

Subject: Singapore Airlines: Booking Flexibility - Update to Covid19 Waiver Policy-Clarification



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SC007/GB/2021

Dear Trade Partner

Please note further clarification below to our Covid-19 waiver policy.

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:
 - ❖ **Bookings made from 23-Dec-20 with Tickets issued on/before 28-Feb-21**
 - ❖ **Tickets Issued within the United Kingdom**
 - ❖ **Government Travel restrictions, Transit and / or Border controls due to COVID19 that are in place on the date of travel and subsequently disallows passenger travel.**
- Include the Sales Circular e.g. SCxx/GB/2021 as reference within refund requests.

Thank you for your continued support.

Please circulate to all staff concerned.

Best Regards,
Singapore Airlines

