

# Press Release



## Marina Bay Sands to re-open Attractions on 1 July with enhanced hygiene and safe-distancing protocols

*Integrated resort progressively re-opening to selected groups to ensure a safe and controlled environment*

**Singapore (28 June 2020)** – Marina Bay Sands is set to redraw the hospitality experience as the integrated resort (IR) gears up to re-start more of its operations from 1 July 2020, after nearly three months of closure due to the COVID-19 situation.

Adopting a highly measured approach in adapting to the 'New Normal', Marina Bay Sands will be opening the following venues to selected groups in order to ensure adherence to safe management measures.

Venue	From 1 July, venue is open to:
<b>ArtScience Museum</b>	Ticket-holders only. Guests must also be Sands Rewards members.
<b>Sands SkyPark Observation Deck</b>	E-tickets are available online from 30 June, 10am.
<b>Casino</b>	Sands Rewards Club (SRC) members holding Gold status or higher, and/or existing Annual Levy Holders only.

*\*Note: ArtScience Museum will re-open Future World on 1 July, and 2219: Futures Imagined on 3 July*

These join other venues in resuming operations, such as The Shoppes at Marina Bay Sands, which re-opened earlier on 19 June, as well as an initial five of Marina Bay Sands' signature and celebrity chef restaurants on 27 June.

KOMA and db Bistro & Oyster Bar will also be the latest restaurants scheduled to re-open at the IR, from 1 July and 3 July, respectively. Other venues – such as the Hotel, Sands Expo and Convention Centre, Theatre, Marquee, Digital Light Canvas and Sampan Rides - will open to the public at a later stage, in line with government guidelines.

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Marina Bay Sands' Senior Vice President of Resort Operations, Paul Town, said: "Even though we have earlier restarted some of our operations, we continue to adopt a cautious and measured approach as we re-open more of our facilities and limit access at this initial stage. Restrictions may be progressively eased as the overall COVID-19 situation improves. Our aim is to re-open with a fresh suite of experiences and safeguards in place to instill a greater sense of comfort and reassurance as we begin to welcome back our guests."

Since the COVID-19 pandemic began, preparations have been underway to boost business resiliency and enhance public health standards. Some 40 taskforces were convened during the IR's suspension to adapt business operations, from transforming venue set-ups to redesigning service delivery and exploring technology and innovation.

Keeping [safety and hygiene](#) at the forefront, the IR achieved the SG Clean quality mark in April after a rigorous certification process. The certification is awarded by the Singapore Government to businesses and organisations that commit to sector-specific high standards of environmental public hygiene on their premises. The IR is also working on an international health and safety standards label developed by Bureau Veritas, a nearly 200-year-old world leader in testing, inspection and certification.

## **ARTSCIENCE MUSEUM AND ATTRACTIONS**

ArtScience Museum and Sands SkyPark Observation Deck will be re-opened to Sands Rewards members in the initial period. In addition, guests will be required to purchase their tickets in advance online, due to reduced venue capacities.

At ArtScience Museum, current exhibitions such as *Future World: Where Art Meets Science* and *2219: Futures Imagined* will be re-opened. The Museum continues to embrace the digital world with its *ArtScience At Home* digital platform as programmes and guided tours remain suspended in the initial phases of re-opening.

Increased hygiene protocols will be in place. These include hourly disinfection of all high-touch points, including gated turnstiles, lift cabins, lift button panels and washrooms. Hand sanitisers are placed in common areas and at all artworks in the Museum.

The Casino will re-open with a reduced capacity with access restricted to Sands Rewards Club members holding Gold status and above, and/or existing Annual Levy Holders. The Casino will also abide by strict safe management measures.

There will be limitations on the number of patrons at each gaming table, while seats at the electronic gaming machines and slots will be at least one metre apart. Safe Distancing Ambassadors will be deployed to ensure that there are no bystanders. Customer-facing Team

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Members will don masks and face shields, and will sanitise their hands before and after shifts at gaming tables.

High-touch areas and equipment will be cleaned and wiped down on a frequent basis, while more than 800 hand sanitiser stations will be placed across the gaming floor, including at every table and high-touch areas. Deep cleaning of gaming pits, furniture and fixtures, including chips and gaming equipment, will be carried out on a regular schedule.

## **OVER 1,000 STAFF TRAINED TO TAKE ON SAFE DISTANCING ROLES**

To ensure a seamless transition into the 'New Normal', the IR has been educating and training staff, appointing new ambassadors and champions of the enhanced measures and processes. Around 800 staff have been trained to be Safe Distancing Ambassadors to remind guests of safe distancing measures. Another 250 staff, who have been appointed as Safe Management Officers, will implement and ensure safe management measures are adhered to by the IR's workforce.

As business resumes gradually, precautionary measures will be reviewed and updated accordingly, taking guidance from the relevant authorities.

Mr Paul Town added: "The COVID-19 pandemic has altered the hospitality landscape across the world, bringing new complexity to the industry. But it has also given us opportunities to take stock, redesign and innovate our operational processes so that we may continue delivering the high levels of hospitality that we are well known for. The many new measures and processes that we have put in place will be under constant review and re-evaluation, and we will be nimble as the situation evolves to make adjustments in accordance with government advisories and guidelines. The guest experience will always be at the core of what we do, and we will continue to create unforgettable memories for everyone we connect with."

All visitors will need to log in to the Government's SafeEntry system for contact tracing purposes, and undergo temperature screening, when they enter the property. They are required to adhere to mandatory Safe Distancing Rules such as wearing of masks, observing one metre apart in queues and other areas, as well as not congregating in groups. The IR's friendly Safe Distancing Ambassadors will be roving around the property to remind guests of these measures.

Guests are reminded to wear their masks at all times, and to observe safe distancing markers denoting the one-metre physical separation placed at common areas where queues may form, including lift lobbies, toilet entrances, kiosks and concierge desks.

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## **About Marina Bay Sands Pte Ltd**

Marina Bay Sands is the leading business, leisure and entertainment destination in Asia. It features large and flexible convention and exhibition facilities, more than 2,500 hotel rooms and suites, the rooftop Sands SkyPark, the best shopping mall in Asia, world-class celebrity chef restaurants, a theatre and an outdoor event plaza. Completing the line-up of attractions is ArtScience Museum at Marina Bay Sands which plays host to permanent and marquee exhibitions. For more information, please visit [www.marinabaysands.com](http://www.marinabaysands.com).

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