

MICE EVENTS – FREQUENTLY ASKED QUESTIONS (FAQS)

Updated as of 28 March 2022

A: MICE EVENT REQUIREMENTS

1. What is the capacity limit for MICE events?

- a. From 29 March 2022, the following event capacity limits apply:
 - (i) Events with ≤1,000 participants* at a time: no capacity limit.
 - (ii) Events with >1,000 participants* at a time: capacity is limited to 75% of the maximum number of individuals specified in the most recent approval under section 55 of the Fire Safety Act 1993, or 75% of the fixed seating for the Event Venue, whichever is the higher¹. Participants must, as far as is reasonably practicable, be evenly spread out when present in the event venue.

*All participants entering or remaining in the event venue must be fully vaccinated. An individual is considered fully vaccinated if he/ she (a) has received the full regimen of a WHO EUL vaccine, or (b) within the 180-day exemption period after recovery from COVID-19. From 14 February 2022, participants resident in Singapore aged 18 years and above and who have completed the primary vaccination series will be considered fully vaccinated for up to 270 days after the last dose of the primary vaccination status. Thereafter, such participants who are eligible for booster vaccination must do so in order to remain fully vaccinated. Refer to <https://file.go.gov.sg/vdsminfo.pdf> for more details on vaccination status.

2. How is the 75% capacity for events of >1,000 participants calculated?

- a. 75% capacity takes reference from the prevailing maximum occupancy load (m²/person) of the venue, per the fire safety code² or fixed seating. The 75% limit will then be applied to this maximum occupancy load.
- b. For example, if the contracted gross floor area of the venue can accommodate a maximum of 10,000 participants according to the fire safety code, the event size will be capped at 7,500 participants at any point in time (i.e. 75% of 10,000).
- c. EOs should engage their venue partners to determine the maximum capacity of the contracted gross floor area for their event.

3. Who does the capacity limit include? Are exhibitors included as participants?

- a. The capacity limit applies all participants of the event, including exhibitors, media attending the event, speakers, participants' liaison officers, etc. For avoidance of doubt, EO staff and external service providers who are present at the event venue are included.

4. Are there limitations to the event venues allowed under the STB MICE SMMs?

- a. There is no restriction to the types of event venues allowed as long as the venues can be hired as a function centre and are able to implement measures under the Safe Business Events Framework.
- b. MICE events can be held at F&B establishments. EOs must also comply with the prevailing SMMs for F&B establishments³.

¹ For example, if the contracted gross floor area can accommodate a maximum of 10,000 participants, the event size will be capped at 7,500 participants (i.e. 75% of 10,000).

² Full fire safety code can be accessed here: <https://www.scdf.gov.sg/docs/default-source/scdf-library/fssd-downloads/chapter-1.pdf>

³ <https://www.enterprisesg.gov.sg/covid-19/safe-distance>

5. Is Food and Beverage allowed at MICE events?

- a. Yes. F&B should be provided in individual servings, and consumed when participants are stationary (i.e. seated or standing).
- b. Staff-served buffet are allowed, but not self-served buffet.

6. Are hors d'oeuvres allowed at MICE events?

- a. Yes, provided that the hors d'oeuvres are in individual servings.

7. Can I organise a standing reception with F&B served at an indoor venue?

- a. Yes. EOs must maintain a safe distance of at least 1 metre between groups of up to 10 at all times during the standing reception. The number of participants in each group cannot exceed 10.
- b. Ensure participants are not walking and eating/drinking at the same time. i.e. when participants are eating/drinking, they must remain stationary.
- c. Participants must remain masked when not eating/drinking.

8. Can I organise a standing reception with F&B served at an outdoor⁴ venue?

- a. Yes. Ensure a distance of at least 1 metre between groups of up to 10 participants at all times. The number of participants in each group cannot exceed 10.

9. Can I have food sampling and cooking demonstrations at my event?

- a. Yes, food sampling and cooking demonstrations may take place at MICE events, subject to prevailing SMMs for F&B.
- b. This includes maintaining a distance of at least 1 metre between groups of up to 10 participants at all times and ensuring food samples are provided in individual servings. Food samples must only be consumed when participants are seated or standing in a substantially stationary position. For avoidance of doubt, participants must not eat/drink while walking around the event.

10. Are live performances permitted at MICE events?

- a. Yes, from 29 Mar 2022, live performances will be allowed at MICE events. E.g. lion dance during the opening ceremony, string quartet during meals, etc.
- b. EOs may refer to NAC's guidelines on the resumption of live performances [here](#).

⁴ Outdoor settings means any area that is not substantially enclosed in a manner that impedes natural lateral airflow to and from the area, including sheltered walkways, sheltered bus stops and areas under retractable canopies.

B: INTERNATIONAL VISITORS

11. How can international visitors attend MICE events in Singapore?

- a. Singapore has implemented the Vaccinated Travel Framework where all fully vaccinated travellers can enjoy quarantine-free entry into Singapore without the need to enter under specific Vaccinated Travel Lanes (VTLs).
- b. Please refer to ICA's website for more information [here](#).

C: ORGANISING A MICE EVENT

12. Do I need to submit an application to organise a MICE event?

- a. No. With effect from 29 March 2022, Event Organisers and Event Venues (collectively, EOs) do not need to submit an application to organise a MICE Event. EOs must continue to ensure all SMMs are adhered to.

13. As a venue operator or other occupier of the venue, can I have multiple events at different parts of my venue?

- a. Yes. If multiple concurrent events are taking place at different parts of the same venue, the venue operator or other occupier must ensure that each MICE event does not exceed the total participant capacity⁵ and with all safe management measures in place.

14. If the event is spread out over multiple floors, does the capacity limit get divided according to each floor?

- a. For events spread out over multiple floors, the total capacity for the entire event at any one time will be calculated by adding the total capacity across all event premises.

15. Are participants able to move freely between conference sessions and exhibition floor (all within the event halls)?

- a. Yes, participants are able to move freely between different premises of the event space.
- b. Event Organisers must ensure that all participants in the event space are fully vaccinated.

16. What is the role of the Event Organiser and Event Venue? Who would be penalised in the event of a contravention?

- a. Both the Event Organiser and Event Venue are jointly responsible for the events taking place under their purview. In the event of any contravention, Enforcement Officers will investigate the facts and circumstances leading to the contravention to determine which party is liable, or if both parties are liable.

⁵ The participant capacity requirement for a venue where a business event takes place, or is to take place, refers to the requirement that limits the total number of participants who are or may be allowed to be present within the participants' area of the venue at any one time during the crowd management period of the business event.

D: FINANCIAL SUPPORT FOR MICE EOs

17. What are some of the financial assistance available for EOs?

i. Marketing and Visitor Experience

- a. EOs with new products and experiences which will improve the overall visitor experience and increase the attractiveness of Singapore to visitors can tap on the [Experience Step-Up Fund \(ESF\)](#). Some examples include the development of virtual reality (VR) and augmented reality (AR) products which showcase Singapore during the conference, contactless technology which enhance delegate experience etc.

ii. Technology and Innovation

- b. Separately, there is the [Productivity Solutions Grant \(PSG\)](#) under Enterprise Singapore (ESG) which encourages enterprises to continue digitalisation and productivity upgrading efforts. EOs can refer to the list of supportable solutions and identify relevant solutions that best suit your business needs on the PSG website. Some of the pre-scoped IT solutions and equipment include virtual meeting and telephony tools, temperature screening solutions, video analytics for crowd management, autonomous floor cleaner, fleet management, etc to support local enterprises in their digitalisation and productivity efforts.
- c. If you're taking this period to rethink your company's current business models or redesign your work processes to be more efficient, there is the [Business Improvement Fund \(BIF\)](#) which aims to encourage technology innovation and adoption to improve productivity and competitiveness. Companies could also leverage on technologies and customised solutions to make routine tasks more efficient. These could include the development of an integrated e-registration system to serve the needs of your clients, automation of cleaning processes at event venues which integrates Artificial Intelligence (AI) navigation to clean floors without human intervention, or customised hybrid meeting solutions which enable simultaneous broadcast of multiple sessions on a single platform etc.

iii. Financing Schemes

- d. Small and Medium Enterprises (SMEs) can also consider the [Enterprise Financing Scheme – SME Working Capital Loan](#) (EFS-WCL) and [Temporary Bridging Loan Programme](#) under Enterprise Singapore to seek help with working capital and cashflow needs.

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