

Guidelines for Retail Food Businesses Intending to Allow Patrons to Bring Pets for Dine-in at Outdoor Refreshment Areas (ORAs)

With effect from 1 January 2025, retail food businesses no longer need to seek additional approval from SFA to allow patrons to bring pets along for dine-in at Outdoor Refreshment Areas (ORAs), if they are not serving pet food. Nonetheless, such food businesses are strongly encouraged to observe the following good practices to play their part in ensuring food safety and providing a conducive environment for patrons.

Pets will still not be allowed at hawker centres and their ORAs island-wide. This is in consideration that hawker centres are communal spaces, unlike ORAs of privately-managed food businesses.

What are ORAs?

ORAs are refreshment areas outside the main structure of buildings or the food premises that are not enclosed, even if under shelter. They must also be accessible without needing to go through the food premises.

How can I better ensure food safety and a conducive environment for my patrons?

Food business operators can adopt the following measures to ensure food safety and provide a conducive environment for patrons:

- Provide an adequate number of clear signages at ORAs to notify patrons that pets are allowed only within the ORAs. This enables patrons to make an informed choice when deciding to dine at the ORAs, considering their personal preferences and/or medical conditions (e.g. allergies).
- Provide an adequate number of clear signages at ORAs directing patrons to the nearest handwash basin, so that patrons can wash their hands after interacting with pets and before consuming food. Good hygiene practices such as hand washing are crucial in preventing any spread of zoonotic diseases.
- Provide an adequate number of hand sanitisers at ORAs to allow patrons to sanitise their hands after interacting with pets and before consuming food. This is to provide further safeguards against any spread of zoonotic diseases.

Can my own pets be kept in my food premises as a food business operator?

Food business operators are not allowed to exhibit their own pets within the food premises without obtaining prior approval from NParks. Doing so would contravene the Animals and Birds Act.