



Frequently Asked Question for Covid-19 Blanket Policy

1. Will a change of destination be allowed?

Yes, customers will be allowed to change destinations. Additional collection may be required depending on the destinations and the type of fares that the customer will be rebooked on.

2. Will I be able to transfer the customers ticket?

No. Transfer of tickets to third parties are not allowed.

3. Will customers have to pay rebooking fees?

No. Rebooking fees will be waived, but additional collection may apply if there is a change in destination or type of fares.

4. SIA previously allowed cancellations, why can't we cancel now?

At this point in time, the policy is to provide more certainty to customers with tickets for travel up to 30 Apr 2020. SIA will continue to review its waiver policy and retains the flexibility to extend the cut-off date of 30 Apr 2020 as it assesses the impact of the Covid-19 outbreak on global air travel in the coming weeks.

5. Will customers get a refund?

Refunds are based on the fare conditions of the original ticket.

However, customers travelling up to 30Apr20, where there is a flight suspension and no alternative SQ/MI/TR option may refund their ticket.

All unwanted flights must be cancelled. No refunds permitted for No Shows.

Note: Due to a surge in erroneous refunds through GDS channels, Singapore Airlines has globally suspended the Refund Notice function through the GDS. Where applicable, you may still submit Refund Applications through BSPlink.

6. Can customers make multiple changes without a penalty?

SIA allow one change without penalty. For subsequent flight/date changes, please get in touch with your respective local SIA reservations team for further assistance.

7. Does this supersede all your previous waiver policies?

Yes. This updated policy supersedes all previously published waiver policies.

8. Can customers new travel dates start after 31 March 2021?

The new flight itinerary must be completed by 31 March 2021.

9. What is an Open ticket?

An open ticket is one that allows customers to retain the value of the ticket and rebook their travel to a later date. When customers have firmed up their new travel plans, they should contact their Travel Agent to issue their new ticket/s. For non-urgent travel tickets can be reissued at a later stage.

10. How can a ticket be made Open Ended?

For Amadeus please add to the PNR: SOSQC25NOVLHRSIN/P1. For other GDSs please refer to your GDS Helpdesk for the entries.

Note: Reissue of non-urgent ticket can be done on a later date

11. Can customers refund their Open ticket?

Refund of open tickets is not allowed, unless customers flight was cancelled travelling up to 30April

Note: Refunds are expected to take about 10 weeks, in view of the high volume. We would advise customers to change their tickets to an open one so that you may utilise it at a later date.

12. What is the SIA policy for passengers whose journey commences after 1 June 2020?

Normal fare conditions will apply.

13. How are LCC connections affected by Singapore's 14-day quarantine policy?

When rebooking, please be mindful of country restrictions when making connections. Separate tickets on LCC do not constitute as transits, therefore an entry point may require 14-day isolation.

14. Can Travel Agents book the lowest booking class (RBD) in the same cabin to assist customers returning from overseas where SQ/MI/TR flights are cancelled?

Yes. You can rebook in lowest available booking class (RBD) within the same cabin on the same Origin / Destination. Customers must be rebooked to within 7 days of their original flight date.

15. Is a waiver code required?

Yes. Where required please use "Covid19" as the waiver code

Singapore Airlines UK/I

19Mar2020