

# SQUK/I

## Trade Communications

SC30/GB/21

### Singapore Airlines: Book with Confidence - Updates

Dear Trade Partner,

Please be advised of an extension and updates to our Book with Confidence policy.

This policy is designed to allow Singapore Airlines customers the flexibility and peace of mind to adjust their travel plans where necessary.

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 – 30 September 2021
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 30 September 2021 : Unlimited complimentary rebooking. After 30 September 2021 : 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 (Rebooking)	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	Yes, but ADC applies if there is any fare difference

	Ticketing Fees (Rerouting)	
10	Refunds	<p>Per fare conditions of the ticket</p> <p>Note: Refund is applicable only for unutilized portion(s) of the ticket</p> <p><b>Exception:</b> For Tickets issued within United Kingdom &amp; 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.</p> <p>Please use SC010/GB/2021 as reference for refund requests</p>
10.1	Waive applicable Ticketing Fees (Refunds)	No

Please circulate to all staff concerned.

Best Regards,  
Singapore Airlines