

FAQ (FAQ)
About the Movement Control Order
MINISTRY OF TOURISM, ART AND CULTURE NO

INQUIRIES REGARDING MY SECOND HOME PROGRAMME (MM2H) REGISTRATION

1. Can I apply for My Malaysia 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 transactions are CLOSED until April 30, 2020.

2. Is the first endorsement allowed if a foreigner has been in Malaysia?

The first endorsement deal will be SUSPENDED during the period of the Movement Control Order (MCO) until April 30, 2020. All MM2H applicants and agents are advised to plan their trip date accordingly. For those already in Malaysia, the endorsement deal schedule will be created after the end of the MCO period.

3. Are immigration matters related to the Malaysia My Second Home (MM2H) Program such as a 10-year visa renewal, renewal visa extension, MM2H visa transfer to a new passport, house maid matter, study permit and work permit can be done throughout the duration of the Movement Control Order?

All immigration matters relating to the MM2H program are kept pending the expiry of the Movement Control Order (MCO).

TOURISM COMPANY (LICENSING MATTERS)

4. Do travel licenses operate as normal?

No. All counter services at MOTAC headquarters and state offices as well as online services related to tourism licensing are SUSPENDED until the expiry of the Movement Control Order (MCO).

Online travel licensing applications continue as usual. However, processing will only take place until the expiry of the Movement Control Order and is subject to complete application. Online payments are closed for licensing purposes.

5. Will the inspection of the travel company premises for the purpose of issuing a new license be carried out?

The issuance of a new tourism license can be issued even if no company premises inspection is carried out. The inspection of the company's premises will be carried out after obtaining a new date from the relevant State MOTAC Office.

6. Are Spa & Foot Massage (PUK) rating activities still ongoing during the Movement Control Order?

Spa & PUK rating activities are **SUSPENDED** until the expiry of the Movement Control Order (MCO).

7. Can the premises submit classification application if the Grading Certificate has expired during the MCO period?

The premises may submit a classification application to the MOTAC Office upon the expiry of the Grading Certificate. However, premises inspections will only be carried out after the MCO period ends.

8. Do Star Classification Accommodation Premises still running during the period of the Movement Control Order?

Tourist Accommodation Premise rating activities are **SUSPENDED** subject to the MCO deadline.

**TOURISM ACCOMODATION PREMISES
(HOTEL / RESORT / BUSINESS HOTEL / HOTEL APARTMENT &
MORE)**

9. What is the definition of New Domestic Traveler?

New domestic tourists are local tourists who want to stay or book a stay at the Tourist Accommodation Premises during a motion control order effective March 18, 2020 until the expiry of the Movement Control Order (MCO). These domestic travelers are comprised of Malaysian citizens, permanent / temporary residents and long-term Social Pass Holders of the Malaysian Immigration Department such as expatriates, foreign students, foreign spouses, foreign workers and valid Malaysian My Second Home (MM2H) participants.

10. What is the allowed check-in time?

The premises must comply with the conditions of check-in set by their respective Local Authorities (LTs) acting as government bodies regulating and approving hotel business operating licenses.

The owner of the premises may refer to the local authority for further consideration.

11. Can the hotel accept Check-in for domestic tourists already located in the area where the hotel is located prior to the enforcement of the Motion Control Order?

Only those who have existing reservations and have stayed before the Movement Control Order are allowed to stay at the hotel.

12. Whether the hotel can accept the check-in of the stranded party. (Stranded Travelers)?

Hotels are allowed to accept check-in of stranded parties subject to humanitarian or emergency reasons encountered by tourists and in the event of this being unavoidable and otherwise not allowed will cause unwanted things to happen.

The numbers received must be minimal and take into account NSC's instructions.

However, newly check-in guests must remain in their respective rooms during the duration of the Movement Control Order (MCO).

13. Is the hotel authorized to carry out a Community Service Program (CSR) for frontliners.

MOTAC has no objection subject to the approval of the Ministry of Health (MOH) or the relevant authorities and it must take into account compliance with MKN directives.

14. Can essential service personnel that need to cross the district or state check-in into hotel?

This is allowed because worried the employee is left without a place to stay and if left not allowed can lead to unwanted things and employee cannot work properly.

This is subject to compliance with the conditions in force during the period of this Movement Control Order.

15. Does the hotel have to turn off all lights and signage and leave the hotel in the dark at night?

The accommodation premise must comply with the requirements set by the respective Local Authorities acting as a governmental body regulating and approving the hotel's business operating license to turn off all lights and signage and keep the hotel in the dark at night.

16. Homestay / Housestay / Online Service Provider still operating as usual?

This is outside the jurisdiction of the Ministry as this premise does not need to be registered under the MOTAC. It is the responsibility of the Local Authority (LA) to regulate the premises.

In any complain, they can be forwarded to their respective local authorities for further action

17. Is any assistance to hotel guests available to those who cannot leave the country?

Guests may contact their respective Embassy and / or the Immigration Department of Malaysia (intended for extension of visa period).

18. What Guidelines or SOPs apply to the Tourist Accommodation Premises to plan and respond to the COVID-19 threat?

Tourist Accommodation Premises must have an internal SOP as a self-regulatory measure to curb the transmission of COVID-19 to guests staying during the MCO period.

In addition, the hotel should also be advised to have an internal SOP to prevent the transmission of COVID-19 to hotel staff.

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

Any questions regarding the ministry's programs / activities can be reached by emailing covid19@motac.gov.my or calling the Ministry of Tourism, Art and Culture's COVID-19 hotline at 03-88917189 from 8.00 am to 12.00 pm daily during this Movement Control Order.

Ministry of Tourism, Art and Culture

31 March 2020