



SINGAPORE FLYER  
a moving experience at every turn

# WELCOME GUIDE

PROTECTING OUR GUESTS AND COLLEAGUES

# BEFORE YOU ARRIVE



**Book online**, where possible.  
Group size **should not exceed 5 guests**

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Ensure your mobile device has  
a **QR code scanner**

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Before setting off, **check our website or social media accounts** for the latest information and opening hours



We politely request guests to defer your visit to the Singapore Flyer **should you start displaying any of the symptoms** associated with COVID-19 and seek medical attention immediately.

Please email us at [customer\\_service@singaporeflyer.com](mailto:customer_service@singaporeflyer.com) should you need to amend your booking

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Please be ready to make on-site payments using a **'contactless' bank card**

# DURING YOUR VISIT



Maximum capacity of **up to 5 guests from the same group** in each capsule

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Prior to your entry, a mandatory non-invasive **temperature screening** will be conducted

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**Keep your face mask on** at all times, except when eating or drinking

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While in the queue, get your QR code scanner ready to facilitate **contact tracing** efforts by the Singapore Government. Guests are required to provide personal particulars and make a **Health Declaration**

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New directional signage has been placed. Please follow the arrows to get to Singapore Flyer's **newly designated Main Entrance and Exit**

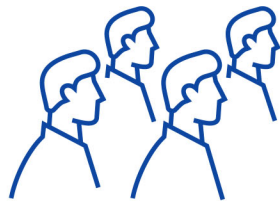
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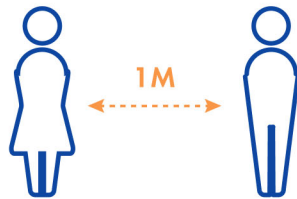
Practise **safe distancing** and maintain **good personal hygiene**

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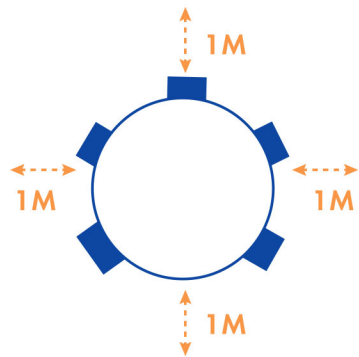
# SAFE DISTANCING MEASURES



**Reduced capacity limits** for capsule and indoor experiences for the best possible guest experience



Clear markers and signage are in place to help guests **maintain a safe distance of 1 metre apart** in queues, lifts, retail outlets and our capsules



We've also reconfigured the tables and chairs in our **dining areas** to ensure enough distance between seated parties



# GENERAL SANITISATION AND HYGIENE MEASURES



**Hand sanitisers** are available around the premises for guests to use



Our **capsules and premises** are cleaned and sanitised regularly

**High-touch areas** such as lift buttons, handrails are disinfected throughout the day

# HERE'S HOW OUR COLLEAGUES ARE TAKING THE LEAD



- Facilitate contact tracing efforts by the Singapore Government by checking in and out at the newly designated Main Entrance and Exit
- Daily declaration of Health status before the day commence
- Temperature checks twice a day
- Keeping our face masks on at all times
- Practise safe distancing and good personal hygiene
- Stay home if feeling unwell

# WHEN YOU'RE READY, WE'RE HERE FOR YOU NOW, AND ALWAYS

The heightened precautionary measures are part of our commitment towards providing a safe environment for our guests, so that you can **enjoy our flights and facilities with peace of mind.**

We look forward to making new memories with you  
at the Singapore Flyer.

#MomentsAtSingaporeFlyer

