



Singapore Airlines: Booking flexibility - Update to Covid-19 Waiver Policy

SC006/GB/2021

Dear Trade Partner

Further to the Covid19 Waiver Policy reference SC069/GB/2020, circulated on 09 Dec 2020, Singapore Airlines is pleased to offer additional booking flexibility to customers, ticketed in the UK, that may be impacted by involuntary changes as a result of Covid related Government travel restrictions.

- Customers ticketed with Singapore Airlines continue to benefit from complimentary rebooking on all tickets issued from 05 March 2020 to 28 February 2021 – refer to Trade Circular SC071/GB/20
- Customers ticketed on Singapore Airlines, who are disallowed from travel as a result of Covid related travel restrictions, and cannot change their travel dates, may seek a refund in full where the following conditions are met:
 - ❖ **Tickets issued on/before 28-Feb-21**
 - ❖ **Tickets Issued within the United Kingdom**

Government Travel restrictions, Transit and / or Border controls due to COVID19, disallows travel.