

Subject: Singapore Airlines - Border Measures for Travelers from United Kingdom - Effective 01 February 2021- 28 February 2021



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SC008/GB/2021

Dear Trade Partner,

Following from our previous Trade Comms SC003/GB/2021 , we are pleased to advise the following updates on the same plane transfer options from LHR to AKL/SYD/PER and now ADL.

Flight options, effective from **1st to 28th February 2021** as follows:

Day of Departure (ex-LHR)	Mon	Tue	Wed	Thu	Fri	Sat	Sun
SQ317 LHR-SIN	SQ211 SIN-SYD (D2)	SQ223 SIN-PER (D3)	SQ223 SIN-PER (D4)	SQ223 SIN-PER (D5)	SQ281 SIN-AKL (D6)	SQ211 SIN-SYD (D7)	SQ211 SIN-SYD (D1)
SQ319 LHR-SIN	-	SQ285 SIN-AKL (D3)	SQ285 SIN-AKL (D4)	-	-	SQ285 SIN-AKL (D7)	-
SQ321 LHR-SIN	-	-	-	-	-	-	SQ279 SIN-ADL (D1)

Note: services are subject to change.

1. Same plane Transit passengers from LHR must produce a negative COVID-19 PCR test result taken not more than 3 days before departure.

2. LHR transit passengers and new joiners from Singapore (SIN) will be seated in separate areas onboard the Sydney (SYD), Auckland (AKL) , Perth (PER) and Adelaide (ADL) flights.
3. Same plane Transit passengers must also stay on the plane throughout the whole transit.
4. Same plane Transit passengers may not get their preferred seats (EMEX , BSCT and Paid seats etc)

Singapore Airlines passengers currently affected by the transit restrictions are being contacted by our customer services team, where passenger contact details have been provided*, to discuss options and rebook where necessary.

Singapore Airlines will auto UN flights for affected passengers who may change to a later date without a change fee or seek a refund in full.

Returning Singapore Citizens and Permanent Residents will continue to be permitted to travel to Singapore only, on all flights in the GDS, and will be subject to Covid-19 PCR test upon arrival in Singapore prior to the start of a 14day Quarantine period. They are also subject to a Covid-19 test before the end of the SHN (Stay-Home Notice). Please note that all costs associated with the SHN and Covid-19 tests will be borne by the traveller.

For more information on the Singapore government's latest border measures, please refer [here](#).

For updates please continue to refer to our revised policies uploaded to 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.

Singapore Airlines would like to apologise for this disruption. Thank you for your continued support and please circulate to all staff concerned.

*Singapore Airlines would like to remind all of our Agency partners that we request that all PNR's are updated with your passenger's contact details. Flight disruptions such as delays and cancellations can happen any time prior to your passengers' travel, and by ensuring your passengers' contact details are present in their booking it will enable Singapore Airlines to notify them via SMS and email promptly.

Both agents and passengers can also subscribe to a flight on WhatsApp and Facebook Messenger to receive flight updates on the go. You will be notified of any flight changes, change of gate at the airport and when the flight has departed and landed. Visit <https://singaporeair.com/flightupdates> to find out more.

Please refer to Singapore Airlines: Passenger Contact Details email on 24Jan19 and circulars SC027/GB/20, SC045/GB/19, SC016/GB/19 for further info

Best Regards,
Singapore Airlines - UK B2B Sales Support



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