



Singapore Airlines: Book with Confidence

SC059/GB/20

Dear Trade Partner

Singapore Airlines is offering complimentary rebooking for all SIA and SilkAir tickets issued from 05 March to 31 December 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, and in addition the policy can also be found in the Policies section of our Trade Website [Agent360](#)

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 December 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 December 2020: Unlimited complimentary rebooking After 31 December 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

Thank-you for your attention and your continued support.

Best Regards,
Singapore Airlines - UK B2B Sales Support