

FAQ

Vaccination Travel Lane (VTL) Flights from Paris and Amsterdam to Singapore

Do Air France and KLM Royal Dutch Airlines operate Vaccinated Travel Lane (VTL) flights?

Air France and KLM operate four designated VTL flights to Singapore from Paris and Amsterdam

- As of 21 October 2021, Air France will offer two weekly designated VTL flights from Paris-CDG every Thursday and Saturday until 31 October 2021, and as of 1 November 2021, every Friday and Sunday.
- As of 01 November 2021, KLM will offer two weekly designated VTL flights from Amsterdam every Monday and Saturday.

NB: the AF flight on Tuesday, January 4th 2022 will exceptionally designated VTL under AF256

Can travellers from other VTL countries connect with a designated Air France or KLM flights from Paris and Amsterdam?

If you are transiting via Singapore with a continuation on the same KLM to Kuala Lumpur or Jakarta or connecting to other partner airlines, you are allowed to take an Air France or KLM VTL flight provided you meet the following conditions:

- Fully vaccinated against Covid-19 with [a World Health Organisation Emergency Use Listing vaccine](#).
- Travellers must present vaccination certificates issued in any VTL country or Singapore.
- Stay at least 14 days in any VTL countries or Singapore prior to the flight departure.
- Have a negative PCR test result within 48 hours before your flight departure.

[Check the Vaccinated Travel Lane requirements](#)

Do Air France and KLM also offer non-VTL flight between Paris, Amsterdam and Singapore?

Yes, Air France and KLM also offer six non-VTL flights to Singapore.

Air France operates AF208 on Tuesday as a non-VTL flight from 21 October 2021.

KLM operates KL839 on Tuesday and Thursday; KL837 on Wednesday, Friday and Sunday from 01 November.

Where can I get information on the Vaccinated Travel Lane (VTL)?

For further information on VTL eligibility, visit the [Safe Travel website](#)

Short-term visitors and long-term pass holders may learn more [here](#).

Singapore citizens and Singapore permanent residents may learn more [here](#).

To read the full VTL requirements outlined by the Civil Aviation Authority of Singapore, click [here](#)

Can children under the age of 12 travel on a Vaccinated Travel Lane (VTL) flight?

Yes, children under the age of 12 who are ineligible for vaccination can travel on a VTL flight without the need to show proof of vaccination. The child must be accompanied by a VTL traveller who meets all VTL requirements for entry into Singapore. The child does not need to apply for a Vaccinated Travel Pass (VTP) to travel to Singapore under the VTL.

What documentation do I need to board a Vaccinated Travel Lane (VTL) flight?

Short-term visitors and Singapore long-term pass holders will require a Vaccinated Travel Pass (VTP), which has to be applied between 30 days and up to 7 days before the intended flight departure. Short-term visitors will be requested to upload their vaccination certifications/QR code for verification in order to apply for the pass.

More details [here](#).

Singapore citizens and permanent residents do not need to apply for a VTP, but will be required to show their vaccination status on the [HealthHub app](#) or present proof of their vaccination at check-in before departure for Singapore.

All travellers under the VTL need to be fully vaccinated. What does 'fully vaccinated' mean?

Travellers must be fully vaccinated and have a proof of vaccination issued in any VTL country/region or Singapore, regardless of which VTL country/region they depart from. An individual is considered fully vaccinated 14 days after he or she has received the full regimen of Pfizer-BioNTech/Comirnaty, Moderna or WHO EUL Vaccines.

For acceptable proofs of vaccination issued in Singapore please, click [here](#)

For acceptable proofs of vaccination issued in any VTL country/region, please click [here](#)

What information needs to be reflected on the vaccination certificates?

The electronic or physical vaccination certificate(s) should be in English and clearly state the following:

- The traveller's name and at least one other personal identifier such as the date of birth of passport number corresponding exactly with the information in the traveller's passport used for entry into Singapore.
- The country/region of vaccination, which must be either Singapore or the VTL country/region the traveller is departing from.
- The name of vaccine used (if more than 1 does, the name of each vaccine administered for each dose); and
- The date(s) of vaccination (if more than 1 does, the dates when each dose was administered) The date of the last dose should be administered at least 14 days before the traveller's arrival in Singapore.

Based on Vaccinated Travel Lane (VTL) requirements to enter Singapore, how much time do I need before I book to travel?

All travellers who wish to travel on a VTL flight should factor in the time required to obtain the necessary vaccinations and documentations, such as visa, vaccination certifications, Vaccinated Travel Pass (VTP), and/or relevant government approvals to enter Singapore before they book their flights.

Short-term visitors and long-term pass holders will also need to [apply for a Vaccinated Travel Pass \(VTP\)](#) between 30 – 7 days prior to arriving in Singapore.

Singapore citizens and Singapore permanent residents may learn more about their documentation requirements for a VTL flight [here](#).

How long is a Vaccinated Travel Pass (VTP) valid for?

A VTP is valid for a single entry up to 6 calendar days from the intended day of entry into Singapore. You can apply for your VTP [here](#). Further details can be found at [here](#).

Do I need to apply for my visa before I apply for my Vaccinated Travel Pass (VTP)?

Visitors, who require a visa to enter Singapore, must separately obtain a visa. They are advised to do so after receiving their VTP approval and before departing for Singapore.

If visitors have already been issued with visas that are still valid or if they are eligible for the visa-free transit facility, they do not need to apply for a visa.

Visitors may refer to the Singapore Immigration and Checkpoints Authority (ICA) website [here](#) for information on visa requirements and application.

Does the complimentary rebooking policy apply to Vaccinated Travel Lane (VTL) flights?

If you need to change or cancel your travel plans because of COVID-19, you have multiple options.

You can change the date and/or destination of your ticket, regardless of your ticket's fare conditions, up to the day of departure of your first flight. If the fare of your new ticket is higher, you will only pay the fare difference. You can request a ticket refund at any time before the departure of your first flight, for any trip scheduled on or before 31 March 2022. If you purchased a non-refundable ticket, you will receive a voucher valid for 1 year. This voucher can be refunded at any time during its validity.

For further information on rebooking please check the following links: for Air France [here](#), for KLM [here](#)

If your ticket was purchased at a travel agency, please contact your travel agency first. They have all the information necessary to process your refund. In case of any difficulties, our customer service remains at your disposal. You can reach them from the Contact Us page.

Can I be waitlisted for a Vaccinated Travel Lane (VTL) flight?

Yes, you can be waitlisted on a VTL flight.

I have had COVID-19 and have recovered, but do not have a vaccination certificate. Would I be allowed to board a Vaccinated Travel Lane (VTL) flight?

No, you may not board a VTL flight without a valid vaccine certification.

Is the Paris-Singapore and Amsterdam-Singapore Vaccinated Travel Lane (VTL) flight only available for one-way travel?

While customers can book return tickets between Singapore and France, the Netherlands and other VTL countries, VTL flights only operate from France, the Netherlands and other VTL countries to Singapore.

Where can I find the Air France and KLM Royal Dutch Airlines designated Vaccinated Travel Lane (VTL) flight schedules?

You will find our VTL flight schedule from Paris to Singapore [here](#) and Amsterdam to Singapore [here](#). Please note that in order to board the flight, you need to meet all [VTL requirements](#).

If I have a flight booking, but I tested positive for Covid-19 for the pre-departure COVID-19 PCR test. Will I be able to get a refund?

If you test positive for COVID-19, you will not be allowed to board any Air France or KLM flight. You may request for a refund for the unused portion of your ticket. To request a refund on Air France click [here](#) and to request for a refund on KLM click [here](#).

I will be flying from a domestic France destination or another VTL country via Paris or Amsterdam to Singapore. Am I eligible to board a Vaccinated Travel Lane (VTL) flight?

Yes, there are no restrictions on domestic flights taken within France or from other VTL countries to board an Air France or KLM VTL flight. However, please note that you must meet [all VTL requirements](#) to board the flight. All travellers, irrespective of their nationality/citizenship must have remained in their country of departure and/or Singapore in the last 14 consecutive days prior to departure Singapore.

Travellers should check the latest updates on the VTL on the [Singapore Safe Travel website](#) prior to travel.

I have an existing booking for a flight on Air France / KLM to Singapore; can I transfer to a Vaccinated Travel Lane (VTL) flight?

All customers with an existing Air France or KLM flight to Singapore will be notified if their existing booking from Paris and/or Amsterdam to Singapore is on a designated a VTL flight.

In order to board the flight, you must meet all VTL requirements.

If you do not meet the VTL requirements, you will be accommodated on one of our non-VTL flights and must meet the entry requirements for your travel itinerary.

As regulations may change at short notice, please check the travel advisories provided by the local authorities.

I am booked on a VTL flight but I am not vaccinated. Can I be rebooked on a non-VTL flight?

Yes, you can rebook on a non-VTL free of charge. You must meet the entry requirement for your travel itinerary.

My vaccination certificate is not in English. Will it be accepted as a valid certificate?

When entering Singapore on a Vaccinated Travel Lane (VTL) flight, your vaccination certificate needs to have the following information in English.

The COVID-19 pre-departure test certificate provided at check-in must also be in English.

How many COVID-19 PCR tests are required for the Vaccinated Travel Lane (VTL) flight to Singapore?

Two COVID-19 tests are required:

Pre-departure: Taken within 48 hours prior to the scheduled flight departure. You must obtain a negative test result in English. Travellers should contact and take their test at an internationally accredited or recognized laboratory, clinic, or medical facility. The full list can be found here.

On-arrival: Taken upon arrival at Singapore Changi Airport. Travellers should register and make payment for their on-arrival test prior to departing for Singapore via the Safe Travel concierge.

How is the duration of the pre-departure COVID-19 PCR test validity determined? Will my test still be valid if I change my flight date?

The pre-departure COVID-19 Polymerase Chain Reaction (PCR) test is valid for 48 hours prior to the scheduled departure day of the flight.

If your flight date has changed, please ensure your pre-departure Covid-19 PCR test is taken within 48 hours of your revised flight date and time.

Are traveller's required to take an on-arrival COVID-19 PCR test?

Upon arrival in Singapore, travellers must undergo a COVID-19 Polymerase Chain Reaction (PCR) test at the airport. The test results will likely be out within 24 hours.

After taking the COVID-19 PCR test, travellers are to immediately take private transportation, taxi, or private hire car from the airport to their declared place of accommodation. They must remain isolated at the place of accommodation until their test result is confirmed to be negative. After being notified of their negative test results, travellers will be allowed to go about their activities in Singapore.

To expedite the COVID-19 PCR test at the airport, travellers should pre-book and make payment here.

Travellers should check the latest updates on the VTL on the Singapore Safe Travel website prior to travel.

How much will the COVID-19 PCR test cost on arrival?

The on-arrival test cost SGD160 (before GST).

Pre-payment for an on-arrival test is required for all Vaccinated Travel Lane (VTL) and non-VTL customers, and is done via the Safe Travel Concierge.

What happens if I test positive for COVID-19 in Singapore before my return flight?

More information on Singapore's Health Protocol's click [here](#)

Please note visitors must purchase COVID-19 travel insurance prior to travel to Singapore. The Safe Travel website provides a [list of the Singapore-based insurers' products](#). Visitors can visit the respective insurers' websites to purchase the inbound insurance plan.

Are short-term visitors to Singapore required to download and register the Singapore Contract Tracing App?

Yes, to facilitate the contract tracing, short-term visitors will be required to download and register for the TraceTogether app on their mobile devices prior to departing for Singapore.

More details can be found [here](#)

TRANSIT / CONNECTING FLIGHTS

Can connecting passengers travel on an Air France or KLM Vaccinated Travel Lane (VTL) flights?

Travellers who are transferring or transiting through Singapore will also be allowed to travel on a designated VTL flights. These travellers must present a vaccination certificate issued in any VTL country or Singapore. All pre-departure VTL requirements are applicable (fully vaccinated, past 14 days in a VTL country, 48-hr negative PCR test).

No Vaccinated Travel Pass is required.

Can transit passengers from non-VTL countries board an Air France or KLM VTL flight?

Transit passengers not connecting from a VTL country will need to take a [non-VTL designated flight](#).

Transit through Singapore regulations click [here](#)

<https://safetravel.ica.gov.sg/transit/overview>

ONBOARD HEALTH & SAFETY

What measures are Air France and KLM taking to ensure a safe journey?

Your health and safety remain at the heart of everything we do. Air France and KLM have the strictest health measures both on the ground and onboard to keep you protected at every step of your journey. Learn more about the precautionary measures that we have implemented.

For Air France click [here](#) for KLM click [here](#)

Do I have to wear a face mask on Vaccinated Travel Lane (VTL) flights?

Yes, all passengers are required to wear a facemask on all flights. Without one, we cannot allow you to board.

Make sure to bring enough masks with you to last the entire journey.

Facemasks at the airport: Make sure to check the health requirements of the airports you are travelling to and from and transferring in, and follow the instructions at the airport.

VTL FLIGHT CANCELLATION

Is there a possibility that the Vaccinated Travel Lane (VTL) arrangement may be suspended?

Given the evolving nature of the COVID-19 pandemic, the relevant authorities in Singapore may introduce new measures or requirements as and when necessary to safeguard public health. This may result in changes to the VTL conditions or cancellation of the VTP at short notice.

What are my options if my Vaccinated Travel Lane (VTL) flight is cancelled?

If your VTL flight is cancelled by the Singapore Government, you will be able to rebook or get a refund for the unused portion of your ticket. Any refunds will be processed according to the original mode of payment.

You may request for a refund for the unused portion of your ticket. To request a refund on Air France click [here](#) and to request for a refund on KLM click [here](#).

If you purchased your ticket at a travel agency, please contact your travel agency. They have all the information necessary to process your refund.

Why was I not informed that my flight was cancelled?

When a flight is cancelled, passengers should receive an SMS, WhatsApp or a push notification, or an email from Air France or KLM. If you not updated your contact details in Air France [Manage Your Booking](#) or KLM [My Trip](#) you may not receive a notification.

If your booking includes a flight operated by a partner airline, you should also update your contact details with them.

How far in advance will I be notified if my flight is cancelled?

Flight cancellations can happen any time before departure. However, we strive to inform affected passengers as soon as possible.

Please update your contact details to receive timely updates about schedule changes. You may also check [Air France flight status](#) or [KLM flight status](#) for the real-time status of your flight.

Will I be compensated for hotel and transport costs incurred due to the flight cancellation?

We sincerely regret to hear about the inconvenience that resulted from an Air France or KLM flight cancellation. If you wish to submit a claim for reimbursement please contact [Air France](#) or [KLM](#) customer Care, together with relevant receipts. Please note that all claims are subject to approval, and will be reviewed on a case-by-case basis.

Alternatively, if you had purchased travel insurance, you may download a flight delay or flight cancellation certificate to submit to your insurer.

You can get a written proof of a delayed or cancelled flight on your Flight Status page. Simply enter your flight number and date, and then download the certificate: For Air France click [here](#) and for KLM click [here](#)

FLYING BLUE

How many Flying Blue Miles does it cost to redeem for a Vaccinated Travel Lane (VTL) flight?

The number of miles remains the same as any other flight. To check the number of miles required, please visit the Flying Blue [Earn and Spend Miles page](#).

Can I use my Flying Blue Miles to redeem for a Vaccinated Travel Lane (VTL) flight?

Yes, you may redeem your Flying Blue Miles for award tickets on VTL flights, or mix Miles and cash to pay for the flights.