

TRAVELING PROCEDURES FROM SOUTH AFRICA TO SINGAPORE

Disclosure: Please take note that the information in this document was gathered through our journey. We will try our best to keep the information updated at all times and send the correct information through on the groups but as we all know rules for each country can change at any time. We cannot be held liable for any changes. We are doing this on a volunteer basis.

We will post all the available and viable repatriation flights on our WhatsApp group. If you want to be added to the group, please contact us on the following numbers:

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PROCEDURE FOR MOM APPROVAL:

1. Please complete this form if you want assistance from Ministry of Trade and Industry (MTI) for your Ministry of Manpower (MOM) approval. If you have the backing from MTI your MOM application should result in an approval the first time you apply.
<https://forms.gle/d4pWyoA8CTgHr3cy8>
 - They will submit their motivation as to why MOM should grant your approval
2. If you applied for MOM approval prior to MTI giving the green light and your application results in a rejection don't panic, once MTI gives the greenlight you will be instructed to reapply to MOM at which point your application should result in an approval.
 - If you are a Dependent (you have a Dependent Pass) and the Employment Pass holder's HR is applying for you please make sure they use your OWN CELL PHONE NUMBER in the application as this will be used in Singapore to send you the instructions for the Homer App (you have to check in 3 times a day and you will be tracked with this app while under SHN). If they use your EP's cell phone number you can change your number on this side but this just delays the Homer process.
3. Due to the amount of applications lately this process takes a lot longer than before so please do not delay. Feedback from MTI is 3 business days and then feedback from MOM is another 2 business days. Once we let you know MTI has given you the greenlight please ask your HR to apply immediately.

TIPS FOR FLIGHTS

Documents Required: a flip file works amazing!

- MOM Approval Letter
- Email sent to Department of Home Affairs South Africa (DHA), stating your intention to leave South Africa (only SA citizens) covid19Travel@dha.gov.za
- Automated response from DHA
- Airline Booking Form
- Copy of Passport
- Validity of EP or DP – a printout after you scanned your pass card on the SG Work Pass App
- If you only have an IPA EP/DP – please have your letter confirming this
- South Africa Exit Traveler Health Screening Questionnaire
- SG Health Declaration: after submitting the health declaration (3 days prior to arrival in SG) print it out
- Keep your last leg of the flight boarding pass. You will be asked for it at immigration

Booking your flight:

You will need to submit the following documents to your booking agent:

- Copy of your passport
- Booking form (all special requests should be indicated at the bottom of the page e.g. Economy/business class, wheelchair assistance, childcare assistance (moms travelling alone))
- MOM approval (if you do not have it just state to the booking agent that it will be sent as soon as you received it)

Please take note: for all Emirates flights you need a negative COVID-19 test, not older than 92hrs of your departure time.

BREAKDOWN OF AN EMIRATES TRIP:

Please note that this is my experience and I cannot guarantee the same procedures will be followed when you fly.

Day 1:

- Meet at 11am at the Hilton Hotel in Rivonia
 - Upon arrival it will be chaos, do not bring too many family members with to say goodbye.
 - Your temp will be checked upon entry of the building and you will have to fall into a queue
 - A roll call will be done, and your bags will be numbered
 - Then you can relax and drink coffee and juice
 - There is no food available so please pack your own snacks
- At 13h30 you will be called to the busses and luggage will be loaded to take you to the airport. This is a long trip, about 40min. Only 30 people per bus.
- At the airport you will wait in the busses, we waited more than 30min, for clearance to enter the airport. Those with kids they tend to get cranky at this stage so be prepared.
- When cleared you will enter the airport and your bags will be lined up outside the bus, once cleared you will be allowed to get off the bus. Anything that looks like a bag should be placed with your luggage and then you step back. Sniffer dogs will come and inspect all the bags.
- Upon clearance you will be allowed to collect your luggage and proceed to the check in counters.
- Luggage allowance:
 - 2 x 23kg suitcase per person
 - No hand luggage eg trolley bags, only a handbag, laptop bag and baby items will be allowed. (7kg) (we bought laptop backpacks, so we had more space)
- Dress warm for the day, it is cold in JHB and at the airport. But in Dubai you will want to change into something cooler.
- Once through immigration nothing is open, only 2 food stalls but it is extremely expensive.
- You will depart at 18h30
- You only get 1 decent meal on the flight; the last meal is only a weird little sandwich (cheese with tomato relish and olives) so if you are a picky eater take extra food with you.
- There was no option for a child meal.
- The flight between JHB and DXB was very full.

DXB – SIN:

- Layover: 6hrs
- Your bags will be checked through to SA, you don't have to worry about that
- You will be subject to a health screening
- Nothing is open between the arrival gate and the scanners
- Only once you passed the scanners there will be a few food stalls open, a lot of duty-free shops
- At the gate you will be asked to present the following docs:
 - Validity of your EP or DP
 - And your actual IC card
 - If you are IPA – the official approval letter will be enough
- Again only 1 decent meal will be served on the plane, it was very spicy mee goreng noodles. Again, no option for a child meal.
- The flight was almost empty this time

ARRIVAL IN SINGAPORE

- NOTHING is open at the airport. No food and no duty-free shops
- Proceed to immigration
- Have lots of patience
 - 1st checkpoint: You will be asked to present the following documents
 - Print out of you SG Health Declaration
 - MOM Approval letter
 - IC Card
 - Passport

Just a side note on the health declaration:

- Question 1 asked if you have recently been to Africa or South America.
 - We obviously said yes but then we were asked to present our yellow fever injection certificates. I explained to them that South Africa, even though it is in Africa, according to the ICA website, doesn't require a yellow fever vaccination to enter Singapore, only if you have been to certain African countries (if you are unsure please check ICA website or ask me for the link)
 - We were instructed to change our answer to no, which we did
 - We were cleared to proceed to check point 2 where the lady asked why we indicated no as South Africa is a country in Africa. I explained the whole story again and off to the supervisor she went. Eventually we were cleared.
 - So, if you have a yellow fever injection certificate take it with you, if you don't have one, expect to explain the same story over and over again and just be persistent. The worst that can happen to you is they take you for a medical screening (in the same hall)
- All the other questions will be NO
- The last question is not very straight forward, but the answer should be YES

- 2nd check point:
 - This is at the immigration gates where your passport will be scanned, and fingerprints taken
 - You need to submit the same documents as at check point 1
- Upon clearance you may proceed to collect your bags. Do not worry if the checkpoints take extremely long, your bags will be waiting for you.
- Once you have your bags you will be escorted (seriously it feels like you are on your way to prison, police and guards stand 2m apart from each other forming a line guiding you along the way) to the waiting area for the busses to take you to the hotel
- Only once the whole group is there you will be asked to proceed to the busses. The police and guard line continues right up to the bus.
- Your luggage etc. will be loaded onto the bus and you will be on your way to the hotel
- Only upon arrival at the hotel do you find out where you will be staying the next 14 days
- At the hotel you will be asked to proceed to a waiting area and the procedure for the next 14 days will be explained to the group. From there you will be called to the check in desk. If you want a bigger room because you are a large family now is the time to speak up.

HOMER APP:

- Please make sure when your company applies to MOM that they use your own mobile number on the application and not your spouse's.
- You will receive a text from SHN between day 1 and day 3 asking you to download the app. If you have not received the text at the end of day 3 contact the SHN helpline. 6812 5555

SHN TIPS:

- Upon arrival at the hotel you can ask for adjoining rooms if you are 2 adults and a child or more. The extra space will help.
- The food is not the greatest you will get. You can opt out for food, but you will still be billed for it.
- You can order food for delivery
- You can receive goods from family and friends, but you are not allowed to remove anything from your room.
- Billing for SHN stay: \$2000pp or \$1300pp sharing
- Covid Test: this will be conducted around day 11 of your stay. You will receive instructions from SHN. The cost will be \$200pp
- SHN and MOM officials will be phoning you like crazy. You will have to submit temperature and symptom checks 3 times a day via the Homer App.
- The app takes a lot of battery power because it must run in the background, you are not allowed to close it.
- Bring a power adapter to charge multiple items
- Bring a HDMI cable to connect to the TV if you want to watch something from your laptop
- Bring some cleaning aids with as they do not clean your room everyday
- For kids bring lots of toys and snacks.

SPECIAL SHN REQUESTS:

You can do this as soon as you have booked your flight, you do not have to wait for the MOM Approval. You can request to serve SHN at home if you have any proven medical condition.

You need send an email to WPD_Advisory@mom.gov.sg. Please include all your medical documents proving your condition.

We did this but never heard anything back from MOM but upon arrival in the hotel I resubmitted the form and phoned the helpline. Only then did we receive approval.