



Singapore Airlines: Australia / New Zealand Arrival Cap Restrictions

SC043/GB/20

Dear Trade Partner

Due to current quarantine arrival requirements for all eligible passengers entering Australia and New Zealand, both Governments have imposed set capacity restrictions for all flight arrivals into Australia and New Zealand.

Singapore Airlines is working to abide by these Government imposed restrictions, which can fluctuate and, on occasion, may result in ticketed passengers being offloaded without alternative flight options.

We are aware of the challenges that these Caps and occasional passenger flight cancellations cause to both our passengers and Agency partners and to help us alleviate this, we ask for your cooperation with the following:

1. Contact all passengers booked and ticketed for departure up to and including **30th September 20** and reconfirm **both** their eligibility and intent to travel.
2. Upon confirmation from eligible passenger(s) we require you to update the PNR from confirmed (HK) status to **re-confirmed (RR) status**.
3. For passengers that are ineligible to travel and wish to travel at a later date, we ask you to cancel the all affected segments and insert an open sector to keep the PNR live.
4. Please be aware that bookings with RR status remain subject to flight cancellation.

Should you receive a booking cancellation for travel to Australia or New Zealand as a result of Government Cap restrictions please contact with Subject header "**AU/NZ Quarantine Cancellation**" to review.

We apologise for any inconvenience that this causes. Please circulate to all staff concerned.

Best Regards,

Singapore Airlines -

