

## SQ Waiver Guideline: SQ938/20

SQ Waiver Guidelines for rebooking, rerouting or refund  
**Covid-19 - This waiver code supersedes previous waiver codes.**

1	Background Event	Covid-19 <b>This waiver code supersedes previous waiver codes.</b>
1.1	Affected Flight(s)	All SQ/MI/TR flights
2	Eligible For Waiver	Passengers holding SQ/MI tickets
3	Applicable Ticket Issuance date	On or before 15 March 2020
4	For Travel To/From	Any SQ/MI/TR online destination.  Note: For any cancelled flights, customers will be notified via SNAP that their ticket(s) become open dated, with free re-booking for travel that must be completed by 31March21.
5	Applicable Flight Date(s)	Until 31 May 2020
6	REBOOKING	Yes
	Travel permitted until (Rebooking)	Tickets can be rebooked presently or left Open Dated for travel that must be completed by 31 March 21.
6.1	Waive applicable change and service fees (Rebooking)	Yes
7	REBOOKING / REROUTING Rebooking / Rerouting	Fare difference will apply
7.1	Waive applicable change and service fee (Rerouting)	Yes
8	REFUNDS / REISSUE Refunds / Reissue	Refund: Per fare conditions of the ticket.  Reissue: Enter code SQ938/20 in the Endorsement Box.  Any question, please send email to USA_SalesOps@singaporeair.com.sg
Guidelines applicable for SQ/MI Redemption tickets		