**Frequently Asked Questions About Movement Control Order**

**Ministry of Tourism, Arts and Culture**

**Sector of Tourism & Culture**

1. Can I apply for Malaysia My Second Home (MM2H) program?

Yes, all new applications can be submitted by post. Documents for other applications such as withdrawal and termination can be submitted by email at mm2h@motac.gov.my

However, all MM2H related business transactions are CLOSED until April 30, 2020.

2. Will all programs and activities under the Ministry of Tourism, Arts and Culture (MOTAC) involving the public be continued?

All programmes and activities involving the public under MOTAC will be POSTPONED until a later date which will be notified later through the website [www.motac.gov.my](http://www.motac.gov.my)

3. I have made plans for a vacation in Malaysia and have made a proper payment. Can I continue my vacation?

Under the Movement Control Order, the public is prohibited to go any place including a resort for social activities and if the visit does not involve matters pertaining to the country's essential services. You are advised to NOT continue your holiday plans.

4. I have paid for my hotel stay for vacation before the Movement Control Order was announced. Can I request a refund?

Members of the public are encouraged to discuss with the hotel directly in dealing with refund due for the reservation that have been paid before the order is announced.

5. What is the status of students in the National Academy of Arts and Culture (ASWARA) and students at the National Craft Institute (IKN) during the period of the Movement Control Order?

All ASWARA and IKN students staying in student hostels / dorms are NOT ALLOWED out of their respective institutions. The welfare of the students will be monitored from time to time including aspects of food and health

6. I just finished having my cultural performance abroad. Can I return to Malaysia during the effective duration of this order?

Yes. Any Malaysian who is abroad can return home during this period. However, the individual will need to undergo a 14-day self-quarantine health and quarantine check to reduce your risk of infection or to spread the infection to others.

7. Is the museum / library / Cultural Palace / archeological site / tourist center of Malaysia will open during the duration of the Movement Control Order?

All public facilities under MOTAC will be CLOSED until April 30, 2020. The full list of such public facilities can be found at:

[http://www.motac.gov.my/media2/siaran/semua-fasiliti-awam-di-bawah-kementerian-pelancongan,-kesenian-dan-kebudayaan-motac-ditutup-sementara-sehingga-30-april-2020](http://www.motac.gov.my/media2/siaran/semua-fasiliti-awam-di-bawah-kementerian-pelancongan%2C-kesenian-dan-kebudayaan-motac-ditutup-sementara-sehingga-30-april-2020)

People can access the online reading material with 13.2 million digital reading materials for free through the website [www.u-pustaka.gov.my](http://www.u-pustaka.gov.my)

**Tourism Company (License management)**

1. Are tourism licensing operations carried out as usual?

No. All counter service at MOTAC headquarters and state offices as well as online services related to tourism licensing are CLOSED until March 31, 2020.

Online travel licensing applications continue as usual. However, processing will only take place from 1 April 2020 subject to complete application. Online payments are closed for licensing purposes.

2. Is there compound or fine imposed for delaying renewal of tourism-related licenses during the duration of the Movement Control Order?

No.

3. Can the Travel Company operate during this period?

Not allowed. Tourism companies are not under the National essential services of according to Essential services schedule (Regulations 2). P.U (A) 2020

Travel companies are only allowed to provide transportation from tourist accommodation to the airport or port for the purpose of returning tourists.

4. Will hotel / homestay refunds be made available to the public during the duration of the Movement Control Order? (Including online platforms)

Refunds made through a hotel / accommodation / homestay are subject to the terms of service between service provider and customers including online service providers. Members of the public are encouraged to speak directly with the service provider regarding refunds for bookings made prior to this order being announced.

5. Is the course organized for the Tour & Travel Management Course (TTMC), Tour & Travel Enhancement Course (TTEC), Umrah Management Course (KPPU) and Continuous Tourism Related Education (CTRE) by the Tourism Training Institute (ILP) still allowed during this Movement Control Order?

No. The organization of these courses has been postponed until further notice.

6. Will Tourist Guides (TG) be allowed to guide throughout the duration of the Movement Control Order?

No. Any guiding activity by TG is not allowed during this period.

7. Will the Tourist Bus & Car Rental activities still be allowed to operate during the duration of the Movement Control Order?

Tourist Bus & Car Rental Activities in Sabah, Sarawak and the Territory of Labuan are not permitted during this period.

However, Tourist Bus & Car Rental Bus activities for states in Peninsular Malaysia should referred to the Ministry of Transport Malaysia (MOT).

**TOURIST LODGING PREMISE (Hotel / Resort / Budget Hotel / Hotel Apartment & more)**

1. Can the tourist accommodation premises be operational when this Movement Control is implemented?

All tourist accommodation premises are allowed to operate at a minimum. However, all guest in accommodation premises must be in the room during the duration of the Movement Control Order. Meal service in the accommodation can only be made for staying guest ordered by room service. Side services and facilities such as swimming pools, gymnasiums and spas are not allowed.

The process of registering a guest (check-in) to a tourist accommodation for the duration of the order is allowed, but on a small and limited scale.

For guests at the accommodation who are required to extend their stay during this order, they may able to register to accommodation that fits their budget.

However, new domestic tourists seeking entry into the tourist accommodation will not be allowed.

2. Will the accommodation able to receive contracted guest such as a flight crew during this Movement Control Order?

Yes, a tourist accommodation premises may receive contracted guest check-in subject to compliance with the terms in force during this Movement Control Order.

3. Can the tourist accommodation providing health services operate during this control period?

Tourist lodging premises that provide health services are allowed to operate subject to compliance with the terms and conditions of operation during this period of the Movement Control Order.

4. Should workers of the tourist accommodation be paid salaries or not?

It is subject to the Employment Act1955. This can be referred to the Ministry of Human Resources.

5. I rent a five (5) star hotel, can I move to another hotel due to financial constraints?

For guests of a tourist accommodation who are required to extend their stay during this order, they will be able to sign in to a budget accommodation that fits their budget. However, new domestic tourists who wish to check in to a tourist accommodation will not be allowed.

6. What action should a tourist accommodation take in the event of a positive guest COVID-19?

Tourist accommodation providers should contact the nearest Crisis Preparedness Response Center (CPRC) / Health Center immediately.

7. What is the MOTAC hotline to contact if you have further questions?

Any questions regarding the ministry's programs / activities can be addressed via email or call the Ministry's hotline at 03-88917189 by 6.00pm, March 19, 2020.

**Ministry of Tourism, Art and Culture**

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