

INFORMATION SHEET FOR PERSONS ON STAY-HOME NOTICE (SHN)

Dear Guest,

Under the Stay-Home Notice (SHN) issued by the Ministry Of Health (MOH), you will be housed in this hotel. For safety and hygiene purposes, do note that the usual amenities and services provided by this hotel will not be available to you during your stay. This information sheet summarises the services available and highlights important administrative instructions. **Please read this very carefully.**

You must follow these instructions closely to protect the health and safety of everyone else, and in making your stay here as comfortable as possible.

If you fail to comply with the requirements of the SHN, you will put the health of others at risk and may face the following penalties:

- a) Your access to some of the amenities in the hotel (e.g., wifi) may be compromised.
- b) If you are a student on a scholarship, your scholarship provider may be notified of your infringements.
- c) You may be prosecuted under Section 21A of the Infectious Diseases Act¹ and/or any regulations promulgated thereunder, such as the Infectious Diseases Act (COVID-19 – Stay Orders) Regulations 2020².
- d) If you are a Singapore Permanent Resident, Long-Term Visit Pass holder, Dependant's Pass holder, or Student's Pass holder, your Re-Entry Permit or passes may be revoked or the validity shortened³ and you may be barred from entering Singapore in future.
- e) If you are a foreign employee issued with a work pass, your work pass may be revoked. This is because the SHN is imposed on you pursuant to Section 7(4)(a) of the Employment of Foreign Manpower Act⁴.

Please take this seriously and do your part to keep Singapore healthy and safe! Have a good rest during your stay here.

Singapore Tourism Board

¹ Any person guilty of an offence under Section 21A of the Infectious Diseases Act shall (a) in the case of a first offence, be liable on conviction to a fine not exceeding \$10,000 or to imprisonment for a term not exceeding 6 months or to both; and (b) in the case of a second or subsequent offence, be liable on conviction to a fine not exceeding \$20,000 or to imprisonment for a term not exceeding 12 months or to both.

² Any person guilty of an offence under Regulation 3(3) or Regulation 4(2) of the Infectious Diseases (COVID-19 – Stay Orders) Regulations 2020 shall be liable on conviction to a fine not exceeding \$10,000 or to imprisonment for a term not exceeding 6 months or to both.

³ An immigration pass is issued subject to the condition under Regulation 8(4) of the Immigration Regulations that the pass holder shall, if so required by the Controller of Immigration, undergo quarantine and medical surveillance in accordance with such requirements as the Controller may determine. Pursuant to this condition, a pass holder is required to observe the requirements of the SHN.

⁴ The Controller of Work Passes may at any time vary or revoke any of the existing conditions of a work pass or impose new conditions. As an additional condition of your work pass, you must comply with the SHN.

HEALTH, SAFETY AND SECURITY

During your stay in the hotel,

1. **Remain in your designated room at all times during the 14-day period.** Do not leave the room, even if it is to purchase food and essentials. If necessary, you may opt for delivery services or enlist the assistance of others for your daily necessities. Hotel employees will then help receive the items at the hotel, and facilitate the delivery to your doorstep.
2. **Do not use the common facilities within the hotel.**
3. **Minimise contact with others, and do not invite visitors to your room.** Maintain a record of persons you come into close contact with during this period.
4. **Smoking is restricted to smoking rooms designated by hotels.** Should you be assigned a smoking room, you are to abide by the hotels' terms and conditions and comply with the hotel's enforcement checks (where relevant).
5. Check for symptoms by **monitoring your health closely**, i.e. twice daily for fever (i.e. $\geq 38^{\circ}\text{C}$) and respiratory symptoms such as cough and breathlessness.
6. **Observe good personal hygiene** by,
 - a) Washing your hands regularly with soap and water, flush the toilet after use, and wash your hands before and after handling food or eating, and after going to the toilet.
 - b) Do not touch your face.
 - c) Cover your mouth when coughing or sneezing.
 - d) Do not share food, crockery, utensils and other personal hygiene items.
7. If you have queries on any **hotel-related or room-related or accommodation matters, please call the Front Desk.**
8. If you have queries on the **SHN guidelines, please call 6812 5555 (8am to 12 midnight).**
9. Should you require medical attention while on SHN,
 - a) For **life-threatening emergencies** such as cardiac arrest, active seizures, breathlessness, major traumas and stroke, please **call 995 directly or the Front Desk for assistance**; and
 - b) For **non-emergencies** (such as cough or fever, follow-up visits for chronic conditions, refilling of prescription, etc.), **please call Front Desk.**
10. If you feel **emotionally distressed, depressed or anxious**, and wish to talk to someone, you may call the **National CARE helpline at 1800-202-6868 (8am to 12 midnight), Institute of Mental Health hotline at 6389 2222 (12 midnight to 8am) or Samaritans of Singapore at 1800 221 4444 (12 midnight to 8am).** If you are a migrant worker and need counselling in a different language, please call or Whatsapp 3138 4443 (HealthServe) or 6536 2692 (Migrant Workers' Centre). For domestic employees, please call 1800-2255 233 (Centre for Domestic Employees).
11. **For Approved Caregivers (where pre-approval have been sought in exceptional cases) of Persons serving SHN (PSHNs), please read the Letter of Understanding for Caregivers of PSHNs (<https://go.gov.sg/caregiverlou>)** to understand and acknowledge the risks and roles

of a caregiver. Strict compliance must be observed and failing to comply could result in (a) other conditions being imposed as deemed necessary; and (b) PSHN may be ordered to be detained and isolated in a hospital or other place. If you have any query on the LOU for PSHN caregiver you can contact MOH COVID 19 hotline at (1800-333-9999).

SERVICES

Services during your stay,

1. Meals
 - 3 meals a day will be provided and placed outside your room. Please place used receptacles and waste outside rooms for collection by hotel after dining.
 - For additional F&B items, please contact In-room dining. Additional charges apply.
2. Laundry cleaning
 - Laundry services will not be provided by default to keep the price of your SHN stay as low as possible. Laundry services for personal clothing is available with the hotel upon request. Do check with the Housekeeping team for applicable charges, before arranging for pick up and placing laundry items in a sealed bag outside your room.
3. Housekeeping Services
 - No housekeeping services will be provided during your stay.
 - Fresh change of bed linen and cleaning supplies will be placed outside your room on a weekly basis.
 - Clean bath linen will be provided every 3 days.
 - For collection of soiled bath and bed linen, please place them in a laundry bag outside your room.
 - For collection of garbage, please tie up the garbage bag and leave it outside your room.

Damage to hotel property is chargeable and costs involved will be determined by the extent of damage caused. The hotel will not be liable for any injury or inconveniences that may result during your stay with us.

CHECK-OUT

1. The hotel has been tasked to stagger checkout timing, by assigning you an allocated checkout time. Priority will be given to families, seniors and persons with special needs.
2. The hotel will inform you of your check-out time in advance. **Do not leave your room** prior to your allocated check-out time.

FEEDBACK FORM QR CODE

ENGLISH



<https://go.gov.sg/8wnklt>

URL : <https://go.gov.sg/8wnklt>

CHINESE



<https://go.gov.sg/a34o6r>

URL : <https://go.gov.sg/a34o6r>

BAHASA MELAYU



<https://go.gov.sg/gsl8jn>

URL : <https://go.gov.sg/gsl8jn>

TAMIL



<https://go.gov.sg/odbd0k>

URL : <https://go.gov.sg/odbd0k>

BAHASA INDONESIA



<https://go.gov.sg/clfeza>

URL : <https://go.gov.sg/clfeza>

BENGALI



<https://go.gov.sg/0xklc6>

URL : <https://go.gov.sg/0xklc6>

Hi there!

RE: INFORMATION FOR PERSONS ON STAY-HOME NOTICE (SHN)

A warm welcome to Furama City Centre!

We are committed to care for your stay, and work to ensure your well-being and comfort are well looked after. Please read this information sheet carefully and adhere to the measures during your stay.

Room Service

Your stay includes the following three meals daily. But if you are looking for additional food and drinks, additional purchases can be made through:

- our chatbot ordering system by scanning the QR code in your room *or*
- dialling '2' to speak to our Room Service team

Additional charges apply.

Stay Home At Furama

Visit us at <https://www.furama.com/specials/stayhomeatfurama/> or scan the QR code below for:

- Complimentary entertainment
- Exclusive promotions
- Purchase of essential items
- Information on our SG Clean establishment
- Rental of gym equipment including bikes from Cru Bike



Stay Home At Furama



Rent a bike from Cru Bike

Extended Stay

Wish to stay a little longer? Contact our friendly team at sales.riverfront@furama.com if you wish to extend your stay at preferential rates!

Refer to the Annex for more information and we hope that you enjoy your stay with us!

Please dial '0' to contact our Duty Manager for further assistance.

Advisory for Guests under Stay Home Notice (SHN)

1. Remain in room at all times
2. No smoking in the room
3. Don't leave room to buy food and essentials
4. Minimize contact with people, avoid visitors
5. Pre – set menu will be served daily (3 meals)
6. Fresh towel will be changed every Wednesday & Saturday (leave outside room for collection from 1000hrs to 1500hrs)
7. Bed linen & Pillowcase will be changed every Saturday morning (leave outside room for collection from 1000hrs to 1500hrs)
8. Any ordering of food and drinks (Room Service) will be under personal account
9. Take temperature twice daily; monitor for respiratory symptoms
10. Suggestion: download the apps to check result: Health Hub (Singapore Citizen & PR), FWMOMCARE (Pass Holder)

Provision of Service for SHN Guests

- 8.30am – Breakfast (self-collect at the door)
- 10.30am - Disposal service (leave outside room for collection)

- 1.00pm - Lunch (self-collect at the door)
- 2.30pm - Lunch Clearance (leave outside room for clearance)

- 7.30pm - Dinner (self-collect at the door)
- 8.30pm - Dinner clearance (leave outside room for clearance)

Complimentary access to 5000+ digital newspaper and magazines with the following steps:

- Step 1: Connect to Furama City Centre's Wi-Fi hotspot
- Step 2: Open browser and type in the URL link www.pressreader.com or alternatively download the app 'PressReader' through your app store

WIFI CONNECTION

Connect: Wifi@Furama

Select : Option B

1st Box : Room No. (e.g: **0601**)

2nd Box : Family Name (e.g: **Tan**)



Furama City Centre, Singapore
60 Eu Tong Sen Street, Singapore 059804
Tel: (65) 6533 3888 Fax: (65) 6534 1489
Email: citycentre@furama.com
Website: www.furama.com