

## Book with Confidence - Updates

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Dear Trade Partner,

Please be advised of an extension 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.

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 – <b>31 July 2022</b> .
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 <b>31 July 2022</b> : Unlimited complimentary rebooking.  After <b>31 July 2022</b> : 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.  Ancillaries, No penalties nor ADC applied.
9	Fare Top Ups for Re-routing	Fare top-ups, where applicable, will apply for any re-routing.  Ancillaries, EMDs will be refunded without penalties. Ancillary to be re-purchased for new itinerary, if needed.
9.1	Waive applicable Ticketing Fees (Rerouting)	Yes, but ADC applies if there is any fare difference.  Ancillaries, EMDs will be refunded without penalties.

10	Refunds	<p><b>Voluntary:</b> Per fare conditions of the ticket.</p> <p>For ancillaries, no refunds allowed for voluntary changes. (Eg: pax previously purchased ancillaries, but no longer wish to have it. No refund will be accorded.)</p> <p><b>Involuntary:</b> For flight refunds due to flight cancellations, international border closures, or medical (i.e. tested positive for Covid19 and cannot travel), cancellation fees to be waived.</p> <p>For ancillaries, refunds allowed without penalties.</p> <p><i>Note: Refund is applicable only for unutilized portion(s) of the ticket</i></p>
10.1	Waive applicable Ticketing Fees (Refunds)	No.

Please circulate to all staff concerned.

Best Regards,  
Singapore Airlines - UK Trade Support