Frequently Asked Questions
Entry Approval and Stay Home Notice for Student’s Pass (STP) and Student’s Pass In-Principle Approval (STP-IPA) Holders

Contents

Part I: Entry Approval Process .................................................................................................................. 2

Part II: Stay Home Notice (SHN) Accommodations ............................................................................. 7
  Group 1 – STP Holders who have remained in Macao in the last consecutive 14 days prior to entry to
  Singapore....................................................................................................................................................... 8
  Group 2 – STP Holders who have been in other countries (excluding Group 0) in the last consecutive 14
  days prior to entry to Singapore.................................................................................................................. 12

Part III: Cost relating to the SHN Dedicated Facility (SDF) and COVID-19 Swab Testing ……..13

Part IV: Transportation options from Port of Entry to SHN Accommodation ............................16

Part V: Serving Stay Home Notice ......................................................................................................... 17

Part VI: COVID-19 Test Arrangements .............................................................................................. 18

Part VII: Management of Recovered Travellers previously diagnosed with COVID-19 ........23

References..................................................................................................................................... 25
Part I: Entry Approval Process

1. Who will need the Entry Approval?

With effect from 29 March 2020, 2359 hours, all foreigners holding Student’s Pass (STP) or In-Principle Approval for STP (STP-IPA) who are planning to enter Singapore must first obtain permission from the Ministry of Education (MOE) before they commence their journey to Singapore. This also applies to those returning from Australia, Brunei Darussalam, Mainland China, New Zealand and Taiwan.

All long-term pass holders and short-term visitors with recent travel history to the United Kingdom (w.e.f. 23 Dec 2020, 2359 hours) and South Africa (w.e.f. 03 Jan 2021, 2359 hours) within the last 14 days will not be allowed entry into Singapore, or transit through Singapore until further notice.

2. Why do I need an Entry Approval to enter Singapore?

The Entry Approval is a further precautionary measure Singapore is undertaking in view of the heightened risk of importation of COVID-19 cases into Singapore.

3. How do I apply for an Entry Approval?

You are required to declare your overseas travel plans promptly in the Overseas Travel Declaration (OTD) system and amend any changes in the system immediately so that it reflects your latest travel plans. This includes cancellation of your travel plans so that you would be able to receive the Entry Approval application form for the relevant period in your NUS email account and submit to us before the stipulated deadline.

<table>
<thead>
<tr>
<th>Type of Students</th>
<th>URL for Overseas Travel Declaration (OTD) System</th>
</tr>
</thead>
<tbody>
<tr>
<td>Existing students holding STP/STP-IPA</td>
<td><a href="https://myaces.nus.edu.sg/OverseasTravelDecl/">https://myaces.nus.edu.sg/OverseasTravelDecl/</a></td>
</tr>
<tr>
<td></td>
<td>To login using NUSNET ID and Password</td>
</tr>
<tr>
<td>New applicants holding STP-IPA*</td>
<td><a href="https://myaces.nus.edu.sg/OverseasTravelDecl/applicantLogin">https://myaces.nus.edu.sg/OverseasTravelDecl/applicantLogin</a></td>
</tr>
<tr>
<td></td>
<td>To login using:</td>
</tr>
<tr>
<td></td>
<td>a. Application Number and Password/PIN OR</td>
</tr>
<tr>
<td></td>
<td>b. Registration ID and Email</td>
</tr>
</tbody>
</table>

*New applicants holding STP-IPA are required to complete Registration (Part One) after updating OTD.

4. How is the process of an Entry Approval application and how long do I have to wait before I can be issued with an Entry Approval?

The listing of applicants is extracted from the Overseas Travel Declaration (OTD) system. Do note that you are required to update your travel plan in OTD before Day 1 of the 17-day application cycle. If your travel plans coincide with the Entry Approval validity period for the week, you will receive an email with a link to the Entry Approval Application Form. [Note: Newly admitted students are required to complete Registration (Part One) after updating OTD]
As of 14 September 2020, each application cycle is 17 days long.

On Day 1, you will receive an Entry Approval Application Form sent to your NUS email account before 6pm, which needs to be completed by Day 3, at noon. You will need to update your arrival date in OTD by 11.59pm the night before Day 1 in order to receive the application form.

On Day 8, NUS will be sending the list of names of students who have completed the Entry Approval Application Form to MOE.

On Day 10, you can expect to receive the payment link for your SHN accommodation and swab test fees (where applicable). You are required to make all the necessary payment by the given deadline, i.e. Day 14, at noon.

On Day 15, if you have successfully made payment, you will receive your Entry Approval letter. If you are not required to make any payment for SHN accommodation and swab test fees, you will also receive the Entry Approval letter on the same day.

On Day 17, the two-week validity period for the Entry Approval begins.

<table>
<thead>
<tr>
<th>Day 0 (Sunday)</th>
<th>Day 3 (Wednesday, 12noon)</th>
<th>Day 14 (Sunday, 12 noon)</th>
<th>Day 17 (Wednesday)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Update travel plan in OTD System by 11.59PM</td>
<td>Deadline for completing Entry Approval Application Form</td>
<td>Deadline for making payment for SHN and Swab test</td>
<td>Start of two weeks travel window</td>
</tr>
</tbody>
</table>

Kindly note that ALL email correspondence will be made via your NUS email account.
The table below shows the scheduled timeline of the application cycles:

<table>
<thead>
<tr>
<th>OTD update deadline</th>
<th>Receive Entry Approval Application Form (deadline to complete Form)</th>
<th>Receive Payment links for SHN and Swab Test (not applicable for Group 0) (deadline to complete payment)</th>
<th>Receive Entry Approval Letter</th>
<th>Entry Approval Validity Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>31 Jan 2021 11.59PM</td>
<td>01 Feb 2021 (03 Feb 2021, 11.59PM)</td>
<td>10 Feb 2021 (14 Feb 2021, 12 noon)</td>
<td>15 Feb 2021</td>
<td>17 Feb – 02 Mar 2021</td>
</tr>
<tr>
<td>7 Feb 2021 11.59PM</td>
<td>08 Feb 2021 (10 Feb 2021, 11.59PM)</td>
<td>17 Feb 2021 (21 Feb 2021, 12 noon)</td>
<td>22 Feb 2021</td>
<td>24 Feb – 09 Mar 2021</td>
</tr>
<tr>
<td>14 Feb 2021 11.59PM</td>
<td>15 Feb 2021 (17 Feb 2021, 11.59PM)</td>
<td>24 Feb 2021 (28 Feb 2021, 12 noon)</td>
<td>01 Mar 2021</td>
<td>03 Mar – 16 Mar 2021</td>
</tr>
</tbody>
</table>

*All email correspondences will be made via the NUS email account*

Please be reminded that each application will be assessed by MOE on a case-by-case basis, and approval is not guaranteed.

5. I have not confirmed my flight bookings; when and how should I make my travel declarations in the Overseas Travel Declaration (OTD) System?

If you are not able to provide flight details at the point of making your travel declaration in OTD, you should first look at all available flight routes and advisories on any travel restrictions before providing an indicative flight date.

With effect from 14 September and taking into consideration the 17-day Entry Approval application cycle, you must update your OTDs before Day 1 of the 17-day application cycle. If you are unable to find a flight at that time, you should enter “ASAP – within two weeks” in the flight details field. However, if you are granted an Entry Approval, you must be prepared to enter Singapore within two weeks of the date the Entry Approval Letter is issued to you.

You are advised not to purchase the air ticket before receiving the Entry Approval letter, as approval for Entry Approval is not guaranteed. It is important to indicate transits in the OTD system.
6. I have not been issued with an Entry Approval but I have booked my flights. Can I just fly to Singapore without the Entry Approval?

No. You are reminded not to travel to Singapore until an Entry Approval Letter has been issued to you by MOE. If you arrive in Singapore without the necessary approval letter, you will not be able to clear immigration and will be required to fly out of Singapore within 48 hours, at your own cost. If you fail to comply, you will have your STP cancelled or STP-IPA rescinded by the Immigration and Checkpoints Authority (ICA).

Please be reminded that you are strongly encouraged not to purchase your flight tickets until you have been granted the Entry Approval from MOE.

7. How will I be informed if I am granted an Entry Approval by MOE?

If successful, your Entry Approval will be emailed to you via your NUS email account. Please check your NUS email account regularly.

8. I still have not been granted entry approval even though I have tried applying for it many times. Why is this so and what should I do?

We seek your understanding that the number of Entry Approvals granted at any point in time, is very limited. For students who did not receive the payment link, depending on when we receive confirmation, we will strive to notify you by Friday. If you would like to arrive within the travel period of the immediate next application cycle, you are then required to update OTD with your latest arrival details by Sunday 11.59PM. Otherwise, you will have to re-apply in subsequent application cycles.

9. I have been granted my Entry Approval. What should I do next?

Now that you have been granted an Entry Approval, you are required to make your bookings expeditiously to ensure that you can arrive in Singapore before the expiry date of your Entry Approval. You must present your Entry Approval Letter to your airline for boarding as well as for entry to Singapore at the immigration checkpoint. You may use an electronic copy of your Entry Approval Letter but you are strongly advised to have a hard copy printed for contingencies.

10. I have been granted my Entry Approval but I am not able to get any flights back to Singapore within the next two weeks. What should I do?

You are required to quickly inform us via email at regenquiry@nus.edu.sg so that we can inform MOE accordingly. You must also update your new travel plans in the OTD system so that we can send you a new application link for you to re-apply for Entry Approval again.

Please do not attempt to travel back to Singapore using an Entry Approval that has lapsed/expired as you will not be able to clear immigration and will be required to fly out of Singapore within 48 hours, at your own cost. If you fail to comply, you will have your STP cancelled or STP-IPA rescinded by ICA.

11. I have been granted my Entry Approval but I have changed my travel plans and will arrive in Singapore on another date which is still within the validity period of the Entry Approval. Do I need to update anyone?

If there are any changes to your arrival date, please update your OTD and submit this “Changes to Arrival Details” form promptly.
12. What is the validity period of the Entry Approval?

The Entry Approval is valid for two weeks from the date of issuance.

13. I have decided to postpone my trip back to Singapore but I have forgotten to update my OTD. Will I be penalized?

NUS will apply for your Entry Approval on your behalf, based on your travel plans made in the OTD system. It is thus important that you keep your travel plans declaration in the OTD system accurate and updated at all times. If you are found to have submitted a frivolous travel declaration in OTD system, you may be accorded lower priority with the resultant delay in your Entry Approval.

14. Is there still a Provisional Entry Approval (PEA)?

With effect from 14 September, MOE no longer issues the PEA, a document issued previously to potential applicants, which contains the payment links for the SHN accommodations and swab test fees.

15. Besides getting the Entry Approval, is there anything else that I need to do before arriving in Singapore?

Before you arrive in Singapore, you are required to submit a health and travel declaration using the SG Arrival Card (SGAC) e-Service: https://eservices.ica.gov.sg/sgarrivalcard/. You may leave the address part of the SGAC blank if you do not have your details yet. You may fill it in later when you arrive in Singapore.

For more information on required documents to bring along on the day of your departure to Singapore, you may refer to point 3 of ICA’s webpage [here](#).

If you are a Long-Term Pass holder (i.e. Student’s Pass) travelling from Australia, Brunei Darussalam, Mainland China, New Zealand and Taiwan, you are not required to apply for an Air Travel Pass. However, if you are a visitor from these countries, you are required to apply for an Air Travel Pass between seven and thirty calendar days prior to the intended date of entry into Singapore.

If you are travelling from countries that require you to serve a 14-day SHN, you are required to take a pre-departure test for COVID-19. For details, please see Point 53 below.

16. I have a serious medical condition and require special arrangements during my SHN period. What should I do?

You will have to attach your medical report and specify your needs in the application form. This will allow arrangements to be made in advance. Request made without supporting document (e.g. medical report or doctor’s note) will not be considered.

If you have serious food allergies, apart from submitting the medical report, please inform the ground staff upon your arrival as well as the hotel staff once you have checked-in.
17. Upon arriving in Singapore, do I need to serve a Stay-Home Notice (SHN)? If so, what is my SHN duration?

As at 13 February 2021, all travellers including Singapore Citizens (SCs), Permanent Residents (PRs) and Long-Term Pass holders (including STP and STP-IPA holders) who had remained in the following countries in the last consecutive 14 days prior to entry to Singapore, will have to serve SHN for a duration as indicated in the table below:

<table>
<thead>
<tr>
<th>Group</th>
<th>Countries where incoming travellers have been for the last 14 consecutive days prior to entry to Singapore</th>
<th>SHN Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>Australia, Brunei Darussalam, Mainland China, New Zealand and Taiwan</td>
<td>NIL</td>
</tr>
<tr>
<td>1</td>
<td>Macao</td>
<td>7 days</td>
</tr>
<tr>
<td>2</td>
<td>All other countries - including Malaysia, Hong Kong and Vietnam*</td>
<td>14 days</td>
</tr>
</tbody>
</table>

* From 12 February 2021, 2359hrs, all travellers entering Singapore from Vietnam, will be required **to serve a 14-day SHN at the SHN-dedicated facilities (SDF) and take a PCR test before the end of the SHN period**. All travellers who are not Singapore Citizens or Permanent Residents will also need to take a **COVID-19 PCR test within 72 hours before departure**. In addition, they are required to undergo an **on-arrival PCR test**.

For FAQs on SHN-related matters, please refer to the Ministry of Health’s FAQ page at [https://www.moh.gov.sg/covid-19/faqs](https://www.moh.gov.sg/covid-19/faqs) and contact them directly if you need further clarification.

18. Where do I have to serve my 7 or 14-day SHN and do I have to pay for it?

With effect from 17 June 2020, 2359 hours, if you have received your entry approval letters after 16 June 2020, you will be divided into two groups, which will determine the place you have to stay to serve your SHN.

If you are required to stay at a SHN-Dedicated Facility (SDF), you will be required to pay for your accommodation. All payments are to be made prior to entry into Singapore.

Note: If you are transiting through a country under Group 2, you do not belong to this group. You have to serve a SHN at a SDF (see below). For example, someone who is departing from Macao but transiting through Hong Kong is categorized under Group 2.

Please always refer to https://www.moh.gov.sg/covid-19 for updates.

19. What options do I have for SHN accommodation?

If you are short-listed for entry approval, you may choose to serve your 7-day SHN at only two options:

(i) **a place of residence** that meets either of the following conditions:
   a. you or your family members own or are sole tenants of (if the tenancy agreement is not signed by you, please indicate in the comments section what is your relationship with the person who signed the agreement. For example, the person who signed the tenancy agreement may be your father/ mother/ guardian. You will need to indicate this clearly); or
   
   b. it is wholly rented by STP holders (for such self-sourced accommodation, the number of people that could share the unit has to be limited to 1 person having access to 1 bathroom as there cannot be any sharing of bathrooms).

In either case, you will need to provide documentation during the application process (when entry request is shortlisted for approval) to demonstrate that it is SHN-compliant (e.g. pictures of en-suite bathroom, tenancy agreement showing that the place of residence is wholly rented by STP holders).

(ii) **a hotel that has not been designated as a SDF** that contains a private room with an en-suite bathroom, at your own cost. Information on these accommodations can be found on a list put together by the Singapore Global Network at https://go.gov.sg/sgn-shorttermaccomm. You can also consult other lists of hotel aggregators on your own.

**NOTE:** From 1 October 2020 onwards, the option of MOE-managed hostel as a SHN accommodation is no longer available.

For further information on the things you should take note of while serving your SHN, please check the latest advisory on the Ministry of Health website. (https://www.moh.gov.sg/covid-19).

You must agree to abide by all precautionary measures put in place.

20. I am unable to self-source my own accommodation. Could I opt for the SDF?

As SDF capacity is limited and subject to availability, we strongly encourage you to source for all possible accommodation options (see Point 19). If you are not able to secure any suitable SHN accommodation, you may appeal and provide your reasons as to why you would like to be accommodated in a SDF. All requests will be assessed on a case-by-case basis.

With effect from the application cycle starting 1 March 2021, all STP/STP-IPA holders from Group 1 who wish to serve the 7-day SHN at SDF, please note that a non-subsidized cost of $1,000 will be imposed excluding the cost of swab test which is additional $125.
21. I already have an accommodation arrangement for my long-term stay in Singapore but I/my family members are not the owners or sole tenants of this residence (i.e. I am renting a room from the open housing market, living with people from other households). Am I allowed to serve my SHN in this location?

You will not be allowed to serve your SHN there. You should secure a booking at a hotel at your own cost.

Should you have extenuating circumstances, e.g. medical reasons, and must serve your SHN in your own private accommodation, you may appeal to MOE to do so. All requests will be assessed on a case-by-case basis.

22. My booking at a self-sourced hotel was cancelled after I received entry approval from MOE. What should I do?

You will need to make another booking with another hotel at once, and inform us via this [form](#). If you are arriving within the next three days, please submit the form and inform us by writing in to regenquiry@nus.edu.sg.

23. Can I serve my SHN in my apartment that I rent with other STP holders?

If you wish to serve your SHN at a self-sourced accommodation for long-term stay, wholly rented by STP holders, you will have to request prior approval from MOE.

As part of the approval process, you will be required to provide documentation (e.g. pictures of en-suite bathroom, tenancy agreement showing that the place of residence is wholly rented by STP holders).

For such a self-sourced accommodation, the number of people is limited to 1 person having access to 1 bathroom as there cannot be any sharing of bathrooms.

Your accommodation will be assessed for suitability for SHN. You will also need to provide proof that the other person staying with you is also a STP/STP-IPA holders by uploading a picture of the person’s STP card or the In-Principle Approval (IPA) letter in the Entry Approval Application Form link.

24. Can I serve my SHN in a self-sourced accommodation (e.g. hotel room) and share the room with another STP holder who is traveling with me on the same date/flight/country?

No. If you choose to opt for self-sourced accommodation in a hotel, it must be for a private room with an en-suite bathroom, to be occupied by you only.

25. Can I serve my SHN at an Airbnb?

No, short-term rentals offered by platforms such as Airbnb are not legalized in Singapore.

26. My date of arrival in Singapore has been delayed, and I am unable to extend the date of my stay at my self-sourced accommodation. Can I request to serve out the remainder of my SHN at a SDF?

As much as possible, you should serve the full period of SHN at the same location. If this is not possible for reasons beyond your control, you may submit an appeal to MOE by writing in to us at regenquiry@nus.edu.sg.
27. How do I seek MOE's approval for my SHN accommodation?

You will be required to declare the location where you will be serving your SHN in the Entry Approval Application Form, and ensure that this location meets the SHN requirements. You will need to reply by the stipulated deadline. No late returns will be entertained.

28. Singapore Government had reviewed the SHN requirements and updated the SHN requirements for the country I was in for the past 14 days. I had been granted an approval to enter before the changes in SHN requirements, and I am now required to serve my SHN at a SDF. Will I still get to stay at my SHN accommodation?

It depends. If the new SHN requirements have taken effect before your entry and require that you now serve your SHN at an SDF, you are required to abide by the prevailing requirements.

29. I have paid for the SHN accommodation but the SHN duration has now been shortened or extended. What will happen?

If the SHN policy has changes and you are now required to serve a longer SHN than what you have paid, you will be contacted through your NUS email account and given a new payment link to top-up the additional costs. If your SHN is shortened, you can get a refund by submitting supporting documents (in English) of your immigration stamp and plane ticket at the MOE Refund Requests webpage. Ensure that your date of arrival is on these documents.

Date of update and refund relevancy:

<table>
<thead>
<tr>
<th>Arrival date on / after</th>
<th>Country where traveler was in for last consecutive 14 days prior to arrival in Singapore</th>
<th>SHN changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>13 December 2020</td>
<td>Hong Kong(^\text{a})</td>
<td>Increased SHN duration from 7 to 14 days</td>
</tr>
<tr>
<td>18 December 2020</td>
<td>Taiwan</td>
<td>No more SHN</td>
</tr>
<tr>
<td>23 December 2020</td>
<td>Australia, state of NSW</td>
<td>Compulsory to serve 7-day SHN</td>
</tr>
<tr>
<td>23 December 2020</td>
<td>United Kingdom(^%)</td>
<td>Not allowed Entry into Singapore until further notice</td>
</tr>
<tr>
<td>26 December 2020</td>
<td>Republic of Korea</td>
<td>Compulsory to serve 14-day SHN at a SHN-Dedicated Facility (SDF)</td>
</tr>
<tr>
<td>03 January 2021</td>
<td>South Africa</td>
<td>Not allowed Entry into Singapore until further notice</td>
</tr>
<tr>
<td>10 February 2021</td>
<td>Australia, state of NSW</td>
<td>No more SHN</td>
</tr>
<tr>
<td>13 February 2021</td>
<td>Vietnam</td>
<td>Compulsory to serve 14-day SHN at a SHN-Dedicated Facility (SDF)</td>
</tr>
</tbody>
</table>

\(^a\) with effect from 11.59pm, Sunday 13 December 2020, travellers arriving from Hong Kong may opt out of dedicated SHN facilities and serve the 14-day SHN at their private residence, subjected to approval.

\(^%\) with effect from 23 Dec 2020, 2359hrs, all long-term pass holders and short-term visitors with recent travel history to the UK within the last 14 days will not be allowed entry into Singapore, or transit through Singapore until further notice.
30. I am not a STP Holder but a SC/PR student, can I request for the SDF if I have no suitable accommodation in Singapore to serve the SHN?

You may request to serve your SHN at the SDF at [https://www.go.gov.sg/shnhotelneeds](https://www.go.gov.sg/shnhotelneeds). If you left before 27 March 2020, you will not be required to pay. If you left after 27 March 2020, in disregard of the Government’s prevailing travel advisory, you will need to pay $2,000 to stay at the SDF for 14 days.

With effect from 1 January 2021, all SCs and PRs will need to pay for their stay at the SDFs regardless of whether they have left before or after 27 March 2020.

31. What happens if I come down with COVID-19 in the course of my SHN and can’t rule out that this was a result of room-sharing? Who will pay for my treatment cost?

Full-time students will be covered under the University’s medical insurance scheme. The period of coverage is listed in the table below:

<table>
<thead>
<tr>
<th>Type of student</th>
<th>Residency</th>
<th>Period of coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newly admitted undergraduate students</td>
<td>International</td>
<td>From 1 July 2020</td>
</tr>
<tr>
<td></td>
<td>Singapore Citizen/PR</td>
<td>From 1 August 2020</td>
</tr>
<tr>
<td>Current undergraduate students</td>
<td>International</td>
<td>Covered continuously from previous year</td>
</tr>
<tr>
<td></td>
<td>Singapore Citizen/PR</td>
<td></td>
</tr>
<tr>
<td>Newly admitted graduate and non-graduating student</td>
<td>International</td>
<td>1 month prior to matriculation date</td>
</tr>
<tr>
<td></td>
<td>Singapore Citizen/PR</td>
<td>From matriculation date</td>
</tr>
<tr>
<td>Current graduate and non-graduating students</td>
<td>International</td>
<td>Covered continuously from previous year</td>
</tr>
<tr>
<td></td>
<td>Singapore Citizen/PR</td>
<td></td>
</tr>
</tbody>
</table>

The type of coverage can be found in UHC’s website: [http://nus.edu.sg/uhc/general-health/billing-insurance/insurance-matters](http://nus.edu.sg/uhc/general-health/billing-insurance/insurance-matters)

If you are admitted in a community hospital, you will need to pay for the hospitalization fees first and submit your claim by emailing to nus@mycg.com.sg upon your discharge.
32. What options do I have for SHN accommodation?

You will have to serve your SHN at SHN Dedicated Facilities (SDF) with possibility of room sharing. You have no choice in the allocation. Relevant authorities will be in charge of your room allocation upon arrival. They would usually try to allocate travellers to a single room to limit contact with other travellers to minimize the chance of infection.

With effect from 12 February 2021, if you are from the following countries/places – Fiji, Hong Kong, Sri Lanka, Thailand and Vietnam, you may choose to opt out of dedicated SHN facilities and serve your 14-day SHN at your place of residence, if you fulfil all the following criteria:

- Travelled to no other country than these countries/places, in the last consecutive 14 days prior to entry; and

- Are occupying your place of residence (i.e. residential address) alone, or only with household members who are also persons serving SHN with the same travel history and duration of SHN.

- There is no one ordinarily residing at the place of residence (e.g. domestic helper) who does not share the same travel history, and you had already made all necessary arrangements to ensure that any such person will not reside at the place of residence until the conclusion of the SHN period.

- Will utilize specially-designated transport services from the checkpoint to your place of residence and to the respective testing facilities, and bear the costs for these transport arrangements. These transport arrangements are estimated to cost about $200-220 in total for travel from checkpoint to place of residence and roundtrip for COVID-19 test before end of SHN.

33. The Singapore Government had reviewed the SHN requirements and updated the SHN requirements for the country I was in for the past 14 days. However, I had been granted an approval to enter before the changes in SHN requirements. I was required to serve my SHN at an SDF and made payment accordingly. Can I now stay at my SHN accommodation instead, and get a refund?

You will need to seek MOE’s approval for your SHN accommodation. If approved, you may get a refund for the SDF. It will depend on how the SHN requirements are changed. If the changes are applicable to you, you will be notified and given more instructions, including refund options, if any.
Part III: Cost relating to the SHN Dedicated Facility (SDF) and COVID-19 Swab Testing

34. Can I make the payment in instalment?

No, you will be required to pay the full fee upfront.

35. I need to make payment for SHN accommodation before MOE issues my entry approval. In the event that I cannot secure any air ticket after I paid for the SHN cost, can I receive a refund?

You must be prepared to enter Singapore within two weeks of the date of the Approval Letter for Entry, which provides flexibility to deal with possible flight delays. Please keep NUS updated if your travel plans change.

Refunds will generally not be issued, unless there is an extenuating circumstance that required you to change your travel plans or SHN accommodation.

36. What is the timeline given for me to secure and show documentation of payment for SDF? If I cannot make the payment by the due date, what would happen to my chances in getting an Entry Approval?

Once you receive a payment link, you have to make payment by the stipulated deadline. If you are not able to make payment on time, you will lose the chance of getting an Entry Approval letter. You will need to submit a new application by submitting another travel date in the Overseas Travel Declaration if you still wish to enter Singapore.

37. I have already made payment for my stay in a SHN-Dedicated Facility, but I have changed my plans and no longer wish to enter Singapore. Can I seek a refund?

Refunds will generally not be issued, unless there is an extenuating circumstance that required you to change your travel plans or SHN accommodation such as travel restriction (lockdown) or flight cancellation initiated by the airline.

38. I have been approved for entry into Singapore. However, I wish to change my SHN accommodation to a different accommodation type. Can I seek a refund?

Refunds will generally not be issued, unless there is an extenuating circumstance that required you to change your travel plans or SHN accommodation. Please contact NUS via email at regenquiry@nus.edu.sg if there was an extenuating circumstance that required you to change your travel plans or SHN accommodation.

You may have to submit a new application with the updated accommodation details. Please note that you must receive entry approval, under your new accommodation, before you enter Singapore.
39. I have already made payment for my stay in a SHN-Dedicated Facility and have been granted Entry Approval to enter Singapore. However, I am unable to arrive within the travel validity period due to travel restriction or flight cancelled initiated by the airline. Can I seek a refund?

Please note that MOE no longer process rollover request.

If you are unable to enter Singapore for an extended period of time due to travel restrictions (e.g. lockdown in your home country or travel ban from Singapore), you may submit a request for refund at the MOE Refund Requests webpage.

Please attach documents to justify why you were unable to utilize the Entry Approval letter that had been issued, such as the airline’s official email regarding the flight cancellation. All refund requests are subjected to MOE’s assessment. Thus, it is not guaranteed.

40. Can I seek a refund for my paid SDF/swab test after 3 months?

A 3-month validity shall be imposed on all refund requests. Unfortunately, any refund requests received regarding a payment where the invoice was dated more than 3 months ago, regardless of day, will not be considered. Please refer to the examples below:

- A refund request received on 26 April 2021 regarding an invoice dated 3 January 2021 (within 3 calendar months from April) will be processed, and the outcomes are subjected to MOE’s assessment.
- A refund request received on 26 April 2021 regarding an invoice dated on 30 December 2020 will not be considered.

41. I will be staying in a SHN-Dedicated Facility (SDF) and it is expensive – can I seek a reimbursement or financial support from the Government?

From 1 November 2020 onwards, MOE would no longer be subsidising SHN accommodations.

With effect from the application cycle starting 1 March 2021, all Student’s Pass holders at a publicly funded institution (including NUS), you will need to pay a prevailing rate of $2,000 for 14-day SHN and $125 for testing in advance regardless of whether you left before, on or after 27 March 2020. This rate is inclusive of meals and GST.

If you are required to share a room, the rate would be $1,300 per person. You can request a reimbursement of $700 via MOE refund webpage with the necessary supporting documents after you have completed your SHN. Unfortunately, you will not be allowed to choose to share rooms unless the relevant authorities assign it to you.

MOE subsidies will also no longer be available for students in courses that are shorter than one year in duration (excluding (a) inbound exchange students from a foreign educational institution or (b) enrolling in bridging programmes that are intended to prepare them for longer courses in a publicly funded institution, e.g. English bridging programmes). For these group of students, the SDF rate would still be $2,000. (This rate is regardless of whether you left before, on or after 27 March 2020).
42. I had undergone the test as arranged towards the end of my 7- or 14-day SHN. However, my SHN has been extended as I have received an inconclusive test result or the test result is not ready. Will I have to pay for extending my stay at the SDF, or for the cost of retest(s)?

You do not need to make any additional payment for both your extended stay and the retest(s).

43. Somebody in my flight was tested positive for COVID-19, I was told that I will be moved to a Government Quarantine Facility (GQF). Can I seek a refund for my paid SHN?

As there are cost involved in your stay at a GQF, unfortunately your SHN fees will not be refunded if you were sent to a GQF halfway through SHN.

44. I am required to serve my SHN at the SDF and to undergo a test, and would like to appeal for a waiver for the charges. What are the criteria, and when will I be informed on the outcome of my request for waiver?

You will need to meet ALL the following criteria, and provide supporting documents:

a. Financial difficulty;
b. Either have a spouse/ parent/ child who is an SC/ PR, or have a service obligation to work in Singapore after your graduation; and

You would need to make payment for your SHN accommodation and swab test first, even if you have made an appeal for a fee waiver. You will typically know the outcome of your waiver request at a later date via an email.

45. I cannot find any healthcare insurance that can cover me for COVID-19 treatment in Singapore. Is it compulsory to have insurance covering my treatment before I enter?

Full-time students will be covered under the University’s medical insurance scheme. The period of coverage is listed in the table below:

<table>
<thead>
<tr>
<th>Type of student</th>
<th>Residency</th>
<th>Period of coverage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newly admitted undergraduate students (Sem 1, AY2020/2021)</td>
<td>International, Singapore Citizen/PR</td>
<td>From 01 July 2020, From 01 August 2020</td>
</tr>
<tr>
<td>Current undergraduate students</td>
<td>International, Singapore Citizen/PR</td>
<td>Covered continuously from previous year</td>
</tr>
<tr>
<td>Newly admitted graduate and non-graduating student</td>
<td>International, Singapore Citizen/PR</td>
<td>1 month prior to matriculation date, From matriculation date</td>
</tr>
<tr>
<td>Current graduate and non-graduating students</td>
<td>International, Singapore Citizen/PR</td>
<td>Covered continuously from previous year</td>
</tr>
</tbody>
</table>

The type of coverage can be found in UHC’s website: [http://nus.edu.sg/uhc/general-health/billing-insurance/insurance-matters](http://nus.edu.sg/uhc/general-health/billing-insurance/insurance-matters)

If you are arriving in Singapore earlier than the start of the insurance coverage, you are strongly recommended to have your own personal travel insurance that also covers COVID-19 treatment.
Part IV: Transportation options from Port of Entry to SHN Accommodation

46. How do I get from the airport/ bus station/ train station to my SHN accommodation?

If you are serving your SHN at an SDF, dedicated transport will be provided.

If you are serving your SHN at a non-SDF accommodation (e.g. self-sourced hotel, private accommodation), you are required to find your own transport via taxi or any other private transportation. If you are taking a taxi, or private hire car, you should only book one from the list of contact numbers or ride-hail applications (app) provided. You should not be using Grab as it is not approved for SHN service.

a. For phone booking, please identify yourself as a person subject to a Stay-Home Notice to the hotline operator.
b. For app booking, please indicate your status as a person subject to a Stay-Home Notice by keying “SHN” in the chat/note/comment box or by checking the SHN checkbox (if provided within the app).

Please also identify yourself as a person subject to a Stay-Home Notice when boarding the vehicle. When travelling in the taxi or private hire car, you should sit alone in the back seat, with windows down and the air-conditioning turned off. Other forms of public transport (e.g. street-hailed/ bus / train) should be avoided.

<table>
<thead>
<tr>
<th>Service Provider</th>
<th>Contact Number*</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 ComfortDelgro Taxi</td>
<td>6333 1133</td>
</tr>
<tr>
<td>2 TransCab</td>
<td>6213 0997</td>
</tr>
<tr>
<td>3 SMRT</td>
<td>6477 5971</td>
</tr>
<tr>
<td>4 Prime</td>
<td>6776 7553</td>
</tr>
<tr>
<td>5 Premier</td>
<td>6681 9462</td>
</tr>
<tr>
<td>6 HDT</td>
<td>8507 9691</td>
</tr>
<tr>
<td>7 Go-Jek, Ryde, MVL(TADA)</td>
<td>Via respective providers’ app</td>
</tr>
</tbody>
</table>

*Operating hours: 8am - 6pm.

- If you are from the following countries - Fiji, Hong Kong, Sri Lanka, Thailand and Vietnam, and serving your 14-day SHN outside of SDF (upon opt-out), you are required to utilize especially designated transport services from the checkpoint to your place of residence and to your respective testing facilities, and bear the costs for these transport arrangements. The current estimated total cost of such transportation arrangements is $200 - $220 and will need to be paid upfront upon arrival, directly to the company (Strides Transportation Pte Ltd – Tel No: 6477 5977). This is non-refundable even if the services are not completely utilized (e.g. individual turns symptomatic during SHN and conveyed for medical attention).

47. I am travelling to Singapore from Malaysia, what are my transport options?

There is a daily free shuttle bus service between Johor Bahru and Singapore provided by the Johor Public Transport Corporation (PAJ) for Institute of Higher Learning students from Malaysia. Details are as follow:

a. The PAJ bus service is available hourly, from 7.30am to 6.30pm daily.
b. It operates on a first-come-first-serve basis with no need for pre-registration.
c. Students will be directed to the shuttle bus boarding area after they clear Malaysian Immigration. They can also ask the Malaysian authorities for directions to the shuttle bus.
48. What are the things I can and cannot do while on the SHN?

During the period of the SHN, you are required to remain in your SHN accommodation at all times during the 7- or 14-day period. If you do not comply with the SHN, you may be prosecuted under the Infectious Diseases Act and/or have your STP cancelled. More details are available at [https://www.moh.gov.sg/covid-19](https://www.moh.gov.sg/covid-19).

49. What if I need to purchase items or need things like toiletries, food items or medicine during my 7- or 14 days SHN? Can I order things from online stores?

Generally, you are allowed to purchase items online and have them delivered to the SHN location. If you are staying in the SDF, please ensure that the items are fully paid for and to inform the hotel staff on the purchase. Please also be reminded to keep the delivery of non-essential items to an absolute minimum.

50. I am serving my SHN in SDF. How will I be monitored? What is the Homer App and how can I download it?

You will be required to download the Homer mobile application, which will be used to report your health status and location. This app is only used as part of the Quarantine Order or Stay-at-Home Notice. Homer is available on both iOS and Android operating systems. For more information, please go to [http://www.homer.gov.sg](http://www.homer.gov.sg).

If you do not have a Singapore-registered mobile number, you can order a SIM card from various service providers online and have them delivered to you. Once you have provided your mobile numbers to MOE or NUS, please try to register in Homer app again after 1-2 days later. If you have a new/change of number or if you have any feedback on technical issues regarding the Homer app, you can update MOE via this link: [go.gov.sg/moe-shn-form]. You will also need to update your personal information on [MyEduRec](http://www.homer.gov.sg).

If you are really unable to have a Singapore-registered mobile number, your Department/Faculty will be contacting you regularly to ensure you are at your SHN accommodation. Please be reminded that Stay-Home Notice order is to be taken seriously and there are serious repercussions if anyone is found to have infringed the order.

51. I am serving my SHN at my own self-sourced accommodation, how will I be monitored?

With effect from 10 August 2020, 2359 hours, all returning travelers, above 12 years old including STP holders entering Singapore and who are serving SHN at their own self-sourced accommodation will be issued an electronic monitoring device by the Immigration & Checkpoints Authority (ICA). The electronic device together with the instructions on the operation of the device will be issued at the checkpoints after immigration clearance.

You will be required to download the StayHome@SG mobile app which is available on both iOS and Android operating systems. During the 7- or 14-day SHN, you may receive notifications on these devices, and you are required to acknowledge them in a timely manner. Any attempts to leave the place of residence without prior approval or to tamper with the electronic device will trigger an alert to the authorities.

Please be reminded that Stay-Home Notice order is to be taken seriously and there are serious outcomes if anyone is found to have infringed the order.
52. What are the mandatory test(s) required from me? How will it affect my Stay-Home Notice and how do I make my way to the test site?

With effect from 24th January, 11.59pm, all travellers are required to undergo a COVID-19 test upon arrival at the airport.

Travellers arriving through Changi Airport are required to pay $160 (inclusive GST) for the swab test. Payment may be made upon arrival, though they are encouraged to register and pre-pay prior to arrival at https://safetravel.changiairport.com/.

Travellers arriving through Woodlands/ Tuas checkpoint or Tanah Merah Ferry Terminal will have to pay $145 (inclusive GST) upon arrival.

<table>
<thead>
<tr>
<th>Country where traveller has been in for 14 consecutive days prior to entry into Singapore</th>
<th>Test arrangements</th>
</tr>
</thead>
<tbody>
<tr>
<td>✓ Australia</td>
<td>On Arrival COVID-19 PCR Test. Travellers are required to undergo a COVID-19 test upon arrival at the airport and will only be allowed to go about their activities in Singapore after receiving a negative test result. They would have to pay $160 for the swab test. Payment may be made on the spot, though they are encouraged to register and pre-pay prior to arrival at <a href="https://safetravel.changiairport.com/">https://safetravel.changiairport.com/</a>. The test results will be out within 48 hours, and typically within 12 hours. After taking the COVID-19 PCR test, visitors are to take private transportation, taxi, or private hire car from the airport to their declared place of accommodation. They must remain isolated at the accommodation until the test result is confirmed to be negative. Checks will be made to ensure that this is adhered to. After being notified of their negative test results, visitors will be allowed to go about their activities in Singapore. Singapore Citizen, Permanent Resident and Long-Term Pass holders (including STP and STP-IPA holders) may self-isolate at their place of residence.</td>
</tr>
<tr>
<td>✓ Brunei Darussalam</td>
<td></td>
</tr>
<tr>
<td>✓ Mainland China</td>
<td></td>
</tr>
<tr>
<td>✓ New Zealand</td>
<td></td>
</tr>
<tr>
<td>✓ Taiwan</td>
<td></td>
</tr>
<tr>
<td>✓ Macao</td>
<td>On Arrival COVID-19 PCR Test. W.e.f. 24 January 2021, 11.59pm, all travellers are required to undergo a COVID-19 test upon arrival at the airport. They are required to pay $160 for the swab test. Payment may be made on the spot, though they are encouraged to register and pre-pay prior to arrival at <a href="https://safetravel.changiairport.com/">https://safetravel.changiairport.com/</a>.</td>
</tr>
</tbody>
</table>
Country where traveller has been in for 14 consecutive days prior to entry into Singapore | Test arrangements
--- | ---
Swab Test | For those serving a 7-day SHN, a swab test is typically held on Day 6. The information of swab test appointment will only be available a few days before the test. The test results should be available via SMS (for those with a local number), Telegram or email by the morning of Day 7.

- Vietnam*
- Other countries (excluding United Kingdom and South Africa^)

* From 12 February 2021, 2359hrs, all travellers entering Singapore from Vietnam, will be required to serve a 14-day SHN at the SHN-dedicated facilities (SDF)

^ All long-term pass holders and short-term visitors with recent travel history to the United Kingdom and South Africa within the last 14 days will not be allowed entry into Singapore, or transit through Singapore, until further notice.

Pre-Departure PCR Test | Travellers with travel history to **high-risk countries identified in Group 2** in the 14 consecutive days prior to their entry into Singapore, will be required to take a COVID-19 **polymerase chain reaction (PCR)** test.

**Requirements:**
- Test to be taken from a recognised lab (i.e. a lab that is internationally accredited or recognised by the country’s Government)
- The test result memo must state:
  - The negative test result stated clearly in English
  - The particulars of the traveller/s in accordance with the particulars in the passport (Name, and Date of Birth or Passport Number)
  - Date of test indicated (test must have been taken not more than 72 hours before departure)
- Travellers will need to present a valid negative COVID-19 test result in order to board the flight and at immigration in Singapore.

**Other tests such as antigen rapid test (ART) results will not be accepted for entry into Singapore.**

**Entry for those with positive PCR tests**
There may also be recovered individuals whose COVID-19 PCR test taken within 72 hours before departure for Singapore is **positive**. In such cases, in order to enter Singapore, the recovered individual must show both:

- A positive COVID-19 PCR test result taken within 72 hours before departure for Singapore **and**
- A positive COVID-19 PCR test result undertaken between 22 and 180 days prior to the date of arrival in Singapore, which would be documentary proof of his/her past diagnosis of COVID-19.
### Frequently Asked Questions

**Entry Approval and Stay Home Notice for Student's Pass (STP) and Student's Pass In-Principle Approval (STP-IPA) Holders**

<table>
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<th>Country where traveller has been in for 14 consecutive days prior to entry into Singapore</th>
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</table>
| | • All test documents will need to have **at least two** of the following identifiers:  
  - Date of Birth  
  - Nationality  
  - Passport number  
  - National ID |

Please note that individuals will be denied boarding for flights bound for Singapore if the date of their first ever positive PCR test result is less than 22 days prior to the date of arrival in Singapore.

The above-mentioned documentary **proof must be produced at immigration**, failing which the students will be refused entry, even if they have a valid entry approval letter from MOE. If passengers are found to have produced false/forged COVID-19 test certificates, it will affect their ability to obtain or sponsor immigration facilities in the future.

**What happens to the payment that has been made if a student is refused entry due to PDT requirement?**

- **Students who obtained Entry Approvals before 9 September (i.e. approvals granted in the 31 Aug 2020 and 7 Sep 2020 application cycle that have yet to enter Singapore):**

  Roll-over or refunds of payments is generally allowed. Please write to regenquiry@nus.edu.sg for assistance.

- **Students who obtained Entry Approvals on/after 9 September:**

  Roll-over or refunds for those who do not take the PDT are strictly **not allowed**.

  If the student had taken the PDT and tested positive for COVID-19, they will not be able to enter Singapore, unless they also submit documentary proof of a positive COVID-19 PCR test taken between 22 and 180 days prior to the date of arrival in Singapore. Such students will be allowed to roll over their payments to a later application cycle, or refund their payment upon appeal.

This procedure does **not** apply to:

- Singapore citizens or permanent residents
- Travellers who are 12 years or younger
## Frequently Asked Questions

**Entry Approval and Stay Home Notice for Student’s Pass (STP) and Student’s Pass In-Principle Approval (STP-IPA) Holders**

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<td><strong>On Arrival COVID-19 PCR Test</strong>&lt;br&gt;W.e.f. 24 January 2021, 11.59pm, all travellers are required to undergo a COVID-19 test upon arrival at the airport. They are required to pay $160 for the swab test. Payment may be made on the spot, though they are encouraged to register and pre-pay prior to arrival at <a href="https://safetravel.changiairport.com/">https://safetravel.changiairport.com/</a>.</td>
<td><strong>Swab Test</strong>&lt;br&gt;For those serving a 14-day SHN, apart from the pre-departure COVID-19 polymerase chain reaction (PCR) test, they are also required to take a swab test*, which is typically held on Day 13. The information of swab test appointment will only be available a few days before the test. The test results should be available via SMS (for those with a local number), Telegram or email by the morning of Day 14.</td>
</tr>
</tbody>
</table>

Should you receive an inconclusive outcome about your swab test while serving your SHN, your SHN may be extended, and you may be sent for subsequent retests.

You will need to update your contact details with MOE at [https://go.gov.sg/moe-shn-form](https://go.gov.sg/moe-shn-form).

You will also be required to download the Telegram mobile application, which is available on both iOS and Android operating systems. For more information, please go to [https://telegram.org/](https://telegram.org/). Telegram will allow you to check your medical appointment simply by searching for [https://t.me/CheckAppointmentBot](https://t.me/CheckAppointmentBot) and entering the last 4 digits of your Foreign Identification Number (FIN) or NRIC (for SC/SPR) and your Date of Birth (DDMMYYYY) - e.g. 007B16011990.

If you have any urgent query about your appointment, you may contact MOE-SHN hotline at 96232563.

You should use your own private vehicle or pre-booked taxi to travel to the testing facility and back. If you are taking a taxi, or private hire car, you should only book one from the list of contact numbers or ride-hail applications (app) provided. You should not be using Grab as it is not approved for SHN service.

a. For **phone booking**, please identify yourself as a person subject to a Stay- Home Notice to the hotline operator.

b. For **app booking**, please indicate your status as a person subject to a Stay- Home Notice by keying “SHN” in the chat/note/comment box or by checking the SHN checkbox (if provided within the app).

Please also identify yourself as a person subject to a Stay-Home Notice when boarding the vehicle. When travelling in the taxi or private hire car, you should sit alone in the backseat, with windows down and the air-conditioning turned off. Other forms of public transport (e.g. street-hailed/ bus / train) should be avoided.

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*Note: *This is typically held on Day 13.
### Service Provider Contact Number*

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<td>6333 1133</td>
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<td>7 Go-Jek, Ryde, MVL(TADA)</td>
<td>Via respective providers’ app</td>
</tr>
</tbody>
</table>

*Operating hours: 8am - 6pm

If you are from the following countries - **Fiji, Hong Kong, Sri Lanka, Thailand and Vietnam**, and serving your 14-day SHN outside of SDF (upon opt-out), you are required to utilize specially designated transport services from your place of residence to your respective testing facility. Please ensure that your test appointment has been scheduled before making transport arrangements, minimally 12 hours before the test appointment. Please identify yourself as a person subject to SHN to the hotline operator of the company, Strides Transportation Pte Ltd – Tel No: 6477 5977, and just before your board the vehicle.

**53. What happens if I am sick or unavailable to attend the swab test?**

All Persons under SHN (PSHNs) must do their swab tests towards the end of their SHN. Testing capacity is tight and appointment schedules are booked in advance. We thus seek your cooperation in adhering to the appointment schedule.

If you have extenuating reasons for not being able to attend the appointment at the stated date and time, please inform NUS via email at regenquiry@nus.edu.sg. We will strive to rebook another appointment of another date subject to availability, but do note that your SHN stay may then be prolonged at your own costs.

**54. What happens if my swab test is positive? Will I be admitted to the hospital and have to go for treatment?**

If the pooled swab test result is positive, you will be required to go for additional testing to confirm the diagnosis. Another appointment will be made for you at the earliest opportunity. Meanwhile you should continue to self-isolate until the retest results are known.

If the individual swab test is positive, the medical team will contact you and inform you on the next steps, including hospitalization.
Part VII: Management of Recovered Travellers previously diagnosed with COVID-19

55. Do I have to declare if I have been infected with COVID-19 before my arrival to Singapore? What document do I have to submit?

Yes, you will have to declare in the Entry Approval Application form that you were previously diagnosed with COVID-19 and submit a copy of your positive Polymerase Chain Reaction (PCR) test laboratory report at the point of application.

Only recovered travellers whose first positive PCR test is between 22 to 180 days from the date of arrival can be managed under the recovered traveller framework. The laboratory report should be in English, clearly indicating the date that the test was taken and with personal particulars. (i.e. name with date of birth, passport number, nationality). You may refer to the full criteria of the report here.

56. I have changed my flight details or arrival date after submitting the application form. Who should I contact?

As resources would be allocated to manage the recovered travellers at the checkpoint, if there is any change to your flight details or arrival date, you will have to email us at regenquiry@nus.edu.sg to alert us immediately so that we can inform MOE and the relevant authorities would be updated of the change.

57. What should I do upon arrival in Singapore? Will I be directed to do a serology test?

Upon arrival in Singapore, you should bring along your valid PCR test laboratory report and present it to the immigration officers. Kindly inform them of your recovered status and you will then be directed to do a serology test at the airport.

58. What is the cost of the serology test?

The cost of the serology test will be around S$50. You will have to be assessed by the Ministry of Health (MOH) as a recovered traveller and provide real-time arrival and flight details prior to your departure to Singapore.

59. Can I still opt for a serology test if I did not declare my prior infection with COVID-19 in my Entry Approval application?

Please be reminded that any false declaration might lead to serious consequences such as your Student’s Pass being cancelled.

If you did not declare your previous infection prior to your arrival or did not provide NUS with the real-time arrival or flight information, you may still opt for a serology test.

However, you will be charged for additional consultation fee ranging from S$60 – S$120 (excluding S$50 serology test fee) as Raffles Medical Group (RMG) will have to activate a doctor and arrange for a serology test upon the last-minute request.

Upon arrival in Singapore, you should bring along your valid PCR test laboratory report and present it to the immigration officers. Kindly inform them of your recovered status and you will then be directed to do a serology test at the airport.
60. What will happen after taking the serology test?

You will be sent to the Stay-Home Notice Dedicated Facility (SDF) to await your result after the serology test has been conducted at the airport.

If the result is positive or reactive, MOE will inform the SDF hotel management to release you from Stay-Home Notice (SHN). If the result is negative, you will continue to serve the SHN for the full duration.

61. Will I get refunded for my shortened stay in SDF if I am tested positive for the serology test?

Yes, after you have been released from SHN, you can submit a pro-rated refund for the shortened stay in SDF here.

You are required to attach supporting document showing the number of nights you have stayed in the SDF. Please allow up to 3 weeks for your refund request to be processed by MOE.

62. Can I continue to stay in the SHN hotel if I am unable to arrange my housing in time?

After being tested positive from the serology test, you will have to check out of SHN hotel and book a non-SDF hotel at your own cost if you have been discharged from SHN in advance.

However, you may appeal by writing to us at regenquiry@nus.edu.sg if you are unable to arrange your housing in time and has nowhere else to stay. Your request will be subjected to MOE and the hotel’s approval thus it is not guaranteed.

63. I have other questions relating to Entry Approval which are not listed in this FAQ. Who should I contact?

You can email us at regenquiry@nus.edu.sg

Other Useful Resources:

- https://emergency.nus.edu.sg/advisory.html
- https://www.moh.gov.sg/covid-19/faqs
- Newsroom (caas.gov.sg)