



## SINGAPORE AIRLINES UPDATED GLOBAL TRAVEL WAIVER POLICY FOR COVID-19

Original Date: 9 April 2020

Revision 1: 29 May 2020

### FREQUENTLY ASKED QUESTIONS

#### General Policy

- 1. If the Covid-19 situation persists, will SIA consider extending the validity of the Flight Credits?**

We will continue to review and update our Travel Waiver Policy based on the development of the Covid-19 situation, and keep you updated.

- 2. What are Flight Credits?**

To give our customers a peace of mind during this uncertain times and greater flexibility in their rebooking options in the future, Singapore Airlines introduced Flight Credits.

Customers holding Eligible Tickets can cancel their existing flight bookings and retain the full value of the unused fare and taxes ('value') portion of their tickets as Flight Credits. Once they have decided on their new travel plans, customers may use the Flight Credits to rebook their new flight itineraries, which only has to be completed by 31 Dec 2021. In addition, they will get a one-time Bonus Flight Credit upon rebooking.

- 3. What are Bonus Flight Credits?**

Bonus Flight Credits are awarded to passengers who utilize their Flight Credits to rebook. The Bonus Flight Credits are offered at the point of rebooking, in the form of a discount off the rebooked itinerary's fare.

- 4. I have a ticket which meets the eligibility criteria of the Policy, but has expired at point of reissuance. What can I do?**

We have increased the ticketing validity in ARC from 13 months to 24 months effective 01 Jun 2020. Please contact us at [USA\\_SalesOps@singaporeair.com.sg](mailto:USA_SalesOps@singaporeair.com.sg) if you have an eligible ticket which cannot be reissued. Travel must be completed by 31 Dec 2021. The ticket will also be eligible for Bonus Flight Credits, subject to the terms and conditions of this Policy.

#### Eligibility

- 5. Are tickets involving codeshare partners and Scoot eligible for Flight Credits and Bonus Flight Credits?**

Yes, as long as tickets are issued on 618 or 629.

- 6. Are partially unused tickets eligible for Flight Credits and Bonus Flight Credits?**

Partially Unused Tickets are eligible for Flight Credits to support reissuance of the ticket with waiver of rebooking fees. Partially Unused Tickets are not eligible for Bonus Flight Credits.

- 7. Are one-way tickets eligible for Flight Credits and Bonus Flight Credits?**

Yes.



**8. In the event a ticket is purchased with mixed cabin classes, what is the applicable Bonus Flight Credits quantum?**

For Bonus Flight Credits, each ticket is eligible for the full quantum of the Bonus Flight Credits based on the cabin class of the highest RBD in the ticket.

**9. Is my child / infant's ticket eligible for Bonus Flight Credits?**

No, unless the full adult fare was charged for the ticket.

If a child/infant discount is applied to the Eligible Ticket, the ticket is not eligible for Bonus Flight Credits. However, the child/infant ticket value is still eligible for use as Flight Credits.

**10. How can a passenger use his Flight Credits from the ancillaries purchased with Singapore Airlines (i.e. seat purchases or additional baggage allowance)?**

Amounts paid for ancillaries are not eligible for Flight Credits. However, they will be proactively refunded by SIA. There is no action required from the Travel Agent or the passenger.

### Using Flight Credits and Bonus Flight Credits

**11. What is the maximum number of trips a single ticket can be split into?**

A single totally unused ticket can be split for use for up to two tickets (i.e. used for 2 trips).

**12. Can Flight Credits be transferred?**

In the event a passenger is unable to travel by 31 Dec 2021, his Flight Credits cannot be transferred to another passenger. Please process a refund of the open ticket, subject to the terms and conditions of this Policy or the ticket's fare conditions.

**13. Can Flight Credits be combined?**

No. Flight Credits from separate Eligible Tickets cannot be combined.

**14. Can the Bonus Flight Credits be cashed out?**

No. Bonus Flight Credits may not be exchanged for cash at all, during issuance, reissuance or refund.

**15. What is RSVR EMD?**

RSVR EMD is an EMD for Residual Value with RFIC = 'D' and RFISC = '996'.

Agent using Sabre can issue an MCO instead of an EMD. Instruction and guidelines for EMDs will apply to MCOs.

**16. How do I issue the RSVR EMD?**

As steps to issue a RSVR EMD vary by GDS-es, kindly contact your GDS for assistance on entries required.

Agent using Sabre should contact Sabre for assistance on the required entries.

**17. How can the passenger make use of the residual balance?**

Travel Agents may assist passenger with the booking of a 2<sup>nd</sup> itinerary, and issuance of a NEW ticket. The RSVR EMD/MCO may then be sent for refund to "return" the utilized residual amount to the passenger.



**18. What if there is still a residual balance after using part of its value for another ticket purchase (for example, if the RSVR EMD/MCO has a value of USD 500, but the passenger's NEW ticket only costs USD 200)?**

Any residual balance from the RSVR EMD/MCO will be forfeited. This is effected by inserting the unused portion as a penalty fee during the refund of the RSVR EMD/MCO.

In the above example, the residual balance of USD 300 will be forfeited. This is effected by refunding the USD500 EMD/MCO with a penalty fee of USD300, thus only effectively refunding the passenger USD 200.

**19. Can the RSVR EMD/MCO be refunded?**

The RSVR EMD/MCO may be refunded if a new ticket has been issued for the passenger's 2<sup>nd</sup> rebooked trip. Please refer to Section 2 on how this can be done. Otherwise, the RSVR EMD/MCO cannot be refunded.

**20. What is the validity of the issued RSVR EMD/MCO?**

The RSVR EMD/MCO must be 'utilized' by the "rebooked travel by date" of this Policy. RSVR EMDs/MCOs unutilized by then will expire and value will be forfeited.

**21. Is the RSVR EMD/MCO transferrable?**

No.

**22. How can the Flight Credits of a partially unused tickets be used?**

If the passenger would like to utilize the unused return sector of his ticket, please assist to reissue his ticket, with waiver of rebooking fees.

**23. Are Eligible Tickets, which have already been rebooked with penalty fees, eligible for reimbursement of penalty fees?**

No.

**24. Are Eligible Tickets, which have already been rebooked, eligible for waiver of rebooking fees?**

Reissued tickets which still meet the eligibility of this Policy are eligible for waiver of rebooking fees.

Otherwise, any subsequent change of these reissued tickets are subject to the fare conditions of the reissued tickets.

**25. Are Eligible Tickets which have already been rebooked eligible for Bonus Flight Credits?**

Reissued tickets which still meet the eligibility of this Policy are eligible for conversion to Flight Credits and be awarded with Bonus Flight Credits.

However, Eligible Tickets which have been reissued to outside this Policy (i.e. for travel in December 2020) are not eligible for Bonus Flight Credits.

**26. Will I lose commission adjusting passenger's ticketed fare?**

No. Agents claiming commission manually will claim based on the gross fare of the reissued ticket.



## Refunds

**27. Are all tickets eligible for full refund?**

Yes, all Eligible Tickets under this policy are eligible for full refund, with waiver of cancellation fees.

**28. Are non-refundable tickets eligible for full refund?**

Yes, as long as the ticket meets the eligibility criteria of this Policy.

**29. Are Eligible Tickets which have already been refunded with penalty fees eligible for reimbursement of penalty fees?**

No

**30. Are Eligible Tickets, which have already been rebooked, eligible for waiver of cancellation fees?**

Reissued tickets which still meet the eligibility of this Policy are eligible for waiver of cancellation fees.

Otherwise, any subsequent cancellation of these reissued tickets are subject to the fare conditions of the reissued tickets.