



## **Updates to Singapore Vaccinated Travel Lanes (VTLs)**

Dear Trade Partners

Please note the following key updates to VTL travel requirements.

### **Changes to VTL entry requirements to Australia, India, & UK**

- a) Australia
  - All fully vaccinated travellers arriving in Sydney and Melbourne must self-isolate for 03 days.
  - All fully vaccinated travellers arriving in Adelaide must quarantine for 14 days.
- b) India
  - On 1 December 2021, the Indian Authorities deferred the resumption of scheduled international passengers' services to and from India. This means transfers to and from India via Singapore are also not allowed until further notice.
  - SIA will automatically cancel bookings of passengers who have booked transit flights to and from India via Singapore up to 31 December 2021
- c) UK
  - Lateral Flow Tests on arrival in UK will cease to be an option; only PCR test will be allowed from 30 Nov, 4am. Tests must be done at a private test provider and not via the National Health Services (NHS).

**Deferment of VTL arrangement with UAE, Saudi Arabia & Qatar, Removal of Phuket and Chang Mai from VTL arrangement**

- a) UAE, Saudi Arabia and Qatar
  - VTLs deferred until further notice.
  - Vaccination Certificates issued by the 03 countries will not be accepted by the Civil Aviation Authority of Singapore for VTP / VTL flights from other countries until further notice.
- b) Thailand
  - VTL only applicable for flights from Bangkok. Flights from Phuket and Chang Mai have been removed from VTL for Singapore Airlines and Scoot respectively.

As the situation remains dynamic, do refer to the Covid-19 Information Centre<sup>1</sup> on our website for the latest information.

---

<sup>1</sup> [Covid-19 Information Centre | Singapore Airlines](#)

**Global Sales Waiver Policy**

The Global Sales Waiver Policy is extended to customers affected by changes to entry requirements, deferment or cancellation of VTLs. Please see details below:

## 1. Eligibility Criteria

- a. There is a change to entry requirements of VTL destinations, deferment in VTL commencement date, cancellation of VTL arrangement or changes to transit rules
- b. Booking is made before changes are announced, and
- c. Departure date is on or before 30 April 2022

## 2. What is waived

Complimentary rebooking to any other destination is allowed with waiver of change fee. Further waivers based on the following zones are provided as per below.

Zones	Regions	Ranking from Highest to Lowest
Zone 4	America	4
Zone 3	Europe and South Africa	3
Zone 2	South West Pacific, North Asia and West Asia & Africa	2
Zone 1	South East Asia	1

- a. Rebook to other countries in the same zone:
  - o Rebook to same RBD, change fees and fare differences (ADC) are waived
- b. Rebook to any other countries in a lower zone (e.g. rebook from Zone 3 - Europe to Zone 1 - South East Asia):
  - o Rebook to same RBD, change fees and fare differences (ADC) are waived
  - o Down-sell to same RBD or an available lower RBD is allowed with refund of fare difference
- c. Rebook to any other countries in a higher zone (e.g. rebook from Zone 1 - South East Asia to Zone 2 - South West Pacific):
  - o Rebook to same RBD, change fees are waived while fare differences (ADC) must be collected

Full refund, including ancillaries, will be accorded if the passenger does not wish to take up alternative options and no longer wish to travel. For partially used tickets, the refund shall be based on half of the round-trip ticket.

This Global Sales Waiver Policy applies to all booking classes, fully unused and partially used tickets.

Page 2 of 3

---

G5019/1221

### 3. Procedure for waiver

- a. Contact [singaporeair.com.sg](http://singaporeair.com.sg) to request for a waiver under Global Sales Waiver Policy
- b. For GDS bookings, a waiver code will be provided for you to indicate in the endorsement box during reissuance / refund
- c. For NDC bookings, local Sales Ops / Sales teams will assist to reissue / refund