



April 9, 2020

Dear Business Partner,

SIA has updated its Global Travel Waiver Policy for COVID-19 to offer more flexibility and options for customers impacted by COVID-19-related flight cancellations.

SINGAPORE AIRLINES UPDATED GLOBAL TRAVEL WAIVER POLICY FOR COVID-19

1. This policy applies to all 618 and 629 tickets that meet the following criteria (“eligible ticket”):
 - a. Ticket must be issued on or before 15 March 2020
 - b. Original travel period: on or between 24 January 2020 and 31 May 2020, and
 - c. Travel must be booked on SIA, SilkAir, or our codeshare partner airline flights
2. This policy shall also apply to tickets where the period of validity has expired, and partially unused tickets if the tickets satisfies the conditions set out in point 1 above.
3. Passengers impacted by SIA and SilkAir flight cancellations are eligible, even if the ticket issuance dates do not meet the criteria of this policy.
4. A passenger holding an eligible ticket may cancel his existing booking and choose from the following options, subject to the terms & conditions:
 - a. Enjoy flexible rebooking with Flight Credits and receive Bonus Flight Credits
 - b. Receive a refund on the unused value of the ticket
5. A list of Frequently Asked Questions (FAQs) is included in a separate attachment
6. This Policy will supersede all previous policies pertaining to waiver guidelines for COVID-19

Should you have any further queries, please contact your Account Manager.
Alternatively, you may email USA_SalesOps@singaporeair.com.sg

Thank You

Please see the below message from our Executive Vice President Commercial communicating these updates.



A MESSAGE FROM OUR EVP COMMERCIAL

Dear Travel Partners,

Many of our customers have had their travel plans disrupted by Covid-19. As we navigate through this challenge, we would like to thank you for your trust and loyalty. Please be assured that we do not take it for granted.

At Singapore Airlines (SIA), we are working very hard to be ready to hit the ground running when the recovery eventually comes. And we are confident that it will. Today, however, we want to extend as much flexibility as possible to our customers. With that in mind, I would like to share three important changes that we are making to our Covid-19 travel waiver policy.

Extension of Flight Credits to 30 June 2021

Customers who purchased a SIA or SilkAir ticket on or before 15 March 2020, for travel from 24 January 2020 to 31 May 2020, can retain the full value of the unused portion of their tickets as flight credits. These can be used to book their new travel up till 30 June 2021. This gives customers the flexibility to plan, book and travel from now until then. We will also waive no-show and rebooking fees, allowing customers to truly enjoy the full value of their flight credits.

Bonus Flight Credits

We will also award bonus flight credits to all customers who choose to retain their tickets as flight credits. This is our way of thanking them for their support during this challenging period. Based on the cabin class that they originally booked, they will receive the following bonus flight credits:

Economy Class: USD 50
Premium Economy Class: USD 70
Business Class: USD 140
Suites / First Class: USD 350

Customers who opted to keep their tickets open due to the Covid-19 outbreak will also retain the value of the unused portion of their ticket as flight credits. They will also automatically qualify for the bonus flight credits.

Similarly, customers whose flights were cancelled by SIA or SilkAir will also retain the full value of the unused portion of their tickets as flight credits. They will also be awarded the bonus flight credits when rebooking their travel.

Refunds For Customers

Customers who meet the above conditions, but do not wish to keep the value of their tickets as flight credits, will also be offered the option of a refund. Cancellation fees and no-show fees will also be waived.

Due to the large backlog of service requests, we are doing everything we can to process the refund requests as soon as possible. We ask for your patience if there are some delays as we process all requests.

We are grateful for your unwavering support, and we look forward to welcoming our customers back on board in the near future. Until then, please stay safe and healthy.

Yours sincerely,
Lee Lik Hsin
Executive Vice President



POLICY TERMS & CONDITIONS

GENERAL POLICY	
Policy	The Terms & Conditions of the Covid-19 Global Travel Waiver Policy apply, and may found on our website. Failure to adhere to this T&Cs may result in an ADM.
Eligibility	<ol style="list-style-type: none"> 1. This Covid-19 Global Travel Waiver Policy (“Policy”) applies to all 618 and 629 tickets that meet all of the following criteria: - <ol style="list-style-type: none"> i. Issued on or before 15 March 2020; ii. For original travel commencing on or between 24 January 2020 and 31 May 2020; and iii. Booked for travel on SIA, SilkAir or our codeshare partner airlines flights (referred to as “Eligible Ticket”). 2. This Policy shall also apply to: <ol style="list-style-type: none"> i. tickets where the period of validity has expired; and ii. tickets where a passenger has travelled on one or more flights in the ticket but has not completed the full flight itinerary in the ticket (“Partially Unused Tickets”), as long as the ticket satisfies the conditions set out in paragraph 1 above. 3. Passengers who have been impacted by SIA and SilkAir flight cancellations are eligible even if the ticket issuance date and/or travel dates do not meet the criteria of this policy.
Available Options	<p>A passenger holding an Eligible Ticket may cancel his existing booking, and choose from the following options, subject to the Terms & Conditions of this policy:</p> <ol style="list-style-type: none"> 1. Enjoy flexible rebooking with Flight Credits and receive Bonus Flight Credits of USD50 to USD350 per ticket 2. Refund the unused value of the ticket
OPTION 1: ENJOY FLEXIBLE REBOOKING WITH FLIGHT CREDITS AND BONUS CREDITS	
Key Features	<ol style="list-style-type: none"> 1. Use Flight Credits to rebook up to 2 itineraries 2. Apply Bonus Flight Credits during ticket reissuance
Conditions	<p><u>Flight Credits</u></p> <ol style="list-style-type: none"> 1. Flight Credits are retained in the form of an open ticket, and its value are equivalent to the unused fare and taxes of the ticket. 2. Flight Credits from an Eligible Ticket may be used to offset the ticket purchase (fare and taxes) of up to 2 rebooked itineraries. 3. Rebooked itineraries must have travel completion on/before 30 Jun 2021. 4. Flight Credits may be used for rebooking to any destination, RBD and flight dates, on any SQ, MI or codeshare flights. 5. Flight Credits may only be used on/before 30 Jun 2021. 6. Any unused Flight Credits shall expire on 30 Jun 2021 and is non-refundable. 7. Flight Credits are non-combinable and non-transferrable. 8. Where there is more than one passenger on a PNR, the Flight Credits shall be retained in the name of each individual passenger on the PNR, in the form of individual open tickets.



Bonus Flight Credits

9. Bonus Flight Credits will be awarded to passengers who choose to rebook using their Flight Credits, for use on rebooked travel completing on/before 30 Jun 2021.
10. Bonus Flight Credits will be applicable to the first rebooked itinerary only.
11. Bonus Flight Credits will be awarded based on the highest booked cabin class of the Eligible Ticket.
12. Bonus Flight Credits are strictly non-refundable.
13. The Bonus Credits per Eligible Ticket are as follows:
 - a. Economy Class: USD 50
 - b. Premium Economy Class: USD 70
 - c. Business Class: USD 140
 - d. First / Suites: USD 350
14. The following tickets are not eligible for Bonus Flight Credits:
 - a. Tickets issued on child fares with child discount
 - b. Tickets issued on infant fares with infant discount
 - c. Partially Unused Tickets

Residual Flight Credits

15. Residual Flight Credits is retained in the form of an EMD (RSVR EMD: RFIC = 'D', RFISC = '996').
16. RSVR EMD may only be refunded if a new ticket is issued for pax's 2nd trip. Please see Section on how this can be done.
17. Residual Flight Credits are non-combinable and non-transferrable.

Application of Flight Credits and Bonus Flight Credits

Please see Section 2 for Application

18. At the point of rebooking of the new flight itinerary, the Bonus Flight Credit (if applicable) shall first be applied to the total cost of the new flight itinerary.
19. Where the Flight Credits retained is sufficient to cover the cost of the new flight itinerary (or the balance cost of the new flight itinerary if the Bonus Flight Credit is applicable), the entire cost of the new flight itinerary (or the entire balance cost of the new flight itinerary, as the case may be) shall be deducted against the Flight Credits. Any remaining Flight Credits ("**Residual Flight Credits**") may be used to offset the cost of a 2nd flight itinerary.
20. Where the Flight Credits (together with any applicable Bonus Flight Credit) retained in the name of the passenger is insufficient to cover the entire cost of the new flight itinerary for that passenger, the passenger shall pay for any top-ups for the new flight itinerary.
21. The passenger shall be issued a new ticket when the Flight Credits (and the Bonus Flight Credits, if applicable) are used to rebook a new flight itinerary. All fare conditions of the new ticket, including any applicable rebooking fees, refund conditions and/or cancellation fees) shall be applicable to that new ticket.



OPTION 2: REFUND	
Conditions	<ol style="list-style-type: none"> Flight Credits from an Eligible Ticket, where fully unused or partially unused, whether refundable or non-refundable. Refund full unused fare and taxes of the ticket, with waiver of cancellation fees.
Application	<ol style="list-style-type: none"> Retrieve open ticket and process refund Waive applicable cancellation fees Enter waiver code SQ939/20 in the refund Waiver Code Box/location

2. APPLICATION OF FLIGHT CREDITS, BONUS FLIGHT CREDITS AND RESIDUAL FLIGHT CREDITS

During Rebooking

- Create a new booking with the passenger's preferred itinerary, for travel completion on/before 30 June 2021.
- Price the new itinerary
- Deduct the applicable Bonus Credits quantum from the fare and manually adjust the fare
- Comparing the adjusted fare with the amount pax had paid in original ticket purchase
 - Collect ADC if the Adjusted Fare is higher than the Original Itinerary Fare (Scenario 1)
 - No ADC/RSVR EMD required if the Adjusted Fare is equal to the Original Itinerary Fare (Scenario 2)
 - Issue Residual Value EMD (RSVR EMD) for residual balance for use for 2nd trip if the Adjusted Fare is lower than the Original Itinerary Fare (Scenarios 3 and 4)

Example: Bonus credit = USD 70

Scenario	Original Itinerary Fare (USD)	1 st New Itinerary's Fare (USD)	Adjusted Fare (USD) (Less Bonus Credit)	Additional Collection (USD)	Residual Value EMD (USD)
1 New fare is higher than original fare + bonus credit i.Adjust fare ii.Collect ADC	1,000	1,200	1,130	130	N/A
2 New fare equals to original fare + bonus credit i.Adjust fare	1,000	1,070	1,000	0	N/A
3 New fare = Original fare i.Adjust fare ii.Issue residual value EMD for remaining	1,000	1,000	930	0	70
4 New Fare < Original Fare + Bonus Credit i.Adjust fare ii.Issue residual value EMD for remaining	1,000	770	700	0	300

5. Reissue ticket and waive rebooking fees.
6. Insert **COVID 19 USD XXX [Bonus Credit Quantum]** into the endorsement box of the ticket.
7. If there is a fare and/or tax increase, collect any additional collection.
8. If there is a fare and/or tax decrease, issue a RSVR EMD for any residual balance, with **COVID 19 618XXXXXXXXXX [Original Covid-19 ticket no]** entered into the endorsement box of the EMD.
9. Commission may be claimed off the full published fare by manually adjusting dollar amount where applicable.
 - a. Store Full published fare as PQ1
 - b. Store Adjusted fare as PQ2
 - c. Calculate commission dollar adjustment off PQ1
 - d. Reissue ticket off PQ2 adjusting commission by calculated dollar amount off PQ1
10. Final commission claimed will be the difference between original and reissued ticket.

During Rebooking of 2nd Trip (if applicable)

To utilize the Residual Flight Credits for a 2nd trip,

1. Create a new booking with the passenger's 2nd preferred itinerary, for travel completion on/before 30 June 2021.
2. Issue a NEW ticket and collect full payment. In the endorsement box of the ticket, please enter **COVID 19 USD XXX [RSVR EMD value] 618XXXXXXXXXX [RSVR EMD no]**
3. Process the refund of the RSVR EMD and enter **618XXXXXXXXXX [2nd trip's ticket no]** in the waiver code field of the refund application. The value to refund is as follows:
 - a. If the full RSVR EMD value is used, refund the RSVR EMD in full (Scenario 3)
 - b. If part of the RSVR EMD value is used, insert residual value into penalty fee (i.e. to forfeit the residual balance) and refund the remaining amount of the RSVR EMD (Scenario 4)
4. As much as possible, please ensure the ticket issuance in Pt 2 and the refund of RSVR EMD are done in the same ARC reporting period.

Scenario	Residual Value EMD (USD)	2 nd New Itinerary's Fare (USD)	Total Fare Paid (USD)	Residual Value EMD Penalty Fee upon Refund (USD)	Residual Value EMD Refunded (USD)
1 New itinerary's fare is higher than residual value EMD's	100	300	300	0	100
2 New itinerary's fare is lower than residual value EMD's	300	200	200	100	200