

Changes to Schedule Change Policy

Dear Trade Partner,

Further to our communication SC42/GB/2022 circulated on 11-Apr-2022, We kindly request that you follow the below Commercial Policy in relation to **Schedule Changes** within ticketed PNR's issued on SQ ticket stock (618):

- If automated system re-protection has been offered and is accepted, ticket must be reissued (inserting SC YYXXX/DDMMYY in the END Box) to the revised itinerary with nil additional collection.
- Where re-protection has been offered and flights no longer connect or meet the required minimum connecting time, please re-book for a later flight or a date within +/-7 days of the affected schedule change to synchronize connecting flights. Rebook in order of,
 - A. same RBD to same city pair
 - B. same RBD to client's preferred destination within the same country as the original affected flight
 - C. If same RBD is not available, please re-book in the lowest available booking class in the same cabin and contact Singapore Airlines Trade Support by telephone on **0844 800 6388** for conversion to original booking class or email for further assistance
- When re-booking please ensure that the operating and marketing carrier are the same as per the original ticket.

Once the above guidelines have been met, **please reissue with the SC Note as below, into the endorsement box of reissued ticket.**

SC YYXXX/DDMMYY

YYXXX = Flight Number of Schedule changed flight

DD = DAY

MM = MONTH

YY = YEAR

General

- For all ticket reissues, please ensure the Schedule Change entry is inserted correctly otherwise an ADM may be raised for any difference in Taxes, Fees and Charges applicable for the revised ticketed date.
- For ticketed bookings, where schedule changes necessitate an overnight stay in transit (SIN only), please contact our Trade Support Team who will assist with STPC Bookings.
- For un-ticketed bookings (Non-Tour Operator fares), flights should be re-booked subject to availability and tickets issued in accordance with applicable fare conditions.

Please note that all other rules and conditions of the applicable fare sheet/contract still applies.

We encourage you to action all schedule changes in a timely manner. Singapore Airlines would like to apologize for any inconvenience caused.

All other waiver & **favours** to be submitted via A360 Service Request Forms (SRF)

Please circulate internally to all staff concerned. Should you have any queries, please contact your local

SIA Sales Office. We would like to take this opportunity to thank you for your continued support of Singapore Airlines.