



## Schedule Change Handling Procedure

Dear Trade Partners

Due to overwhelming contact volumes in relation to Schedule Changes, please note the following, effective from 18 Jul 2022 until further notice:

- Sales Ops will only be answering calls for urgent bookings departing in the next 72 hours. For all other matters, please email Sales Ops.
- Responses from Sales Ops via email may be delayed; however, please avoid sending multiple follow-ups as these would create duplicate queries which will further reduce response times.
- Where possible, please consolidate similar queries (e.g. multiple PNRs) in the same email to be sent to Sales Ops.

### Eligibility Criteria

SQ 618 Ticketed bookings for when Singapore Airlines makes schedule changes outside of 48 hours (pre-planned) to flight departure.

### Rebooking Guidelines

Where re-protection has been offered and flights no longer connect or meet the required minimum connecting time or with increased transit layover time >6hrs, please re-book for an earlier/ later flight or a date within +/-7 days of the affected schedule change to synchronize connecting flights.

When rebooking, please rebook in the following order:

#### SQ Operated Sectors

1. Same RBD as the original booking.
2. If the same RBD is not available, please rebook to the lowest available booking class in the same cabin.
3. Rerouting is allowed on lowest available RBD in the same cabin within the same country.
4. If there are no suitable alternatives, travel agent may re-route passenger to an origin outside of the original origin country, in the same cabin. This is on exceptional basis only for European countries, where all SQ Europe points are eligible.

## OAL Operated Sectors

1. Same RBD as the original booking.
2. Otherwise, please rebook to the lowest available booking class in the same cabin.

## **Ticketing Guidelines**

Pre-planned schedule changes are to be reissued as follows:

- Reissue with no additional collection (Nil ADC)
- Reissue with an “S” indicator
- Insert the waiver code in the format **SC YYXX/DDMMYY** into the endorsement box, where:
  - YYXX = Flight Number of flight affected by schedule change
  - DD = DAY
  - MM = MONTH
  - YY = YEAR

Please ensure to follow the correct procedure with ticket reissuance to avoid an ADM.

For re-routing options that do not fall within the above Rebooking Guideline conditions, the new booking class will have to be equal or higher than the original booking class subject to the additional collection of fare difference and/or taxes applicable.

## **Refund**

For passengers who no longer wish to travel, travel agents may proceed to process refund via GDS. Please use the waiver code in the format **SC YYXX/DDMMYY** in the refund remarks, as per the above.

Singapore Airlines auditors will verify the qualifying criteria for all refunds. If the refund was incorrectly applied, an ADM will be raised.

## Involuntary Downgrades

Note that for these partial refund requests, these can only be submitted once passengers complete their entire ticketed itinerary. Please submit the refund request via BSP within one month of the final flight completion date.

Premium Economy itineraries sold with promotional fares (R class) are not eligible for any partial refund as a result of an involuntary downgrade. If acceptable, travel agents may reissue the ticket for the re-protected flight using the fare details of the original ticket. Alternatively, travel agents may submit the ticket for full refund using the same waiver code **SC YYXX/DDMMYY** as above.

Kindly contact your local Sales Representative if you have any queries.