves. **Passengers are required to pass through thermal scanning** in most destinations.

5

Airlines have introduced precautionary measures to limit on-board interaction. This has resulted in **changes to inflight service offerings on all flights**. Additional changes may be introduced on some flights if required by the regulators.







# TRANSPORT

Local government guidelines in each destination will be strictly adhered to



## DESTINATION ASIA

All vehicles are equipped with hand sanitiser, and guests will be asked to clean their hands on entry into the vehicle. Protective masks are available for guests upon request.

Vehicles will be thoroughly disinfected and sanitised before each use; with a log maintained. After each transfer, the driver will wipe down with a disinfectant solution, all high touch surfaces such as seats and door handles.

We encourage guests to carry their own luggage where possible to reduce contamination. If required to, **our drivers can handle luggage and will wear gloves** while doing so.

Vehicle capacity is reduced by 50% with safe seating distance between guests maintained e.g. empty seats will be blocked with signage.




## PUBLIC

Social distancing is required on public transport. This has led to longer entry queues at stations and points of departure, making distancing difficult at times.

Masks are required for entry and seats are blocked to allow for distancing. In most cases, hand sanitisers are freely available at stations.

Some countries are under government curfew restrictions, with public transport services closing earlier than normal.



# OUR GUIDES

## Travelling with Destination Asia

All our guides have received training on new protocols and briefed to explain new local regulations to arriving guests. Also, **every guide will complete a post-trip report** including COVID-19 checklist.

Our guides and drivers are subject to **temperature checks at the start of each day** and shall wear a mask or face shield, and gloves when required.

**Physical distancing of minimum 1 metre (3 feet) apart will be required at all times** by guides at venues, restaurants and throughout tours and activities.

**Asia is home to several centres of medical excellence**, with internationally trained doctors available and English commonly spoken.

Guides will report any guest displaying signs of fever and provide assistance as per **Destination Asia health and safety policy**.

Temperature checks are encouraged before boarding vehicles with **strict spacing adhered to** on-board.

We encourage clients to **use their own refillable water bottles to help reduce contamination and the use of plastic**. Hand sanitiser is carried by each guide during each trip, though we suggest clients maintain a personal supply along with any PPE.





# HOTELS

Many hotels remain closed. Those opening are **sharing policies on new regulations and guidelines**, and this will be shared when more information is known.

There are generally **limited access points into hotels to help control movement** of visitors. Many have put up barriers at check-in to protect guests and staff.

Staff will perform **temperature checks on all guests** as they arrive and disinfect luggage using a spray.

**Hand sanitiser is provided** in public areas and guests are encouraged to use this.

It is **mandatory for hotel staff to wear masks** at all times.

As a general rule, **hotel rooms are sanitised after check-out** using a hospital grade decontamination system for sanitization.

**Social distancing policies are visible in public areas:** At check-in counters, next to elevators, meeting rooms, and hotel restaurants.

Some hotels have gone a **step further and promote digital check-in/out**. In this instance, guests can complete registration cards on their mobile devices on the way to the hotel, they will find their room key waiting for them at reception. Prior to check-out, guests will be able to settle their bill via a secure online payment system and receive the receipt via email.



# RESTAURANTS/SHOPS/VENUES

Restaurants, venues and other service providers are implementing government-led guidelines. **We will only work with those suppliers who as a minimum, adhere to government policies.**

Additionally, **Destination Asia has developed their own COVID-19 operating procedures** that suppliers must sign and agree to adhere to.

Regular checks are made by our operation teams to **ensure supplier standards are strictly adhered to.**

**We are utilizing touch-free payment options when possible.** Whenever possible, our guides will manage all vouchers, tickets and trip expenses to reduce contact with foreign objects.

A temperature check is often taken before entering, even at small convenience stores. Many places now require you to **check in via an App/QR code** or provide contact details for tracing purposes.

Restaurants and shops have introduced **social distancing with floor markings indicating new queuing regulations** and seating spaced minimum 1m apart.





# COVID-19 Report Site

Destination Asia

## SINGAPORE

### REGULATIONS & RESTRICTIONS

**International flight status (restricted countries and quarantine procedures):**  
Singapore Airlines (SIA), SilkAir and Scoot passengers flying from selected cities in China, Japan and South Korea can now transit through Changi Airport. The approved cities are Hong Kong, Chongqing, Guangzhou and Shanghai in China, Osaka and Tokyo (Narita International Airport) in Japan, and Seoul in South Korea. SIA announced on its website on 22 June. Currently, transfers to and from flights operated by other airlines are not permitted.  
The updated list of approved cities can be found [HERE](#). Currently, transfers to and from flights operated by other airlines are not permitted.

All incoming travellers, including Singapore Citizens, Permanent Residents and Long Term Pass holders (Work Pass holders, Student's Pass holders, Long-Term Visit Pass (LTP) holders and Dependant's Pass holders, as well as those who have been granted In-Principle Approval (IPA) for a LTP), are required to serve a 14-day Stay-Home-Notice (SHN). From 17 June 2020, 2359 hours, in addition to serving a 14-day SHN, all travellers entering Singapore will have to undergo testing for COVID-19 before the end of their SHN.

All travellers entering Singapore after 17 June 2020, and who had remained in Australia, Brunei Darussalam, Hong Kong, Japan, Macao, Mainland China, New Zealand, Republic of Korea, Taiwan and Vietnam in the last consecutive 14 days prior to their entry, do not have to serve their SHN at dedicated SHN facilities. Those who enter Singapore would have to bear the costs of fulfilling these requirements, as part of the cost of travel in a COVID-19 world.

All short-term visitors will not be allowed to enter Singapore, unless issued with a [SafeTravel Pass](#) or an approval letter of entry from the relevant agency in Singapore.

**Internal country regulations / border crossings:**  
These are the activities that can resume once Phase Two begins from 18 June 2020 2359 hours:

- .. Retail businesses, who may re-open their physical outlets
- .. Dine-in at food and beverage outlets (although live music, television and video screenings are not allowed at this stage)
- .. Personal health and wellness activities
- .. Home-based services
- .. Tuition and other private enrichment classes (although singing or voice training classes will not resume)
- .. Sports, parks and other public facilities. These include playgrounds, beaches, swimming complexes, sport halls, gyms and fitness studios, function rooms, and similar facilities in private condominiums and clubs
- .. Registered clubs and societies, at their registered premises
- .. All healthcare services, including face-to-face visits at residential facilities for the elderly, although safe distancing and precautionary measures will be put in place

**Expected restaurant / venue opening dates and procedures:**  
A small number of activities where large numbers of people are likely to come into close contact, often in enclosed spaces, and for prolonged periods of time, will not yet be allowed. These include:

- .. Religious services and congregations.
- .. Large cultural venues such as libraries and museums.

Some events, events and services, such as performance, exhibitions, seminars and trade fairs, and entertainment services such as bars.

THAILAND VIETNAM CHINA INDONESIA JAPAN SINGAPORE MALAYSIA HONG KONG CAMBODIA MYANMAR LAOS

Rather than inundating our partners with updates, we created a dedicated **COVID-19 report site** with details on; hotel, venue, and site & supplier closures and opening dates; and regulations and restrictions surrounding airports, restaurants and country borders.

The site contains a central spreadsheet with a tab in the footer allowing easy navigation between countries. The information presented within the site is regularly updated, providing the details you'll need in planning around travel reopening.

The site can be accessed by clicking on the link below. We suggest **bookmarking it for easy future access.**  
<https://sites.google.com/view/destinationasia-covid-19/home>



Click any image to open

