

# BOOK & TRAVEL WITH CONFIDENCE WITH SINGAPORE AIRLINES

Find out more about the [measures](#) Singapore Airlines has put in place for your peace of mind, on the ground and in the air.

## ENHANCED CABIN CLEANING

- [Diamond rating](#) in the APEX Global Airline Health And Safety Audit
- [Enhanced cleaning](#) and disinfecting of surfaces beyond existing stringent measures before every flight
- All linens washed at high temperatures
- Many items – e.g. head rests - replaced after every flight
- Cabin fogging with disinfectants

## ON THE GROUND

- Online check in, self bag tagging and bag drop available
- Digital boarding passes
- Distancing measures at check-in
- Enhanced airport cleaning and sanitiser available
- Masks worn by ground staff
- SIN T3 lounge offering enhanced cleaning and a la carte meals available to order on personal devices

## ON BOARD

- Care kit including mask, hand sanitiser and anti-bacterial wipes
- [Digital menus available online](#) pre-departure and via in-flight entertainment
- Hot meals served with meal service simplified to limit interaction
- Seatback literature available via e-library with over 150 newspapers and magazines
- Frequent cleaning in-flight (eg: lavatories)
- Control in-flight entertainment system via SingaporeAir App

## CREW MEASURES

- 96% of pilots and crew have been fully vaccinated (as of May 2021)
- Pre-flight temperature screening
- Crew wear masks and eye goggles
- Gloves and hand sanitiser available
- In-flight cabin movement limited but crew always available to help
- Crew trained to spot and assist passengers feeling unwell



## HEPA FILTERS

- All aircraft equipped with High Efficiency Particulate Air ([HEPA](#)) Filters
- Removing over 99.99% of airborne microbes
- Air purification equivalent to hospital operating theatres
- Continuous air circulation
- Cabin air refreshed every 2-3 minutes

## PASSENGER PROCEDURES

- Proof of negative Covid-19 PCR test for all travellers aged 3+ within 72 hours of departure
- Pre-flight health assessments
- Temperature checks
- Spacing enforced at key times
  - Boarding/disembarking
  - Using lavatories
- Cabin movement discouraged

## NETWORK

- [Limited schedule](#) to 65 destinations (June 21)
- 18 weekly flights from LHR with a choice of four cabin classes
- 3 weekly flights from Manchester to Singapore (effective 17 July 21)
- [Transit](#) via Singapore is allowed although conditions apply
- Singapore's borders are currently restricted to visitors and [global border restrictions](#) remain, check before travel

## BOOK WITH CONFIDENCE

- [New bookings protected](#) by complimentary date change policy until 30 September 2021
- Full refunds offered where travel restrictions, bans, transit and/or border controls due to C-19 are in place
- Passengers are notified of the status of their flight and booking on personal devices

FIND OUT MORE: [bit.ly/SIACovid19](https://bit.ly/SIACovid19)