



Global Waiver for Schedule Changes

Dear Trade Partners

Singapore Airlines (SIA) will be adjusting its Northern Summer 2023 schedules to improve overall network connectivity. Due to these changes, passengers may be impacted by schedule or aircraft changes. To enable our Trade Partners to self-service impacted tickets, SIA is issuing a global waiver policy as below.

1. Eligibility Criteria (Must fulfil all conditions) for Rebooking

- a. Applicable for Singapore Airlines 618 tickets issued before/on 21 November 2022.
- b. Travel itinerary contains SIA-operated flights listed in the table below within the departure period (inclusive), where the sectors are affected by time/schedule change, flight cancellation or aircraft downgauge.

Flight Number	Eligible Sectors	Departure period (inclusive)
SQ26/25	SIN-FRA, FRA-JFK, SIN-JFK, FRA-SIN, JFK-FRA, JFK-SIN	15 May 2023 to 30 Oct 2023
SQ28/27	SIN-SEA, SEA-SIN	27 Jun 2023 to 28 Oct 2023
SQ36/35	SIN-LAX, LAX-SIN	26 Mar 2023 to 28 Oct 2023
SQ52/51	SIN-MAN, MAN-IAH, SIN-IAH, MAN-SIN, IAH-MAN, IAH-SIN	28 Mar 2023 to 28 Oct 2023

2. What is waived for Rebooking

- a. Rebook the sector(s) affected up to 7 days before or after the existing date of travel at same RBD. If the same RBD is not available, book on the next lowest available RBD in the same cabin. Change fees and additional collection are waived.
- b. Re-routing is permitted with change fees waived. Fare differences (if any) must be collected.

3. Eligibility Criteria (Must fulfil all conditions) for Refund

- a. Applicable for Singapore Airlines 618 tickets issued before/on 21 November 2022.
- b. Travel itinerary contains SIA-operated flights listed in the table below within the departure period (inclusive), where the sectors are affected by time/schedule change, flight cancellation or aircraft downgauge.

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4. What is waived for Refund

- a. Full refund (including ancillaries) will be accorded if the passenger does not wish to take up alternative options and no longer wishes to travel.

5. Procedure for waiver

- a. For GDS bookings
 - For reissuance, insert the waiver code (provided below) into the endorsement box.
 - For refunds, insert the waiver code (provided below) into the remarks section.
- b. For NDC bookings, please contact your local Sales Ops / Sales teams to assist with the reissuance or refund.

Requested Service	Waiver	Waiver Code in GDS Endorsement Box
<ul style="list-style-type: none"> • Rebook up to 7 days before or after the existing date of travel at the same RBD. • If the same RBD is not available, book on the next lowest available RBD in the same cabin. 	<ol style="list-style-type: none"> a. Change fee waived b. Additional collection waived 	AME011122
<ul style="list-style-type: none"> • Reroute to other destinations 	<ol style="list-style-type: none"> a. Change fee waived b. Fare difference to be collected 	AME021122
<ul style="list-style-type: none"> • Full Refund 	<ol style="list-style-type: none"> a. Only applicable for flights that are affected by schedule change, flight cancellation, aircraft downgauge b. Cancellation fee waived c. Refund of non-refundable Fare d. Refund of partially unused ticket (Proration by Distance) 	AME031122

Please contact SQ UK Sales Ops team if you have any queries.