

Singapore Airlines: Book with Confidence

SC038/GB/20

Dear Trade Partner

Singapore Airlines is offering complimentary rebooking for all SIA and SilkAir tickets issued from 05 March to 31 October 2020(both dates inclusive).

This gives customers the flexibility to adjust their travel plans without incurring change fees amid the Covid-19 outbreak.

All GDS' have been updated with the below policy updates.

If you are yet to register, please refer to our trade communications SC034/GB/20 of the 06th July for registration details.

1	Background Event and Affected Flights	All SQ/MI/TR fares issued on SQ/MI tickets
2	Eligible for Waiver	SQ/MI tickets issued worldwide
3	Applicable Ticket Issuance Date	05 March 2020 – 31 October 2020
4	For Travel to/from	All travel itineraries
5	Applicable Flight Date(s)	05 March 2020 onwards
6	Number of FOC booking changes allowed, depending on when change is requested	On or before 31 October 2020: Unlimited complimentary rebooking After 31 October 2020: One-time complimentary rebooking
7	Latest ticket issue date of rebooked itinerary	On or before expiry date of ticket (12 months from ticket issue date)
8	Waive applicable Ticketing Fees (Re-booking)	Yes, but ADC applies if there are any fare difference
9	Fare Top Ups for Re-routing	Fare top-ups, where applicable, will apply for any re-routing
9.1	Waive applicable Ticketing Fees (Re-routing)	Yes, but ADC applies if there is any fare difference
10	Refunds	Per fare conditions of the ticket Note: Refund is applicable only for unutilized portion(s) of the ticket
10.1	Waive applicable Ticketing Fees (Refunds)	No

