

Frequently Asked Questions (FAQs): Reopening of Cinemas from 13 July 2020

Safe Management Measures

- 1) Q: Can cinema patrons sit together?

A: Groups of up to 8 persons are allowed to book tickets to sit together. Cinemas must ensure there is a 1 metre distance between different groups.

- 2) Q: Are patrons supposed to put on masks at all times during the movie? Can they eat during the movie?

A: Patrons are required to have masks on at all times except when they are consuming food and beverages inside the cinema hall. After eating/drinking, patron should put masks back on. Cinema patrons are strongly encouraged to pre-order food and beverages online and collect the purchase on-site.

- 3) Q: If the cinema is located in a shopping mall/building which has conducted temperature checks at its entrance, does this need to be repeated at the cinema entrance?

A: This is not required. However, patrons must check-in using TraceTogether/SafeEntry at the cinema entrance.

- 4) Q: Are cinemas in shopping malls subject to the stipulated occupancy limit of malls?

A: All malls are to comply with the prevailing occupancy limits for shopping malls. While cinemas are not subject to such a limit, operators may wish to remind patrons to enter the mall early so as to avoid having to wait to enter the mall. There is no separate or special entry into the mall for cinema patrons – they must join the queue like every other mall visitor.

- 5) What are the hygiene practices the cinemas are undertaking as part of the reopening?

A: Cinemas will cater additional time for cleaning of halls after every screening. There will be increased cleaning and disinfection of high touch point areas e.g. service counters, toilets, ticketing machines etc.

Ticketing, Promotions and Corporate Bookings

- 6) Q: Can cinema patrons buy tickets on-site?

A: Cinema patrons may buy tickets on-site. However, they are strongly encouraged to book their tickets online and in advance, to avoid queues at the cinemas. For on-site purchases, cashless or contactless payments are strongly encouraged.

7) Q: Are corporate bookings allowed?

A: From 22 October 2020, work-related events not organised primarily for social interaction will be allowed to resume at third-party venues, but will be subject to any additional premise owners' safe management policies. Workplaces have to comply with [MOM's Advisory on Requirements for Safe Management Measures](#) at the workplace (updated 22 October 2020), which states that employers should not organise social gatherings outside the workplace and should also remind their employees not to socialise outside of the workplace, both during or outside working hours.

For permitted enterprises that wish to organise other types of events, these would be subject to the [COVID-19 \(Temporary Measures\) \(Control Order\) Regulations](#), in particular Regulations 10 and 13.

Religious services may be held at cinema premises, subject to prevailing capacity limits for cinemas, in zones of 50 persons and adherence to [MCCY's advisory on moving into Phase 3 of re-opening for religious activities](#).

For private events, individuals holding private gatherings e.g. birthday parties will have to comply with the restrictions in [Regulation 6 of the Control Order](#). The 8 pax limit for social gatherings would generally apply with exceptions as stated in Regulation 6.

Data Collection

8) Q: Can operators collect personal data in addition to the deployment of TraceTogether/SafeEntry?

A: Under the [Personal Data Protection Act](#), operators may collect the personal data (including NRIC, FIN or passport numbers) of individuals for purposes of COVID-19 response measures, as this is necessary to respond to an emergency that threatens the life, health or safety of other individuals.

9) Q: Can operators collect personal data manually?

A: Should you wish to manually record the personal data of patrons at your cinemas to supplement the use of digital solutions, you should take note of the following:

- Ensure the personal data collected is not exposed to other patrons (e.g. leaving physical logbooks or forms containing personal data exposed at registration areas).
- Ensure the personal data collected is protected (e.g. under supervision by staff on duty, or under lock and key when no one is watching over it).

Others

10) Q: What are the guidelines for outdoor movie screenings?

A: IMDA's Mandatory Safe Management Measures (SMMs) for Cinemas will apply alongside with STB's set of SMMs for events. STB's SMM will be published at a later time.

All cinemas and venues screening films should comply with the [Mandatory Safe Management Measures for Cinemas](#).
