



Frequently Asked Question for Covid-19 Blanket Policy v4

1. Customers affected where Travel Advisories are in place but flight still operating:

Options: -

1. Defer travel with final return date of 31Mar21.
2. Refunds
 - a. Refundable fares: Yes. Standard Fares Rules apply.
 - b. Non-Refundable fares. No. Tickets can be re-used for future travel through 31Mar 21. No re booking fee applies.

Unused tickets - if your flight is cancelled:

Options: -

1. Defer travel with final return date of 31Mar21.
2. Refunds
 - a. Refundable fares: Yes. Standard Fares Rules apply.
 - b. Non-Refundable fares. Yes. For flight cancellations up to 30Apr20. Processing fee of \$200 applies.
 - i. Please use "Covid19" as the waiver code

Partial used tickets – where return flights are cancelled:

Options: -

1. Defer return travel until SQ/MI/TR flight is available.
Passenger are requested to make alternative arrangements or seek support from their respective High Commission or Embassy.
2. Refund: Yes. Refund the value of unused coupons of partially used tickets in full. No fee.

2. 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.

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

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

4. 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.

5. Will customers get a refund?

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

However, customers with non-refundable tickets, where there has been a Flight cancellation or travel advisory restricting travel before journey commences, up to 30Apr20, may refund their ticket with cancellation fee of USD\$200

We request that our Agency Partners to cancel all unwanted flights.

Notes:

- 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 BSP link.
- 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.
- For any refunds submitted after the 2359 on 25th March will be subject to this revised policy.

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, dated 24 March 2020, 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

12. What is the SIA policy for passengers whose journey commences after 1 May 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. For passengers traveling up to 30-Apr-20, 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
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