



TRAVELLING SAFELY AND WITH CONFIDENCE

YOUR INFORMATION KIT TO OUR HEALTH &
SAFETY MEASURES, NETWORK UPDATES AND
COMMERCIAL POLICY



Information as of 15 June 2020 – (UK)

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Taking you to the skies again

The world is slowly reopening. As our passengers prepare to travel once again, we will be increasing the number of destinations that will be covered by our passenger network, as well as the frequencies on some existing services.

In June and July 2020, we will begin flying to **12 additional destinations**, bringing this to a total of 27 cities. By July 2020, we will be operating **more than 500 flights**.

We will continue to work closely with the relevant regulators and authorities as travel restrictions are relaxed and adjust our capacity to support the demand for international air travel.

Wherever your travels bring you, we hope to take you there.



TAKING YOU TO THE SKIES AGAIN

New cities and increased flight frequencies in June and July 2020



27 cities
500+ flights

SOUTH EAST ASIA

Bangkok (BKK)
Cebu (CEB)
Hanoi (HAN)

Ho Chi Minh City (SGN)
Jakarta (CGK)
Kuala Lumpur (KUL)

Manila (MNL)
Medan (KNO)

NORTH ASIA

Chongqing (CKG)
Hong Kong (HKG)

Osaka (KIX)
Seoul (ICN)

Shanghai (PVG)
Tokyo (NRT)

SOUTH WEST PACIFIC

Adelaide (ADL)
Auckland (AKL)

Brisbane (BNE)
Christchurch (CHC)

Melbourne (MEL)
Sydney (SYD)

EUROPE

Amsterdam (AMS)
Barcelona (BCN)

Copenhagen (CPH)
Frankfurt (FRA)

London (LHR)
Zurich (ZRH)

THE AMERICAS

Los Angeles (LAX)



6 cities
90+ flights

SOUTH EAST ASIA

Ipoh (IPH)
Kuching (KCH)
Penang (PEN)

NORTH ASIA

Guangzhou (CAN)
Hong Kong (HKG)

SOUTH WEST PACIFIC

Perth (PER)

- All other flights that had been scheduled from June to July 2020 but are not listed in the schedules will be cancelled.
- Customers will be informed of schedule changes via the contact details provided in the passenger PNR. Please ensure accurate contact details are provided.
- Customers whose flights were cancelled by SIA or SilkAir due to Covid-19 are eligible for our [Global Waiver Policy](#).
- Customers whose flights were cancelled by Scoot are eligible for Scoot's [Travel Waiver Policy](#).

Information accurate as at 11 June 2020.

All flights are subject to regulatory approvals. Please note that these schedules are still subject to changes.



For latest SQ and MI flight schedules, please visit https://www.singaporeair.com/en_UK/gb/media-centre/news-alert/?id=k88gnin9.

The listed schedule for TR is for June 2020 only. For latest TR flight schedules, please visit <https://www.flyscoot.com/en/announcements/scoot-flight-schedules>.

TAKING YOU TO THE SKIES AGAIN

Flight Schedules (UK)

United Kingdom

Route	Frequency	Departure Time	Arrival Time	Aircraft
 SQ 317 London Heathrow to Singapore	3x weekly: Mon, Thu, Sat	11:25	07:30	Airbus A350-900
 SQ 322 Singapore to London Heathrow	3x weekly: Tues, Thu, Sat	23:30	05:55	

For full and up to date schedule information, please visit [our website](#).

Singapore Airlines reminds customers that currently, UK Foreign Office [guidance](#) continues to advise against all but essential international travel.

In addition, UK arrivals are currently subject to new [quarantine measures](#), including the need to complete an online form prior to arrival and potentially also complete a 14-day self-isolation period.

Restrictions also remain in place regarding entry to and transit via [Singapore](#).

From 11 June, customers wishing to travel from selected cities in Australia and New Zealand to the UK will be permitted to do so if travelling the full journey with Singapore Airlines, SilkAir and/or Scoot. Transit is only permitted one-way when travelling inbound to the UK, however and not when a journey departs the UK.

TAKING YOU TO THE SKIES AGAIN

Transiting through Changi Airport with Singapore Airlines

From **11 June 2020**, Singapore Airlines passengers travelling on selected flight itineraries will be able to transit through Changi Airport.

Singapore Airlines will work closely with the relevant regulators and authorities to progressively introduce new transfer lanes, with the appropriate health & safety measures in place –



Eligible Itineraries for Transit

Singapore Airlines and SilkAir customers will be able to transit through Singapore Changi Airport from selected cities in Australia and New Zealand, to any destination in the SIA Group network currently operated by SIA, SilkAir or Scoot.

Please note that the transit flights are only for outbound journeys (one-way) from these selected cities in Australia and New Zealand:

Adelaide	Perth (Scoot)	Auckland
Brisbane	Sydney	Christchurch
Melbourne		

Flight search will be limited to prevailing [approved itineraries](#).



Transfers between airlines

Please note that transfers through Singapore Changi Airport are only allowed on flights between airlines within the SIA Group (SQ/MI/TR). Transfers to and from flights operated by other airlines are currently not permitted.

Separate tickets that require transfer between flights or airlines may only be used for transit if the flights are operated by SQ/MI/TR.

Important Notes for Travel Agency Partners:

1. Not all SQMITR flight itineraries are eligible for transit – Inventory controls are in place such that only currently permissible O&Ds are available for booking
2. As the list of permissible O&Ds may change due to regulatory requirements, please check our website for the latest [approved itineraries](#) prior to travel
3. There are currently no changes to the Minimum Connecting Time (MCT)
4. Transit hotels are currently not available
5. Transit time is limited to 48 hours

For the latest information and FAQs on transiting with Singapore Airlines, please visit our [website](#).

TAKING YOU TO THE SKIES AGAIN

Travel advisories for entering Singapore (excludes transit)

ENTRY INTO SINGAPORE

Short-term visitors will not be permitted entry into Singapore.

Singapore citizens, Permanent Residents, and Long-Term Pass holders and In-Principle Approval holders with an approval letter for entry returning from all countries may enter Singapore.

All Work Pass holders and foreigners holding Immigration and Checkpoints Authority-issued long-term passes must [obtain permission for entry](#) from the relevant agency.

FOR ASSISTANCE

Visitors affected by the above policy and need to visit Singapore due to extenuating reasons may appeal to Singapore's Immigrations and Checkpoint Authority [here](#).

For travel restrictions and advisories of other destinations, please visit the [IATA Travel Centre](#) for the latest updates.

UPON ARRIVAL

All travellers entering Singapore, including residents of Singapore, must submit an **electronic health declaration** via the [SG Arrival Card e-Services](#) before proceeding with immigration clearance. They are encouraged to submit their health declaration three days prior to their date of arrival.

All travellers, including residents of Singapore, returning from all countries will serve a [14-day Stay Home Notice](#) in Government-designated facilities.

TAKING YOU TO THE SKIES AGAIN

Gradual reopening of borders



GRADUAL REOPENING OF BORDERS

The Singapore government is in discussions to reopen borders with countries where Covid-19 is under control. This arrangement will allow for the restoration of connectivity and facilitation of short-term essential business and official travel between countries, subject to safeguards against the virus.

Singapore Airlines welcomes all arrangements that allow more passenger traffic to flow to and through Singapore. We will work closely with the relevant regulators and authorities on this, especially in relation to the health and safety of our customers and staff members.

Check our [news alerts](#), and follow us on [Facebook](#) or [Twitter](#) for more information and updates.



TRAVEL ADVISORIES

Before your flight

review the entry restrictions, visa suspensions and quarantine requirements for your destination. For customers who need to transit through Singapore, find out more about the requirements [here](#).

If you are unable to travel

access our [Covid-19 information centre](#) to find out more about your available options.

For more information

visit [IATA Travel Centre](#) for the latest international travel advisories, or our [travel advisories page](#) for Singapore.

Important Notes for Travel Agency Partners:

1. Ensure **passenger contact information is updated to the PNR** to ensure passengers receive personalised pre-flight updates and information
2. Passengers who are not able to travel as booked may make changes to their booking via their travel agents – Covid-19 commercial policies may apply

Welcome back on board Singapore Airlines

You will notice that we have made a few adjustments to your travel experience since we last met. In these extraordinary times, we have stepped up all of our cleaning measures and introduced new steps designed to protect your well-being from check-in to boarding, while continuing to provide you with the kind of care that you expect from Singapore Airlines.

We work to create the highest standards of safety and care not only in the skies, but throughout your journey with us. Here, you will find a detailed look at the measures we have taken to keep you safe – from before you step into the airport, right through to your arrival.



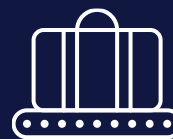
BEFORE YOUR FLIGHT



AT THE AIRPORT



ON BOARD



UPON ARRIVAL

BEFORE YOUR FLIGHT PREPARATIONS



Complete your health declaration

All passengers entering Singapore are required to submit a health declaration. For your convenience, you can complete the form up to three days before your flight. Visit eservices.ica.gov.sg/sgarrivalcard for more information.



Check in online

Check in using the SingaporeAir mobile app or on our website to save time at the airport.



Check travel restrictions

We recommend checking the travel restrictions and advisories of your destination prior to your flight. Visit the [IATA Travel Centre](https://www.ata-travel.com/) for the latest updates.



Receive personalised updates

Update your contact details on the Manage Booking section of our website or on the SingaporeAir mobile app to receive the latest updates on your flight.



Contactless travel

Use the SingaporeAir mobile app to generate your mobile boarding pass, access the e-Library and explore more features for a contactless journey. For more information, visit singaporeair.com/en_UK/gb/mobile-app/.



Pre-order your duty-free shopping

Passengers transiting through Singapore will not be able to access the duty-free shops at Changi Airport. Pre-order online on [KrisShop.com](https://www.krisshop.com/) before your flight and have your purchases delivered directly to your seat on board your flight or at home.



Find out more

Visit the [Covid-19 Information Centre](https://www.singaporeair.com/en_UK/gb/covid-19) on our website for the latest updates on booking policies, flight schedules and transit procedures.

AT THE AIRPORT

CHECK-IN AND IMMIGRATION COUNTERS



Cabin baggage allowance

You are welcome to bring cabin baggage on board. Please check your allowance based on your class of travel [here](#).



Passenger health assessment*

You may be asked to complete a basic health assessment and provide the details of your travel history as required by your destination.



Temperature screening*

All passengers undergo temperature screening before immigration.



Hand sanitisers*

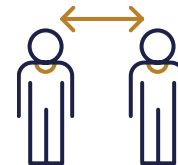
Available at check-in and immigration counters, as well as throughout the airport.



Personal protective equipment*

All counter staff at Changi Airport wear masks and follow safety standards mandated by local authorities.

Passengers, including children aged 2 years and above, are required to wear a mask throughout the flight.



Safe distancing*

Markers on the ground and alternate check-in kiosks help everyone keep a safe distance from each other.



Increased sanitisation and disinfection*

Cleaning frequencies have been increased and long-lasting disinfectants are applied to frequently touched surfaces.

* By airport operators. May vary across airports.

AT THE AIRPORT

SILVERKRIS LOUNGE

All of our lounges, except the SilverKris Lounge (Business Class) at Singapore Changi Airport Terminal 3, are temporarily closed. Lounges will progressively reopen at an appropriate time with the following precautionary measures in place.



Hand sanitisers

Available at the lounge entrance.



Staff protection

Our lounge staff wear masks at all times and use gloves when handling food. Their temperatures are also taken twice daily.



Enhanced cleaning at lounges

We have stepped up our cleaning in all lounges and apply disinfectants on high-touch surfaces.



Meal services

Enhanced hygiene measures have been put in place during meal services. You can enjoy à la carte meals in place of a buffet service in most of our lounges.



e-Library

Enjoy complimentary access to over 150 newspapers and magazines via our e-Library on the SingaporeAir mobile app.

AT THE AIRPORT

DURING SECURITY CHECKS AND BOARDING



Hand sanitisers*

Available at all boarding gates.



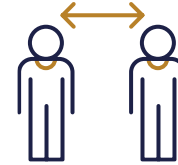
Personal protective equipment*

Staff at Changi Airport wear face masks for everyone's protection.



SIA care kit

You will receive a complimentary kit containing a face mask, hand sanitiser, and anti-bacterial wipes for your well-being.



Safe distancing*

Markings on the ground, including at the boarding gates and aerobridge, will help everyone keep a safe distance.



Enhanced cleaning*

High-touch surfaces such as baggage trays are cleaned and disinfected more often for added safety.



Proceed to your boarding gate early

If you are flying to Singapore and connecting onwards to another flight, you will be the first group to board the aircraft – regardless of your cabin class. Please head to the boarding gate early.

* By airport operators. May vary across airports.

ON BOARD

DURING YOUR FLIGHT



Enhanced safety measures

Our cabin crew wear masks throughout the flight, as well as goggles or eye visors when interacting with passengers. Gloves are also worn during meal services.

They are also trained to help any passengers who feel unwell.



Cleaner cabin air

Every aircraft in the Singapore Airlines Group fleet is equipped with HEPA* filters, which remove more than 99.9% of the microbes in the air. Cabin air is also refreshed every 2-3 minutes throughout the flight.



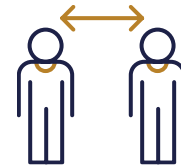
Designated zones

There will be dedicated seating zones on board to separate transit passengers from non-transit passengers. You are required to stay in your designated zone throughout the flight.



Enhanced cleaning

All lavatories are cleaned more frequently using manufacturer-approved high-strength disinfectants.



Safe distancing

Passengers are reminded to keep a safe distance when queuing for the lavatory.



Anti-bacterial wipes

Additional wipes are available upon request in place of the towel service.

*High Efficiency Particulate Air

ON BOARD

DURING YOUR FLIGHT



Meal services

Meal services have been suspended for all flights within Southeast Asia and to China due to regulatory requirements. Snack bags will be provided as a replacement. For all other flights, meal services have been simplified. Alcohol offerings have also been adjusted across all classes. We continue to work with the regulators to progressively enhance our food and beverage services. Find out more on our [Precautionary Measures](#) page.



Movies and entertainment

Use the KrisWorld* feature on our SingaporeAir mobile app to remotely control the inflight entertainment system from your phone.



e-Library

Download your favourite articles using the e-Library feature on our SingaporeAir mobile app before your flight.



KrisShop

Inflight shopping is temporarily suspended. You may pre-order items online prior to your flight to receive them inflight or have them delivered to your home. Visit [KrisShop.com](https://www.krisshop.com) for more information.



Fresh supplies for every flight

Headsets, headrest covers, pillow covers, bedsheets and blankets will be replaced after every flight. Linens are washed at high temperatures to disinfect them after every use.



Temporary suspension of services

High touch items such as children's amenities and baby kit bags, as well as the distribution of arrival cards, have been temporarily suspended to minimise contact.

* Only available on Singapore Airlines aircraft.

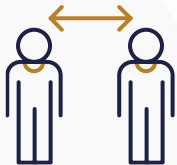
UPON ARRIVAL

DISEMBARKING, IMMIGRATION, AND BAGGAGE CLAIM



Be patient when leaving the aircraft

Disembarkation may take longer than usual. If you are transiting in Singapore, you will be the last group to disembark, regardless of your cabin class. An usher will accompany you to your boarding gate or the transit holding area.



Safe distancing*

Please remember to keep a safe distance while disembarking, and wait for your turn at the immigration counters, as well as the baggage belts.



Health declaration*

If you haven't already completed your health declaration prior to your flight, you may do so upon arrival. You may be asked to provide details required by your destination, such as travel and medical history.



Hand sanitisers*

Available at immigration desks and throughout the airport.



Enhanced cleaning measures*

Surfaces are cleaned more frequently and coated with long-lasting disinfectants.

* Subject to destination airport procedures.

TRANSITING IN SINGAPORE

BOOKING AND TRANSIT PROCEDURES



Transit passengers

If you are looking to transit through Singapore Changi Airport, you must ensure that transfers are only between airlines within the SIA Group (Singapore Airlines, SilkAir and Scoot). Transfers to and from flights operated by other airlines are currently not allowed.

To find out if you can transit through Singapore Changi Airport, check our transit routes [here](#).

In addition, do check the [travel advisories](#) to ensure that you meet all the requirements to enter your final destination.



Seat selection

To comply with regulatory requirements to separate transit and non-transit passengers, seat selection may be limited or unavailable for your flight. You may also be reassigned to a different seat closer to your departure date.



Bassinet seats

If you are a transit passenger travelling with an infant, bassinet seats may not be available for you. In such instances, you will be allocated an additional seat at no extra charge, subject to seat availability.

TRANSITING IN SINGAPORE

BOOKING AND TRANSIT PROCEDURES



On arrival at Changi Airport

An usher will accompany all transit passengers to their boarding gate or the transit holding area. If your transit time is less than 75 minutes, you will proceed directly to your next boarding gate. If your transit time is more than 75 minutes, you will be brought to a designated transit holding area.



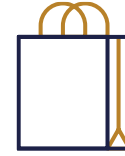
Rest and relax at designated transit holding area

Your designated transit holding area provides comfortable seating, access to food and drinks, a smoking room, a snooze corner with recliners, complimentary WiFi, and clean lavatories. Please keep your face mask on unless eating or drinking and stay within the transit holding area at all times.



Premium waiting area

If you are a PPS Club member, or a Suites, First Class, or Business Class passenger, you can access the premium waiting area. Complimentary WiFi, food and drinks, and a rest area with recliners, are available.



Limited movement

To comply with regulatory requirements separating transit and non-transit passengers, there will be no stops between gates and transit holding areas. While you are unable to visit airport shops and amenities along the way, facilities will be provided at the transit holding area.



Your connecting flight

Boarding calls will be made. Around 75 minutes before your flight departs, you will be ushered from the transit holding area to your boarding gate for security screening and boarding. Transit passengers will board first, regardless of your cabin class.



Transit hotels

Do note that transit hotels at Changi Airport are temporarily closed. We recommend that you plan your itinerary with the transit duration in mind.



Find out more

Visit our website for the latest [transit measures](#).

KEEPING YOU SAFE AT SINGAPORE CHANGI AIRPORT

ENHANCED PRECAUTIONARY MEASURES



Temperature screening

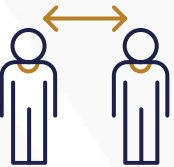
All arriving passengers undergo temperature screening. All airport staff entering the transit area will also undergo temperature screening.

Additional screening is introduced upon entry to facilitates, such as Jewel's Canopy Park, Changi Experience Studio and more.



Hand sanitisers

More than 1,200 hand sanitisers are available for use across all terminals and Jewel Changi Airport, from check-in rows to gate hold rooms.



Safe distancing

Passengers must observe safe distancing and adhere to the floor markers around the airport such as at F&B outlets, check-in kiosks, security screening, immigration halls and baggage claim halls.



Increased sanitisation and disinfection

Increased frequency in disinfecting of high-contact areas, including doorknobs/ handles, touchscreens, handrails, counter tops, lift buttons, water coolers, play areas and toilets.

Frequent swab tests are conducted at these areas to ensure the efficacy of cleaning and disinfection.



Enhanced cleaning

For an added layer of protection, frequently-touched surfaces such as automated check-in kiosks, trolleys, lift buttons and security trays are coated with a protective antimicrobial coating to reduce the risk of virus transmission.

YOUR TRAVEL JOURNEY AT A GLANCE

These are the different ways we care for your health and safety at every step of your journey



During flight booking

- Book based on our [latest schedules](#) and routes permissible for transit through Changi Airport
- Check current [travel restrictions](#) for your destination
- Book with confidence with our [complimentary rebooking policy](#)
- Understand seat selection restrictions to comply with regulatory requirements to separate transit and non-transit passengers
- Complimentary seat selection may be unavailable or limited, sale of chargeable seats is also temporarily suspended



Before your flight

- From 48 hours before your flight, receive personalised updates and information for your flight by keeping your contact details updated in your booking
- Passengers unable to select a seat will be assigned one. No changes to seats allowed 48 hours before departure
- Download the [SingaporeAir mobile app](#) to explore more features for a contactless journey
- Complete your [Singapore health declaration online](#)
- Check latest [travel restrictions](#) for your destination



Check in and screening

- Check-in online to view confirmed seats, and for a smoother travel experience
- Staff will be in masks at all times
- Passengers aged 2 years and above are requested to wear a mask for protection (mandated at most airports)
- Temperature screening will be conducted
- A passenger health assessment may be required
- Safe distancing measures, hand sanitisers and enhanced cleaning measures are in place



SilverKris lounges

- A la carte meal services in place of buffet service
- Adjustments to [lounge operations](#) – Currently, only the SilverKris Lounge (Business Class) at Changi Terminal 3 is open
- Digital copies of magazines and newspapers will replace physical ones
- Our lounge employees will be equipped with protective masks at all times; hand sanitisers and enhanced cleaning measures of our lounges in place
- Transit passengers will access the Premium Waiting Area instead of SilverKris lounges



Boarding

- Receive your complimentary SIA Care Kit, which includes a surgical face mask, a hand sanitiser and anti-bacterial wipes
- Enhanced cleaning and disinfection of frequently touched surfaces such as baggage tray
- Markings on the ground to help everyone keep a safe distance
- Passengers transiting through Changi Airport will be ushered to their boarding gates from 75 minutes before departure. They will board first and according to cabin class.



On board

- Fresh supplies for every flight
- Cleaner cabin air with HEPA filters in all aircraft to refresh our cabin air every 3 minutes
- Enhanced cleaning and disinfecting of all surfaces you may come into contact with
- Lavatories are cleaned more frequently with high-strength disinfectants
- Designated seating zones to separate transit and non-transit passengers



In-flight

- Our cabin crew will be wearing personal protective equipment during the flight, and are also trained to help any passengers who feel unwell
- Passengers aged two years and above are required to wear masks on board
- [Adjustments to meal and refreshment services](#), following regulatory requirements – snack bags will replace inflight meals for SEA and SG-CN flights
- Temporary suspension of selected services, such as inflight shopping, to minimise contact (Pre-orders via [KrisShop.com](#) for inflight or home deliveries available)
- Navigate KrisWorld and access complimentary reading material with our [SingaporeAir mobile app](#)



Arrival

- Upon arrival at Changi Airport, non-transit passengers will disembark the aircraft first, followed by transit passengers.
- Transit passengers will be ushered to a designated transit holding area to rest and relax (>75mins) or directly to boarding gate (<75 mins) upon arrival
- Non-transit passengers entering Singapore are required to submit a health declaration
- Temperature screening, safe distancing measures and increased disinfection have been introduced

Information accurate as at 09 June 2020.

For latest information on measures taken to keep you safe, please visit https://www.singaporeair.com/en_UK/gb/travel-info/covid19-measures/.

YOUR TRAVEL JOURNEY AT A GLANCE

Important notes for Travel Agency partners



Seating

1. Passengers with seats selected may be reassigned seats a few days prior to their flights, to support seat segregation measures
2. Passengers with prepaid seats which were reassigned will receive a refund of prepaid seat charges – an email notification will be sent once refund is processed



Meal services

1. Pre-ordering meals, including the Book The Cook service, has been suspended for all inbound flights; for outbound flights from Singapore, Book The Cook service will be supported with a limited menu option
2. Passengers requiring special meals may still request for them from the [adjusted list of options](#)



Travel Experience

1. There are currently no changes in check-in counters opening and closing times, boarding gates opening and closing times
2. Boarding and disembarkation sequence will be adjusted – transit passengers will be first to board and last to disembark



Inflight Experience

1. Passengers are required to wear face masks onboard flights – a SIA care kit, which includes a face mask, will be issued to all passengers at the boarding gate; face shields may be worn as an additional layer of protection
2. Menu cards and seatback literature are removed – Passengers are encouraged to download our SingaporeAir app for complimentary access to digital magazines and newspapers in our e-Library

Offering you greater flexibility to help you plan

Many of our customers have had their travel plans disrupted by the Covid-19 outbreak. We have therefore further enhanced our **Global Travel Waiver Policy** to provide you with more flexible options to suit your needs.

New customers, who book by 31 August 2020, can also enjoy greater flexibility and assurance when booking new travel plans with us.

In view of the exceptional circumstances caused by Covid-19, we will offer **Complimentary Rebooking** to all new customers, regardless of your choice of destination, travel period or fare types. You may therefore book your preferred flights today and retain the option to postpone your trip at a further date for free.

We hope this small gesture will give you the confidence to plan your trips ahead, as we adjust to the new and evolving travel norms.



REBOOKING WITH GREATER FLEXIBILITY

Global Waiver Policy for customers affected by Covid-19

**For customers holding tickets issued on or before 15 March 2020,
for travel between 24 January 2020 and 31 July 2020**

Passengers impacted by Singapore Airlines and SilkAir flight cancellations are also eligible for the following options, regardless of their ticket issuance and travel dates.

OPTION 1

Flexible rebooking with flight credits, plus receive bonus flight credits

- Retain the value of your ticket as **flight credits for future travel** and decide how to use them later
- Be **guaranteed of the full unused value** as all rebooking and no-show fees will be waived
- Go further with **bonus flight credits** of between GBP40 and GBP295 – a token of appreciation for your support from us
- When you are ready to travel again, simply plan, rebook and complete your travel by **31 December 2021**
- Any **remaining flight credits can be used for a 2nd trip**, for travel completion by 31 December 2021 as well

OPTION 2

Full refund available

- Opt for **full refund** of the unused value of your ticket, with waiver of cancellation and any applicable no-show fees

Information accurate as at 09 June 2020.

For the latest updates to the Global Waiver Policy, please visit https://www.singaporeair.com/en_UK/gb/travel-info/precautionary-measures/covid-19-travel-waiver-policy/
For more information on flight credits and bonus flight credits, please visit https://www.singaporeair.com/en_UK/gb/travel-info/precautionary-measures/covid19-information-centre/flight-credits/

REBOOKING WITH GREATER FLEXIBILITY

Global Waiver Policy – Quick reference guide curated for our travel partners

Eligibility

- 618 and 629 tickets
- Issued on/before 15Mar20, for travel on/between 24Jan20 and 31Jul20
- Travel on SQ, MI or codeshare flights
- Applicable to partially unused and expired tickets
- Passengers whose flights were cancelled by SQ or MI due to Covid-19 will qualify too

Flight Credits

- Retained in the form of an open ticket
- Flight credits value is equivalent to unused fare and taxes quantum
- Flexibility to rebook at a later date, on any RBDs, destinations and SQ/MI/codeshare flights
- Complete rebooked travel by 31Dec21
- Rebooking fees and no-show fees will be waived
- Non-transferrable, non-combinable

Bonus Flight Credits

- Awarded upon rebooking, based on the highest booked cabin class on the ticket
- GBP40/55/115/295 for Y/S/J/FCL
- Effected as an adjustment off the system fare
- Not available to partially unused tickets and tickets purchased with child or infant discounts
- Non-transferrable, non-refundable

Residual Flight Credits

- Any residual flight credits may be used for a 2nd trip for the same passenger, for travel completion by 31Dec21
- Simply reissue residual balance into a RSVR EMD
- Non-transferrable, non-combinable, non-refundable
- Remaining residual flight credits from rebooking the 2nd trip will be forfeited

Full Refund

- Unused value of the ticket will be refunded
- Cancellation fees and no-show fees (if applicable) will be waived

Upon decision not to travel

- Cancel original flight segments in the PNR if passenger does not intend to travel
- Keep ticket open for passenger's future use
- Quote total unused fare plus taxes quantum as value of flight credits

Upon rebooking of 1st trip

- Book new flight segments as per passenger's preference
- Price new itinerary based on prevailing fares available in the GDS
- Adjust the system fare by the bonus flight credits quantum, if applicable
- Reissue ticket with waiver of rebooking and no-show fees, if any
- Insert **COVID 19 SGD XXX [Bonus Credit Quantum]** into the endorsement box of the ticket
- Collect additional fare collection, if applicable
- If there is a residual balance from the ticket reissuance for the first rebooked trip, reissue balance into a RSVR EMD

Upon rebooking of 2nd trip

- Issue a new ticket for the 2nd trip based on prevailing fares available in the GDS
- Enter **COVID 19 SGD XXX [RSVR EMD value] 618XXXXXXXXXX [RSVR EMD no]** in the endorsement box of the ticket
- Process the refund of the RSVR EMD and enter **618XXXXXXXXXX [2nd trip's ticket no]** in the waiver code field of the refund application
- If only a part of the RSVR EMD value is used, insert residual value into penalty fee (i.e. to forfeit the residual balance) and refund the remainder

If refund option is selected

- Cancel original flight segments in the PNR if passenger does not intend to travel
- Refund original ticket, with waiver of cancellation fees and no-show fees (if applicable)
- Insert **COVID-19** in the waiver code field of the refund application

Due to the volume of requests, we are prioritising the processing of refunds by scheduled departure date. As our offices around the world have been affected by government-imposed lockdowns, we ask for your patience as it will take longer than usual to process refunds.

Information accurate as at 09 June 2020.

REBOOKING WITH GREATER FLEXIBILITY

Complimentary Rebooking for new customers

**For customers who purchased tickets on/between 05 March 2020 and 31 August 2020,
regardless of travel dates**

Enjoy complimentary rebooking when you choose to postpone your travel

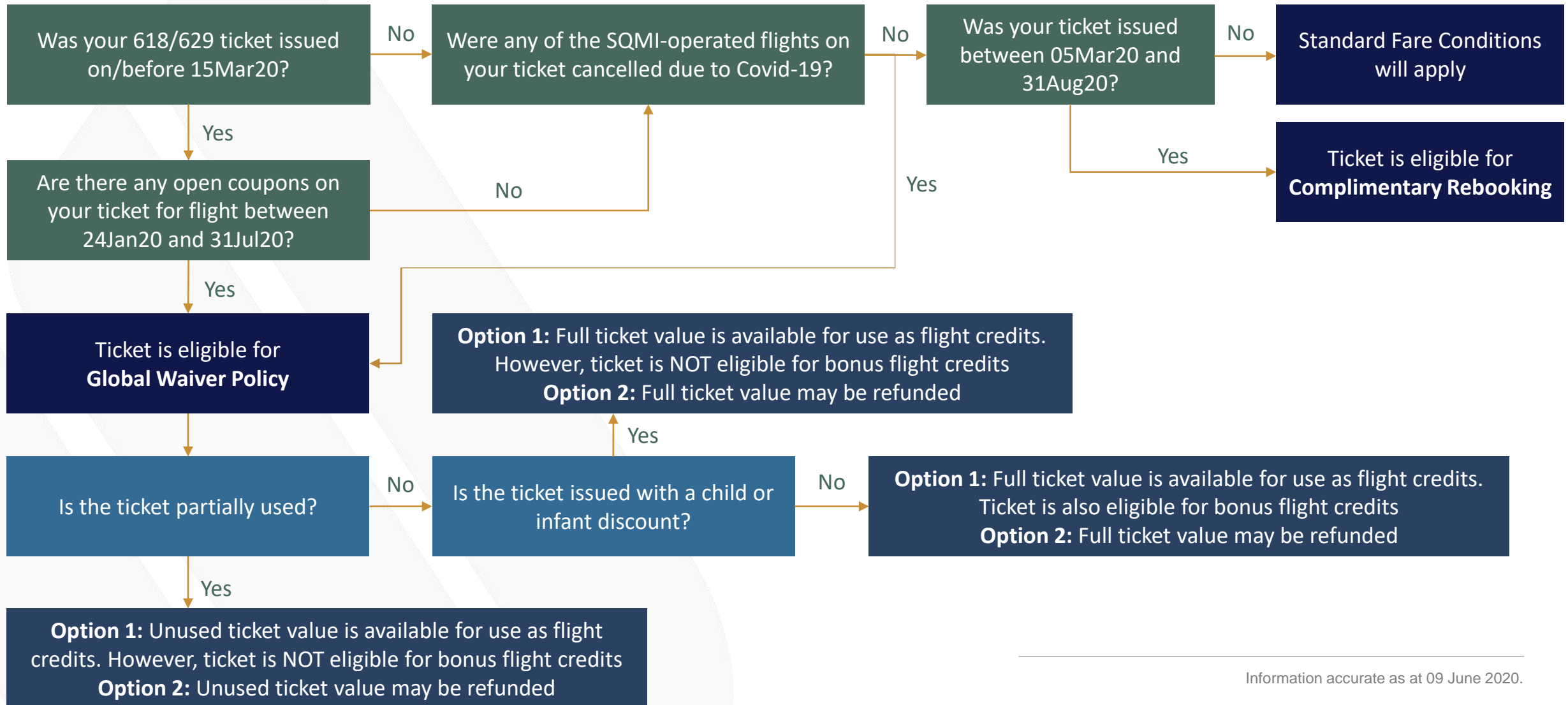
- Available to all new tickets purchased on/between 05 March 2020 and 31 August 2020
- Upon rebooking, there will be no rebooking fees charged
- You may be eligible to make unlimited changes to your travel dates with all change fees waived, depending on when you make the change

Date of change	Eligibility
On or before 31 August 2020	Unlimited complimentary rebooking
After 31 August 2020	One-time complimentary rebooking

- Fare top-ups may apply, depending on the rebooked travel itinerary

OUR COVID-19 COMMERCIAL POLICY AT A GLANCE

Offering our customers, existing and new, greater flexibility



Our commitment to you

In these unprecedented times, international travel bans and safety measures to contain the global pandemic have brought travel to a standstill and presented us with the greatest challenge in our history.

As we work hard to get through these extraordinary times, we would like to thank you for your continued loyalty and support. As our priority, your needs will continue to guide our decisions. As such, these are the initiatives and measures taken so far to support you.

We will endeavour to do our best for you – as always.

Thank you for placing your trust in us.



OUR COMMITMENT TO YOU

KrisFlyer and PPS Club members



We will automatically renew all KrisFlyer Elite and PPS Club statuses, for all memberships expiring from March 2020 through to February 2021 for one membership year.



We will extend KrisFlyer miles that will be expiring between April and August 2020 to be valid till 31 March 2021.



We will also extend Elite Gold rewards and PPS rewards expiring between July and December 2020 to be valid till 31 March 2021.



We continue to ramp up handling capacity at our **customer services centres** to support our customers' needs and respond as soon as possible.



Our [media newsroom](#) provide regular updates on our rebooking options, flight schedules and safety measures.

OUR COMMITMENT TO YOU

Our corporate clients



We will automatically extend all expiring corporate contracts for an additional year.



We will waive the target requirements for the financial year beginning April 2020 and ending in March 2021. When your global corporate travel agreement comes up for renewal, we will not consider your performance over this period against target as a determinant for future corporate discounts.



We will work closely with your appointed Travel Management Company to ensure your organisation enjoys the added benefits and flexibility of our Covid-19 commercial policies.



Our UK Corporate Sales team are available as usual to support you and your employees with your travel needs.



Your corporate Account Manager continues to be at your service to assist you with your travel needs, and provide regular updates on our policies, flight operations and safety measures.



Our [media newsroom](#) provide regular updates on our rebooking options, flight schedules and safety measures.

OUR COMMITMENT TO YOU

Our travel agency partners



All our [Covid-19 commercial policies](#) will be available and apply similarly to customers of our travel partners.



Our Covid-19 policies and procedures continue to be 100% serviceable by our travel partners, allowing you to serve our mutual customers well.



Our [dedicated agency support desks](#) are operating as usual and working as efficiently as possible to support you and your colleagues with your operational enquiries and requests.



Your agency Account Manager remains at your service, ready to provide updates, solutions and answers in a period of a lot of questions and uncertainty.



Our trade circulars provide travel agents with regular updates about flight operations, trade policies and procedures and trade FAQs.



Our [media newsroom](#) provide regular updates on our rebooking options, flight schedules and safety measures.

KEY TAKEAWAYS

FOR OUR TRAVEL AGENCY PARTNERS

During Flight Search

1. Check the [latest list of regulatory-approved itineraries](#) to confirm eligibility for transit through Singapore Changi Airport – only these approved itineraries will be available for booking via the GDS.
2. Mono-SIN SQ/MI/TR-operated itineraries remain available for booking, subject to [latest flight schedules](#).
3. Plan itinerary with transit duration in mind to avoid long wait times in transit, as transit hotels in Changi Airport are temporarily closed.
4. There is a maximum of 48 hours transit time limit currently permissible.

During Flight Booking

1. Ensure passenger's contact details are updated within the PNR to ensure they receive the pre-flight notification.
2. Note that complimentary seat selection in the GDS may be limited or unavailable due to blocks in place to support seat segregation measures.
3. The sale of chargeable seats on our website is also temporarily suspended.
4. Special meal requests are available for selection from the [adjusted list of options](#).
5. For a quick summary of the changes to our customer's travel journey with us, please refer to our [Travel Journey Cheat Sheet](#).

Booking with Flexibility

1. Customers whose travel is affected by Covid-19 may be covered by our [Global Travel Waiver Policy](#), and be eligible for bonus flight credits of between GBP40 and GBP295, or a refund. For a recap on the waiver policy and GDS entries, check out our [Global Waiver Policy Cheat Sheet](#).
2. New customers will be eligible for [Complimentary Rebooking](#), with waiver of rebooking fees, regardless of fare type.
3. Refer to our [Covid-19 Commercial Policy flowchart](#) for a guided tour.

Customer Enquiries

1. On the precautionary measures we have in place to ensure customers travel safely throughout their journey, please visit our [website](#) or download this [e-brochure](#).
2. On changes to the transit experience at Singapore Changi Airport, visit [here](#).
3. On available flights for purchase, check out our [flight schedules](#).
4. On available options for rebooking, find out more about our [Covid-19 commercial policies](#)
5. On travel advisories, visit our [travel advisories](#) page (Singapore), or [IATA Information Centre](#) (global).



WE LOOK FORWARD TO WELCOMING YOU ON BOARD

THANK YOU FOR YOUR SUPPORT

