



## Singapore Airlines: Travel with Confidence - Covid-19 Update 09 Feb 21

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 – <b>30 June 2021</b>
4	For Travel to/from	All travel itineraries
5	Applicable Flight Date(s)	5 March 2020 onwards
6	Number of FOC booking changes allowed, depending on when change is requested	On or before <b>30 June 2021</b> : Unlimited complimentary rebooking After <b>30 June 2021</b> : 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 are any fare difference
10	Refunds	Per fare conditions of the ticket  Note: Refund is applicable only for unutilized portion(s) of the ticket  <u>Exception:</u> For Tickets issued within United Kingdom & Ireland Full refunds are permitted where Government Travel restrictions, Transit and / or Border controls due to COVID19, are in place on the date of travel and subsequently disallows passenger travel.  Please use <b>SC010/GB/2021</b> as reference for refund requests
10.1	Waive applicable Ticketing Fees (Refunds)	No