

Singapore Airlines: Border Measures for Travelers from United Kingdom – Apr 2021-May 2021

SC15/GB/2021

Dear Trade Partner,

Following from our previous Trade Comms SC11/GB/2021 , we are pleased to advise the following updates on the same plane transfer options from LHR to AKL/SYD/PER/ADL/BNE/MEL.

Flight options, effective from **28 March 2021 to 30 April 2021** as follows:

DOP (28 Mar 21-30 Apr 21 ex-LHR)	MON	TUE	WED	THU	FRI	SAT	SUN
SQ317 LHR-SIN	SQ245 SIN-BNE (D2)		SQ211 SIN-SYD (D4)	SQ217 SIN-MEL (D5)	SQ223 SIN-PER (D6)	SQ223 SIN-PER (D7)	SQ211 SIN-SYD (D1)
SQ319 LHR-SIN		SQ285 SIN-AKL (D3)	SQ285 SIN-AKL (D4)			SQ285 SIN-AKL (D7)	SQ285 SIN-AKL (D1)
SQ321 LHR-SIN		SQ279 SIN-ADL (D3)		SQ235 SIN-BNE (D5)			

Flight options, effective from **01 May 2021 – 31 May 2021** as follows:

DOP (01 May 21-31May21 ex-LHR)	MON	TUE	WED	THU	FRI	SAT	SUN
SQ317 LHR-SIN	SQ245 SIN-BNE (D2)	SQ211 SIN-SYD (D3)	SQ277 SIN-ADL (D4)	SQ217 SIN-MEL (D5)	SQ223 SIN-PER (D6)	SQ223 SIN-PER (D7)	SQ211 SIN-SYD (D1)
SQ319 LHR-SIN		SQ285 SIN-AKL (D3)	SQ285 SIN-AKL (D4)			SQ285 SIN-AKL (D7)	SQ285 SIN-AKL (D1)
SQ321 LHR-SIN				SQ235 SIN-BNE (D5)			

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), Adelaide (ADL), Brisbane (BNE) and Melbourne (MEL) 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.

For the latest advice and guidance on quarantine and PCR test requirements in Singapore, please see the following websites for information:

[Singapore Ministry of Health](#)

[UK Government Singapore Travel Advice](#)

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