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16 March 2020

Dear Valued Partner

Greetings from the Singapore Tourism Board (STB). I hope that you and your loved ones are healthy and well.

The last few weeks have been incredibly difficult for the global travel industry: We are tackling business concerns while trying to adapt to the various measures being adopted around the world to combat the Coronavirus Disease 2019 (COVID-19). We are supporting our partners and clients, without compromising on their health and safety. And we are keeping our spirits up, even as we prepare for a long period of uncertainty.

Since my last update to you, the situation has worsened significantly. The number of cases outside China have increased more than ten-fold, and the number of affected countries has tripled. Many Singaporeans, including myself, are concerned about our friends overseas, but we are hopeful that efforts to control the virus will succeed.

On 11 March 2020, the World Health Organization declared that COVID-19 is a pandemic, and called on governments to do more to combat the virus. As one of the first nations to be affected by COVID-19, Singapore has taken proactive and calibrated steps to curb its spread. After much consideration, we have decided that further steps are required.

From 16 March 2020, travellers entering Singapore with recent travel history to ASEAN countries, Japan, Switzerland or the United Kingdom within the last 14 days will be issued with a 14-day Stay Home Notice (SHN). They will need to provide proof of the place where they will serve the 14-day SHN, such as a hotel booking covering the entire period, or a place of residence. Given our close proximity to Malaysia, the 14-day SHN and requirement to submit health information will not apply to land and sea crossings with Malaysia.

Travellers entering Singapore, regardless of travel history, exhibiting fever and/or other symptoms of respiratory illness will also be required to undergo a swab test at the checkpoints. In addition, Singapore has already ceased port calls for all cruise vessels. You can read more about the measures [here](#). These measures are on top of those announced earlier for travellers with recent travel history to mainland China, Iran, Italy, France, Germany, Republic of Korea, and Spain, who will not be allowed entry into Singapore, or transit through Singapore.

The decision to introduce these measures was made after extensive discussions and a thorough assessment of the current situation. They are temporary, and will be reviewed regularly based on the global situation. As always, our priority is health and safety, and I seek your kind understanding as we continue to play our part in the global fight against the virus.



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During this time, we will support you in any way we can. For example, we will continue to conduct training for travel agents and share relevant content through our Tourism Information and Services Hub (TIH). Do get in touch with our regional offices if you have any questions or ideas on how we can continue to work together during this time.

Thank you once again for your friendship, and I look forward to working with you to rebuild and recover together.

Yours sincerely

**Keith Tan
Chief Executive**