



Civil Aviation Authority of Singapore

## CAAS Circular 2021/07

16 January 2021

### GUIDANCE ON NOTIFYING PASSENGERS ON PRE-BOARDING CONDITIONS

This Circular provides guidance on the implementation of paragraph 5A of CAAS Directive 9/2020 applicable to Singapore air operators and CAAS Directive 10/2020 applicable to foreign air operators (“Directives”).

2 Paragraph 5A of each Directive requires an air operator to notify its passengers by appropriate means, such as on its website or by displaying signs at its check-in counters, that –

- (a) the passenger will not be allowed to board the aircraft if he/she –
  - (i) has a fever, cough, runny nose, sore throat, anosmia, or shortness of breath;
  - (ii) has been diagnosed or suspected to have COVID-19 infection in the last 21 days;
  - (iii) has had close contact with any case of COVID-19 in the last 14 days; or
  - (iv) displays any of COVID-19 symptoms; and
- (b) the passenger has to comply with Singapore’s public health and immigration requirements as specified on the website of the Immigration and Checkpoints Authority.

3 An air operator may display the notification through the following means:

- (a) webpage(s) where the flight ticket to Singapore is sold;
- (b) signages at check-in and transfer counters for the handling of passengers on its flights to Singapore;
- (c) signages at the boarding gate of its flights to Singapore; and
- (d) any other location that the air operator finds appropriate.

4 The following is a sample notification that an air operator may use for the various locations listed in paragraph 3 of this Circular:

**“To minimise the spread of COVID-19, Singapore has implemented public health and immigration measures.**

**A passenger will not be allowed to board the aircraft for a flight if he or she:**

- (a) has a fever, cough, runny nose, sore throat, anosmia (loss of sense of smell), or shortness of breath;**
- (b) has been diagnosed or suspected to have COVID-19 infection in the last 21 days;**
- (c) has had close contact with any case of COVID-19 in the last 14 days; or**
- (d) displays any of the COVID-19 symptoms.**

**The passenger must also comply with Singapore's public health and immigration requirements. For more information please visit [safetravel.ica.gov.sg](https://safetravel.ica.gov.sg)."**

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