



Majlis Ugama Islam Singapura Ad-Hoc Service Conditions

**This document is provided for the request for Food
Verification Ritual Cleansing (FVRC) Services
with effect from 16 March 2026**

FOOD VERIFICATION RITUAL CLEANSING (FVRC) SERVICES



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DOCUMENT REVISION HISTORY

S/N	Version	Nature of Revision	Revision Date
1	1.0	First Issue	17 August 2022
2	2.0	<p>Second Issue</p> <p>a) Rename document name from MUIS Halal Certification Conditions (HCC) FVRC to MUIS Ad-hoc Service Conditions</p> <p>b) Editorial change throughout the whole document: Muis to MUIS, MUIS Halal Certification Conditions to MUIS Ad-hoc Service conditions, applications to request and applicant to requestor.</p> <p>c) Foreword – Editorial change: removed “6011 0037” as number no longer in use.</p> <p>d) Application Process Flowchart – Editorial change to “Request Process”, reflecting the updated process flow.</p> <p>e) Clause 1.2 – Revised to omit “or a Muis Halal certificate (the “Halal certificate”) and allowed the use of Muis Halal certification mark (the “Halal certification mark”) and “Upon expiry of the Letter or Halal Certificate, the use of Muis Halal logo is prohibited”.</p> <p>f) Clause 1.8 – Editorial change: Amendment from 3 Packages (Package A: Food Verification Ritual Cleansing Services, Package B: Ritual Cleansing Service Only, and Package C: Food Verification Service Only) to 4 types of services (Food Verification (FV) Service Only), Ritual Cleansing (RC) Service Only, Food Verification & Ritual Cleansing (FVRC) Service, and Ritual Cleansing For Halal Certification (RCHC) Service).</p> <p>g) Clause 1.9, 1.10 – Editorial change: Moved from Clause 2.9 & 2.10, and revised according to the updated services available.</p> <p>h) Clause 1.11 – New clause on ancillary fees where applicable.</p> <p>i) Clause 2.1 – Editorial change: Removed “FVRC services” and amended with “services mentioned in Clause 1.8”.</p>	9 March 2026

		<ul style="list-style-type: none">j) Clause 2.2 – Revised to omit “Incomplete and/or incorrect entries shall disqualify the application”.k) Clause 2.3 – Editorial change: Included clarification on details of ingredients’ declaration for meat and meat-based as well as for other items.l) Clause 2.4 – Editorial change: Included clarification on details of Halal supporting document required for different risk categorisation.m) Clause 2.5 – Revised from “Deadline for submission of the form” to “Document submission requirements”.n) Clause 2.6 – Revised from “Deadline for submission of the form” to “Acknowledgement of completed form”.o) Clause 2.7 – Revised from “Acknowledgement of completed form” to “Additional requirements if necessary”.p) Clause 2.8 – Revised from “Clause 2.11: Additional requirements if necessary” to “Ownership and responsibility”.q) Clause 3.3 – Editorial change: removed details of ingredients’ declaration to Clause 2.3.r) Revised to omit Clause 3.6.s) Clause 4.2 – New clause on additional conditions for RC in vessels.t) Clause 5.1 – Revised to reflect new payment method via prescribed payment method.u) Clause 5.3 – Editorial change: amended from “Package B and Package C” to “Ritual Cleansing Service Only and Food verification Service Only”.v) Clause 5.4 – Revised from “Charges billed for Package B” to “Billing for additional services”.w) Clause 5.5 – Revised from “Billing for additional services” to “Legal proceedings”.x) Clause 5.6 – Revised from “Legal proceedings” to “Reminder for payments due”.y) Clause 5.7 – Revised from “Reminder for payments due” to “Requests on hold due to outstanding dues”.	
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		<p>z) Clause 5.8 – Revised from “Rejection of Application due to non-receipt of payment” to “MUIS” non-liability for services not rendered”.</p> <p>aa) Revised to omit Clause 5.9.</p> <p>bb) Clause 6.6 – Editorial change: Amended from “any part of Muis Halal Certification Conditions for FVRC services” to “any part of the document for services mentioned”.</p> <p>cc) Clause 6.10 – Editorial change: Removed “or Halal Certificate shall be issued to the applicant considering the applicant’s track record, applicant’s ability to comply with Muis Halal Certification Conditions, approval or the application, and full payment of the fees in addition to any outstanding dues as advised by Muis”.</p> <p>dd) Clause 7.2 – Editorial change: Removed “and/or Muis-appointed agent” and “or Halal Certificate”.</p> <p>ee) Clause 7.3 & 7.4 – Editorial change: Removed “Halal Certificate holder”.</p> <p>ff) Clause 7.5 – Editorial change: Removed “and/or Muis-appointed agent”.</p> <p>gg) Clause 7.6 – Revised from “Display of valid and original certificate” to “Display of valid and original Letter”.</p> <p>hh) Revised to omit Clause 7.7.</p> <p>ii) Clause 8.2 – Editorial change: Amended the details to ensure utensils are ready for cleansing</p> <p>jj) Clause 8.3 – Revised from “Applicant to ensure utensils clean and dry” to “Food shall be prepared in the designated kitchen only”.</p> <p>kk) Clause 8.4 – Revised from “Transportation of utensils after ritual cleansing” to “Requestor to ensure only the cleansed kitchen is used for the food preparation”.</p> <p>ll) Clause 8.5 – Revised from “Appointment of a representative” to “Only declared raw materials are allowed to be used”.</p> <p>mm) Clause 8.6 – Revised from “Food shall be prepared in the designated kitchen only” to “Cleansed kitchen shall be free from non-Halal items”.</p>	
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		<p>nn) Revised to omit Clause 8.7, 8.8 & 8.9.</p> <p>oo) Clause 9.1 – Revised from “Service cancellation” to “Service cancellation or postponement”.</p> <p>pp) Clause 9.2 – Revised from “Service cancellation schedule” to “Forfeiture of payment due to invalid requests”.</p> <p>qq) Clause 9.3 – Revised from “Service postponement” to “Application rejection”.</p> <p>rr) Revised to omit Clause 9.4, 9.5, 9.6 & 9.7.</p> <p>ss) Clause 10.1 – New clause added on MUIS Halal certification mark usage.</p> <p>tt) Clause 10.2, 10.3, 10.4, 10.5, 10.6, 10.7, 10.8 – Editorial change: updated clause numbers due to insertion of new clause</p> <p>uu) Annex B – Editorial change: Included new definitions for “Dinnerware Set”, “Kitchen”, “Kitchenware” and “Multiple Meat Types”.</p>	
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FOREWORD

Majlis Ugama Islam Singapura

Majlis Ugama Islam Singapura (MUIS), also known as the 'Islamic Religious Council of Singapore', was established in 1968 pursuant to the enactment of the Administration of Muslim Law Act. MUIS is a statutory board under the Ministry of Culture, Community and Youth and administers Muslim affairs in Singapore. Among others, MUIS issues Halal certificates and regulates the Singapore Halal industry. More information on MUIS' roles and responsibilities is available at www.MUIS.gov.sg.

Administration of Muslim Law Act

88A – (1) The Majlis may issue halal certificates in relation to any product, service or activity and regulate the holders of such certificates to ensure that the requirements of the Muslim law are complied with in the production, processing, marketing or display of that product, the provision of that service or the carrying out of that activity.

(2) An application for a halal certificate shall be in such a form as the Majlis may require.

(3) The Majlis may, in issuing a halal certificate, impose such condition as it thinks fit and may at any time vary, remove or add to such condition.

(4) The Majlis may, by notification in the Gazette, specify any certification mark of the Majlis for use in relation to any product, service or activity in respect of which it has issued a halal certificate under subsection (1).

(5) Any person who, without the approval of the Majlis:

(a) issues a Halal certificate in relation to any product, service or activity; or

(b) uses any specified Halal certification mark or any colourable imitation thereof,

shall be guilty of an offence and shall be liable on conviction to a fine not exceeding \$10,000 or to imprisonment for a term not exceeding 12 months or both.

(6) The Majlis may, in granting approval to any person to issue any Halal certificate or to use any specified Halal certification mark, impose such condition as it thinks fit and may at any time vary, remove or add to such condition.

(7) The Majlis may revoke or suspend its approval granted to any person to issue any Halal certificate or to use any specified Halal certification mark if that person fails to comply with any condition imposed under subsection (6).

(8) Any person aggrieved by any decision of the Majlis made under this section may appeal to the Minister whose decision shall be final.

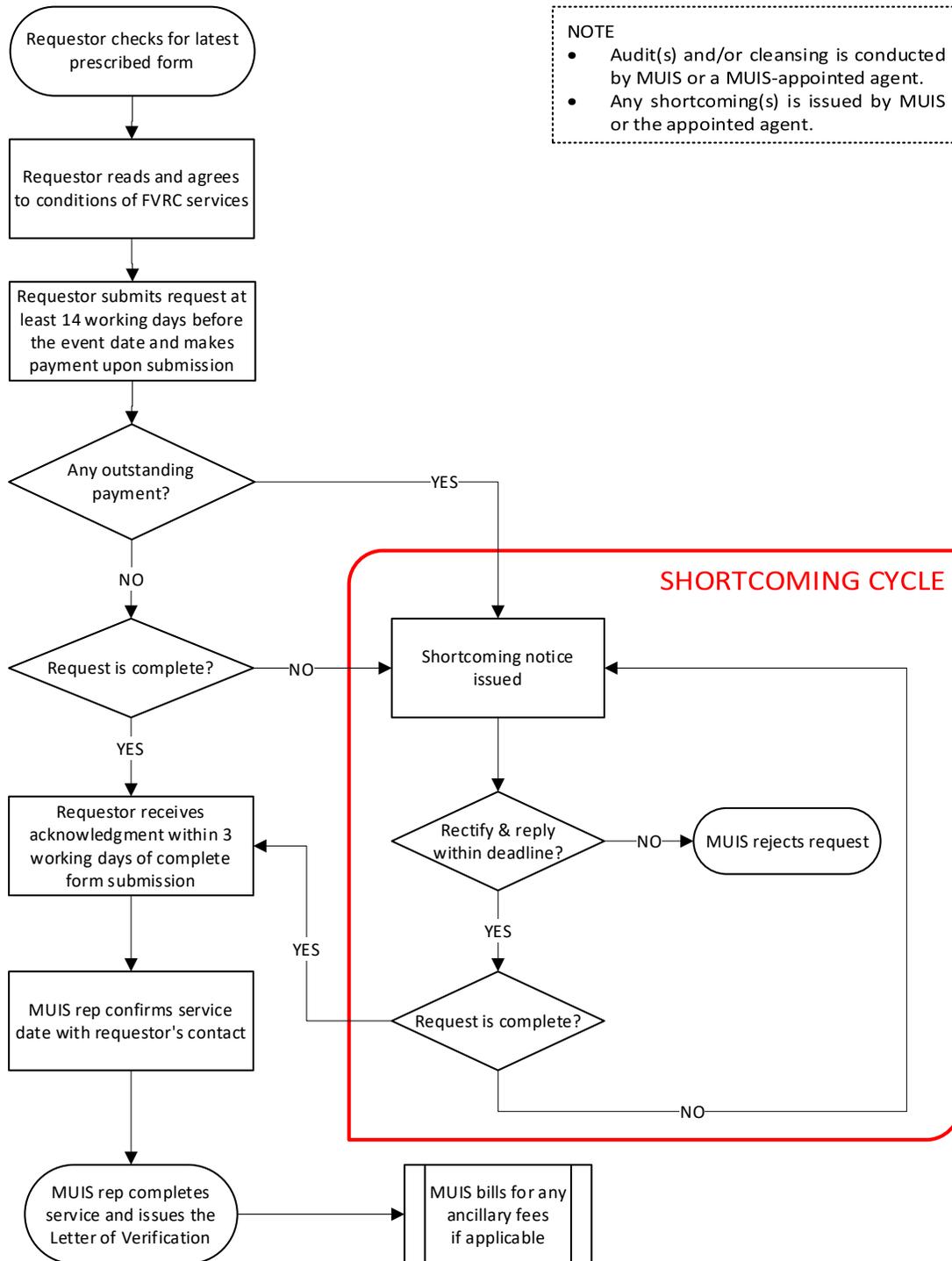
For More Information

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Halal Development
23 Mayo Street
Singapore 208323

REQUEST PROCESS



NOTE

- Audit(s) and/or cleansing is conducted by MUIS or a MUIS-appointed agent.
- Any shortcoming(s) is issued by MUIS or the appointed agent.

AD-HOC SERVICE CONDITIONS		
1. GENERAL INFORMATION		
1.1	The conditions set out in this document shall hereinafter be referred to as the MUIS Ad-hoc Service Conditions for FVRC Services. All annexes to these MUIS Ad-hoc Service Conditions shall be deemed to be incorporated in and form an integral part hereof. Words or phrases in these MUIS Ad-hoc Service Conditions that are defined in Annex B – Glossary shall bear their defined meaning unless the context otherwise requires.	MUIS Ad-hoc Service Conditions
1.2	All companies / establishments / persons requesting for FVRC Services from Majlis Ugama Islam Singapura (MUIS), may, upon fully complying with MUIS Ad-hoc Service Conditions, be issued Letter of Verification (the “Letter”) upon the terms and subject to the conditions provided therein, or set forth in a letter of verification.	General information
1.3	All requests are subject to the prevailing conditions.	Subject to conditions
1.4	The requestor is deemed to have agreed to share its company’s information to MUIS/MUIS-appointed agent upon submitting a request form to MUIS.	Agreement by requestor
1.5	All information submitted by the requestor will not be disclosed to any other person except for the purpose of determining the outcome of this request.	Confidentiality of requests
1.6	The FVRC request form (“form”) shall be applicable to all interested requestors in Singapore.	Eligibility conditions
1.7	The scope of verification shall include (without limitation): (a) Transportation, receiving, storage and handling of ingredients and processing aid; (b) Production, packing, labelling, storage of finished products; (c) Washing and handling of equipment(s).	Scope of verification

1.8	<p>There are 4 different types of services:</p> <p>(a) Food Verification (FV) Service Only*</p> <ul style="list-style-type: none">• Comprises of a one-time inspection for up to 20 menu items per event day to ensure the ingredients used are Halal.• The requestor shall ensure that no Muslim or Halal-related claims are made as no ritual cleansing is performed on the kitchen(s), utensils, and other associated items used in the food preparation under this service. <p>(b) Ritual Cleansing (RC) Service Only*</p> <ul style="list-style-type: none">• Comprises of mandatory cleansing of 1 (one) kitchen OR 1 (one) hour for cleansing of food utensils and crockery (up to 100 dinnerware sets)• The requestor shall ensure that no Muslim or Halal-related claims are made as the ingredients used do not fall within the scope of verification and hence not verified.• The requestor may be required to provide information on raw material(s) used. <p>(c) Food Verification & Ritual Cleansing (FVRC) Service</p> <ul style="list-style-type: none">• Comprises of the following:<ol style="list-style-type: none">i. One-time inspection for up to 20 menu items to ensure the ingredients used are Halal ANDii. One-time mandatory cleansing of 1 (one) kitchen AND up to 4 (four) hours for cleansing of food utensils and crockery ORiii. One-time mandatory cleansing of up to 5 (five) hours for cleansing of food utensils and crockery in the absence of kitchen;• Muslim or Halal-related claims may be made, subject to the conditions for MUIS FVRC Services. However, the requestor shall ensure that no misleading claims such as “No Pork, No Lard” shall be made. <p>(d) Ritual Cleansing For Halal Certification (RCHC) Service</p> <ul style="list-style-type: none">• Comprises of mandatory cleansing of kitchenware only, depending on the size of establishment.• Applicable only for establishments seeking Halal-certification or upon MUIS instruction. <p>*If ritual cleansing and food verification services are required for the same event, requestor shall request for FVRC Service instead. FV Service Only and RC Service Only are mutually exclusive.</p> <p>Note: Unutilised hours included within any package are non-refundable.</p>	Types of services
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1.9	<p>Applicable fees for the services:</p> <ul style="list-style-type: none"> (a) Food Verification Service Only (FV) - \$200.00 per hour/part thereof (b) Ritual Cleansing Service Only (RC) or Ritual Cleansing For Halal Certification (RCHC) - \$250.00 per hour/part thereof (c) Food Verification Ritual Cleansing Services (FVRC) - \$1,350.00 per kitchen <p>Note: Above charges are subject to prevailing GST. Fees for FV and RC are not reflective of actual time taken.</p>	Applicable fees
1.10	<p>Additional fees are applicable for:</p> <ul style="list-style-type: none"> (a) Late submissions are charged at a fee of \$250.00 i.e. application received less than 14 working days from event request date; (b) Services requested to be performed outside the following office hours: <ul style="list-style-type: none"> i. between 8.30 am and 6 pm from Monday to Friday (except public holidays); but ii. if any such day is the eve of the New Year, Lunar New Year, Hari Raya Puasa or Christmas, between 8.30 am – 12 noon; iii. are charged at a fee of \$750.00. <p>Note: If the requested service date and/or time is unavailable, MUIS will propose alternative date and/or time. Additional fees may apply if services are performed outside office hours.</p>	Additional charges where applicable
1.11	<p>Ancillary fees are applicable for the following:</p> <ul style="list-style-type: none"> (a) Menu items – If number of menu items exceeds 20, a fee of \$200.00 will be charged for every 20 additional menu. (b) Dinnerware sets – For every additional 100 sets, a fee of \$250.00 will be charged. (c) Multiple meal types – Where multiple meal types are required for a single event day, a fee of \$250.00 will be charged for every 100 dinnerware sets for main meals (e.g. breakfast, lunch, or dinner), or every 300 dinnerware sets for tea breaks requiring ritual cleansing. (d) Event days – For every additional event day, a fee of \$200.00 will be charged. (e) Kitchens – If there are more than one kitchen, a fee of \$250.00 will be charged for each additional kitchen. (f) Items not ready for RC / RCHC service – A fee of \$250.00 per hour will be charged if items are not ready for ritual cleansing. 	Ancillary fees where applicable

2. REQUEST REQUIREMENTS		
2.1	The requestor shall read, understand and agree to adhere to MUIS Ad-hoc Service Conditions for services mentioned in Clause 1.8 upon submission of the request.	Advice before submitting request
2.2	All requests shall be made using the prescribed form.	Mode of request submission
2.3	<p>Details of all ingredients and menu items shall be declared through the prescribed form. Details of ingredients' declaration shall include:</p> <p><u>For meat and meat-based (including poultry) items</u></p> <ul style="list-style-type: none"> (a) item name, brand and/or description (b) name of supplier (as reflected on invoice) (c) name of Halal certification body <p><u>For all other items</u></p> <ul style="list-style-type: none"> (a) item name and/or description (b) name of supplier (as reflected on invoice) 	Information required to be submitted in the form
2.4	<p>All ingredients and food products declared shall be Halal and substantiated with the relevant Halal supporting document (refer to <u>Annex A</u>):</p> <ul style="list-style-type: none"> (a) Low & Medium-Low <ul style="list-style-type: none"> - Image of product packaging containing item name in English and ingredient listing (and Halal mark from any Halal Certification body, if any). (b) Medium-High & High <ul style="list-style-type: none"> - Image of product packaging in English - Purchase Order - Delivery Order - Halal certificates from MUIS and/or MUIS recognised Halal certification bodies 	Need to be Halal and substantiated with relevant documents
2.5	<p>Requests lacking any of the following documents will be considered incomplete and may be rejected without further notice. These documents are to be submitted via a prescribed request form:</p> <p><u>For services involving food verification</u></p> <ul style="list-style-type: none"> (a) Ingredients list (b) Copy of menu card(s) that will be served 	Document submission requirements

	<p>(c) Valid Halal certificates for all medium-high & high-risk items</p> <p><u>For services involving ritual cleansing</u></p> <p>(a) List of items to be ritual cleansed (b) Copy of menu card(s) that will be served</p>	
2.6	<p>Upon receipt of the completed form, the requestor shall receive from MUIS:</p> <p>(a) An invoice (b) An acknowledgement* within 7 working days from the date of receipt of completed request form</p> <p>*If no acknowledgement is received within 10 working days, please contact MUIS immediately.</p>	Acknowledgement of completed form
2.7	<p>The requestor may be advised to change the services and/or subject to additional requirements on a case-by-case basis as MUIS deems fit.</p>	Additional requirements if necessary
2.8	<p>The requestor shall take ownership and bear responsibility for its application at all times.</p>	Ownership and responsibility
3. GENERAL FVRC HALAL SERVICES REQUIREMENTS		
3.1	<p>The requestor shall ensure the scope of services is clearly defined and demarcated to prevent confusion and cross-mixing during food preparation and on day of event.</p>	Demarcation of scope of certification
3.2	<p>The requestor shall ensure that there is no cross-mixing of Halal and non-Halal food and ingredients.</p>	No cross-mixing
3.3	<p>The requestor shall only order, purchase, receive, store, prepare, cook, offer to sell and sell Halal food and ingredients that have been declared to MUIS.</p> <p>Declaration of ingredients and menu items shall be done during the request.</p> <p>Naming of menu items shall take into account cultural and religious sensitivities, and may be subject to change if MUIS deems that the menu item name is inappropriate.</p>	No undeclared and/or non-Halal items
3.4	<p>Halal certificates issued by MUIS or MUIS-recognised Halal certification bodies will no longer be valid if the certified item is repacked outside of the premises it was originally certified in.</p>	Invalidation of Halal certificate upon repacking

3.5	All production lines, kitchen areas, cold rooms, chillers, equipment, crockery, utensils, dishwashing facilities, etc. that are used in the handling of Halal products, menu items, raw materials, processing aids and additives that have previously come into direct contact with pork, dog meat and/or their derivatives shall be declared and subjected to ritual cleansing by MUIS and/or MUIS-appointed agent.	Ritual cleansing
4. SPECIAL (ADDITIONAL) FVRC SERVICES REQUIREMENTS		
4.1	<p>MUIS reserves the right to reject the request if the event for which services requested is held in a non-Halal and/or non-Halal certified establishment. Should MUIS accept to provide services, the requestor shall agree to comply with the following special (additional) requirements:</p> <ul style="list-style-type: none"> • No non-Halal preparation shall be done concurrently within the restaurant kitchen during the specified event; • All non-Halal ingredients / items shall be removed from the kitchen; • No non-Halal preparation shall be done once cleansing of the kitchen has been completed; • Any other requirements as specified by MUIS. 	Additional Conditions for events in a non-Halal / non-Halal certified establishment
4.2	<p>Vessels requesting for Ritual Cleansing (RC) services shall comply with the following requirements:</p> <ul style="list-style-type: none"> • The vessel must remain docked in Singapore throughout the entire service period; • The kitchen requesting service shall be declared with the correct size specifications; • Ensure mandatory safety briefing is conducted; • The service becomes invalid once the vessel docks in another country. <p>Note: Base payment for vessels includes the mandatory safety briefing.</p>	Additional Conditions for RC in Vessels
5. PAYMENT MATTERS		
5.1	Payment for any FVRC services requested must be made to MUIS during the request via the prescribed mode of payment. Failure to make payment will result in the request being deemed as not submitted.	Payment Details
5.2	All payments charged by MUIS are subject to the prevailing goods and services tax, which shall be borne by the requestor.	GST chargeable for services rendered

5.3	Charges billed for Ritual Cleansing Service Only and Food Verification Service Only are not reflective of the time taken for the actual services rendered.	Charges billed for RC and FVRC services
5.4	Ancillary services deemed necessary by MUIS to carry out the services, though not specified by the requestor in this form, shall be invoiced. The requestor will receive an invoice for these ancillary services after they have been rendered and payment shall be made within 5 working days.	Billing for additional services
5.5	MUIS may commence legal proceedings to recover any outstanding payment due from the requestor, who hereby agree in that event to bear MUIS' legal costs in such proceedings on a full indemnity basis. Outstanding payments shall be made prior to request of new services.	Legal proceedings
5.6	MUIS may, at its discretion, send a reminder if payment is NOT received as stipulated before the appointed date.	Reminder for payments due
5.7	If there are any outstanding dues from past requests, processing of new requests will be put on hold.	Requests on hold due to outstanding dues
5.8	MUIS assumes no liability if the services requested are not rendered due to any outstanding payments, non-receipt of upfront payment for the current request or the rejection of this application for any other reason whatsoever.	MUIS' non-liability for services not rendered
6. APPLICATION PROCESSING		
6.1	The services requested in the prescribed form shall be conducted by MUIS and/or MUIS-appointed agent at the date and time mutually agreed by both parties .	Services will be rendered by MUIS and/or MUIS appointed agent
6.2	All communications will be directed to the requestor only.	Communications
6.3	The requestor will be contacted by MUIS and/or MUIS-appointed agent for confirmation of the date and time prior to the services rendered.	Contact prior to rendering services requested
6.4	MUIS, under no circumstances is obliged to communicate with the event manager / event management company / hotel representative for any details related to the request.	MUIS not obliged to communicate with the event manager

6.5	MUIS at its own discretion may communicate with the Muslim Chef / Muslim representative / event manager / event management company / hotel representative for any details related to the request.	MUIS may communicate with Muslim Chef / representative
6.6	MUIS reserves the right to reject the request should the requestor fail to comply with any part of the document for services mentioned.	Request rejection
6.7	The requestor shall give full co-operation at ALL times by providing any information required by MUIS and/or MUIS-appointed agent for the purpose of services mentioned.	Requestors full cooperation is expected
6.8	The requestor shall be notified of its request shortcomings via email.	Shortcoming notices
6.9	The requestor is strongly advised to verify the identity of MUIS / MUIS-appointed agent officer prior to allowing any person entry into their premises for Ritual Cleansing and / or Food Verification.	Verification of MUIS / MUIS-appointed agent identity
6.10	The Letter shall be issued to the requestor upon complying with MUIS Ad-hoc Service Conditions.	Conditions to approval of the service request
7. POST FVRC HALAL SERVICES		
7.1	The MUIS Ad-hoc Service Conditions shall be adhered to at all times.	Compliance at all times
7.2	MUIS may conduct unannounced post service checks as and when necessary following the issuance of the Letter.	Unannounced checks
7.3	If a non-compliance is detected post service, the Letter holder shall conduct rectification measures and any other required actions immediately as deemed necessary by MUIS.	Rectification of non-compliances
7.4	In the event of a public feedback, whether by way of a complaint or otherwise, the Letter holder shall account to MUIS and provide a written explanation <u>within 5 working days</u> of MUIS' written request.	Explanation on public feedback
7.5	MUIS may collect relevant samples, photographs or other materials for purpose of investigation.	Evidence collection

7.6	<p>The valid and original Letter issued may be displayed appropriately for easy public viewing at the event location. If both Halal and non-Halal food is served for the event (in a banquet hall), the original Letter may be displayed at a relevant location for ease of identification by Muslim guests.</p> <p>Note: Not applicable to non-Halal certified restaurant</p>	Display of valid and original Letter
8. RESPONSIBILITIES OF THE REQUESTOR		
8.1	<p>The requestor shall be held responsible for the payments for the services requested regardless of the billing company.</p> <p>Note: i) Requestor is the requesting party ii) Requestor may request for FVRC services for their own event iii) Requestor may request for the services on behalf of their client and indicate their client's details for billing purposes</p>	Requestor responsible for payments
8.2	<p>The requestor must ensure that the utensils requiring ritual cleansing are clean and readily available at the agreed time. Non-availability will result in applicable ancillary fees as per Clause 1.11.</p>	Requestor to ensure utensils are ready for cleansing
8.3	<p>The requestor shall ensure that the food for the event is prepared only in the designated kitchen which has been cleansed, using ingredients which have been declared and approved.</p>	Food shall be prepared in the designated kitchen only
8.4	<p>The requestor shall ensure that only the kitchen, utensils and other associated items that have been ritually cleansed by MUIS and/or MUIS-appointed agent are used for the specified event.</p>	Requestor to ensure only the cleansed kitchen is used for the food preparation
8.5	<p>The requestor shall ensure that only the raw materials that have been declared in the request form and verified by MUIS are used for the specified event.</p>	Only declared raw materials are allowed to be used
8.6	<p>The requestor shall ensure the cleansed kitchen is free from non-Halal items until the completion of the event for which ritual cleansing has been performed.</p>	Cleansed kitchen shall be free from non-Halal items

9. CANCELLATION / POSTPONEMENT		
9.1	<p>Any request for service cancellation or postponement shall be notified to MUIS via email at least 7 days before the scheduled service date. Request(s) received after service has commenced will not be accepted, and a new application shall be submitted for a new date.</p> <p>Phone cancellation or postponement requests will not be accepted. All fees paid are non-refundable.</p>	Service cancellation or postponement
9.2	<p>Service cancellations/postponements that are not requested according to the above procedure are deemed invalid and MUIS reserves the right to forfeit all payments made. Where payment has not been made beforehand, MUIS reserves the right to claim for wasted costs and expenses in attending at the appointed date for the services requested.</p>	Forfeiture of payment due to invalid requests
9.3	<p>MUIS reserves the right to reject the application due to non-response to any MUIS queries upon submission of a request.</p>	Application rejection
10. OTHER CONDITIONS		
10.1	<p>The MUIS Halal certification mark shall not be used, displayed, or referenced in connection with any services rendered.</p>	MUIS Halal certification mark usage
10.2	<p>The requestor / Letter holder shall at all times keep MUIS or MUIS-appointed agent fully indemnified against all claims, damages, expenses or costs (including those asserted by third parties) arising directly or indirectly from any breach by the Letter / Halal Certificate holder and/or requestor of any provision of the MUIS Ad-hoc Service Conditions for MUIS FVRC Services or the Letter of Verification, otherwise arising from or in connection with the unlawful use of the Letter of Verification or Halal mark or other activities associated therewith by the Letter holder or requestor.</p>	MUIS to be fully indemnified
10.3	<p>The requestor / Letter holder shall accept MUIS' decisions on all Halal-related matters as binding. MUIS' records of all matters relating to the Letter of Verification and application shall be binding on the Letter of Verification holder or requestor.</p>	MUIS decisions are final

10.4	No exercise or failure to exercise or delay in exercising any right power or remedy vested in MUIS under or pursuant to the MUIS' conditions for FVRC Services shall constitute a waiver by MUIS of that or any other right power or remedy. The failure of MUIS to insist upon or enforce strict performance by the Letter of Verification holder or requestor of any provision of the MUIS FVRC Services or to exercise any right under the MUIS' conditions for FVRC Services shall not be construed as a waiver or relinquishment to any extent of MUIS' right to assert or rely upon any such provision or right in that or any other instance; rather, the same shall be and remain in full force and effect.	Non-exercise of power shall not be construed as waiver
10.5	The requestor / letter of verification holder shall provide consent to forensic audit(s) of all its business records in the event of any breaches of the terms thereof.	Consent to forensic audit
10.6	MUIS may at any time, upon written notice to the requestor / letter of verification holder, vary, remove or add to any one or more of the MUIS' conditions for FVRC Services. Such change shall take effect from the date stated in the notice, unless otherwise specified in the notice.	Amendments to MUIS Conditions for FVRC Services
10.7	MUIS may review all requests and/or approvals for letter of verification as it deems necessary.	Review of requests
10.8	MUIS' decisions in respect of all matters shall be binding.	MUIS' decisions are binding

ANNEX A – TYPES OF INGREDIENTS

Pursuant to Clause 2.4, all ingredients and food products prior to purchase shall be substantiated with product specifications or labels.

Types of Halal Risk	Low	Medium – Low	Medium – High	High
Types of ingredients	<ul style="list-style-type: none"> • Plant materials • Pure seafood • Legumes & lentils • Rice • Salt • Ice • Spices • Synthetic Chemicals 	<ul style="list-style-type: none"> • Soy Bean pdts • Olive Oil • Sesame Oil • Vegetable Oil • Synthetic vinegar • Noodles • Pasta • Food additives (excl animal-derived E400s) 	<ul style="list-style-type: none"> • Enzymes • Cheese & byproducts • E400s Food Additives (animal-derived) • Canned Foods • Confectionery & Pastry • Dairy Products • Processed seafood • Sauces & Condiments • Pure vinegars 	<ul style="list-style-type: none"> • Meat & meat-based items • Poultry & poultry-based items • Beef extracts • Beef tallow • Chicken skin • Chicken fat • Flavourings • Gelatine
Types of Documents Required	<ul style="list-style-type: none"> • Image of product packaging containing item name and ingredient listing • Halal mark from any Halal Certification body, if any 	<ul style="list-style-type: none"> • Image of product packaging containing item name and ingredient listing • Halal mark from any Halal Certification body, if any 	<ul style="list-style-type: none"> • MUIS-recognised Halal certificate* 	<ul style="list-style-type: none"> • MUIS-recognised Halal certificate*

* All requestors / certificate holders are strongly advised to check the updated list of MUIS-recognised Halal certification bodies from the prevailing application portal or MUIS website prior to procuring the ingredients.

NOTE:

The above list serves as a general guideline and not limited to and/or conclusive. If necessary, MUIS shall have the discretion to request more information or documents on the ingredients.

ANNEX B – GLOSSARY	
Administration of Muslim Law Act (AMLA)	An Act relating to Muslims and to make provision for regulating Muslim religious affairs and to constitute a council to advise on matters relating to the Muslim religion in Singapore and a Syariah Court.
Requestor	<p>Company / Establishment submitting FVRC application for the purpose of an event.</p> <p>The requestor is required to submit an authorization form to indicate their appointment to act on their client’s behalf.</p> <p>Requestor may choose to settle the payment on behalf of their client or instruct charges to be billed to their client. However, if the payment is outstanding due to non-payment by the client, the requestor will be held responsible.</p>
Client	One who engages the services of an events management company or a hotel to manage his event.
Competent Muslim Personnel	Muslim personnel who have successfully completed the mandatory Halal training programme mandated by MUIS or have been assessed to be competent by MUIS via a competency assessment.
Dinnerware Set	A complete tableware collection for one person's dining needs. One dinnerware set typically includes one main dinner plate, one side plate, one soup bowl, one dessert plate, one appetiser plate, and a full complement of eating utensils (2-3 forks, 2-3 spoons, 2-3 knives, and 1-2 sets of chopsticks for different courses).
Documentation	Written proof of step-by-step process documenting a routine.
Food	Includes drinks.
Food Verification	A service to verify that food provided or to be provided to Muslims complies with halal requirements or other requirements in relation to halal certification.
Halal	<p>Means "Permissible".</p> <p>Halal, in relation to any product, service or activity, means the requirements of the Muslim law are complied with in the production,</p>

	<p>processing, marketing, display or carrying out, as the case may be, of that product, service or activity.</p> <p>Refer to the Singapore MUIS Halal Standard for more information.</p>
Kitchen	Refers to a designated space or room in a building that is designed and equipped for food-related activities, including preparation, cooking, and storage of food and beverages.
Kitchenware	Refers to the tools, utensils, equipment, and accessories used for food preparation, cooking, serving, and storage in a kitchen. Heavy machinery and complex equipment are excluded from the kitchenware.
Menu Item	Refers to any item sold or offered to sell by an eating establishment, catering company or a central kitchen.
MUIS Halal Certificate	A certificate issued by MUIS under Section 88A of the Administration of Muslim Law Act (Cap 3). "Halal certificate", in relation to any product, service or activity, means a certificate to the effect that the requirements of the Muslim Law are complied with in the production, processing, marketing or display of that product, the provision of that service or the carrying out of that activity.
MUIS Halal Certification Mark	Refers to any certification mark specified by MUIS for use in relation to any product, service or activity in respect of which it has issued a Halal certificate under Section 88A (1) of the Administration of Muslim Law Act (Cap 3).
Multiple Meal Types	Refers to an event that serve various meals throughout a single day, which may include breakfast, morning tea or coffee break, lunch, afternoon tea, and/or dinner. The specific combination depends on the event type, duration, and requirements, with full-day events commonly providing several meal services.
Muslim	A person who professes the religion of Islam in accordance with the Muslim Law.
New Application	Fresh application submitted for the purpose of Halal certification.
Non-Halal	Means "not permissible". Non-Halal, in relation to any product, service or activity, means the requirements of the Muslim law are not complied with in the

	<p>production, processing, marketing, display or carrying out, as the case may be, of that product, service or activity.</p> <p>For the purpose of Halal certification, food and ingredients which are not supported with the relevant documents as shown in Annex A will be regarded as non-Halal.</p>
Permanent Muslim Personnel	Staff of a company / establishment who is a Muslim and employed on a full- and/or part-time permanent basis. It includes the owner of a company / establishment who is a Muslim.
Prepacked Food	<p>Food that is packed in advance for sale in a wrapper or container, and bears a label containing all the particulars required by food regulations stated in Sale of Food Act (Chapter 283, section 56(1)) (i.e. for sale to consumers).</p> <p>Food packed in non-retail containers (i.e. for supply to food manufacturers or food services for further use) is not considered as prepacked food.</p>
Processing Aid	Any substance or material, not including apparatus or utensils, and not consumed as a food ingredient by itself, intentionally used in the processing of raw materials, foods or its ingredients, to fulfil a certain technological purpose during treatment or processing.
Product	Refers to any food and non-food substance or material, which may be unprocessed, semi-processed or fully-processed, that may be bought, used, manufactured and/or distributed by a company / establishment. Refers also to the stock-keeping unit.
Raw Material	Crude or processed material that can be converted by manufacture, processing or combination into a new and useful product.
Ritual Cleansing	A service for the cleansing of food utensils and crockery in accordance with Islamic rituals.
Working day	Refers to any day except Saturday, Sunday and Public Holiday.

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