



What makes TR special? As a subsidiary of Singapore Airlines Group, Scoot operates as a low-cost carrier.

This partnership allows you to enjoy greater flexibility in travel dates, access more destinations across Asia-Pacific, and benefit from smoother transfers all while maintaining the reliability and service standards you expect from Singapore Airlines.

When you combine Singapore Airlines (SQ) and Scoot (TR) flights, you unlock a world of possibilities with seamless connections and expanded destination options from Copenhagen.

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1. Sellable destinations from Copenhagen

TR (Scoot) 31 Destinations (including 1 overlapping SQ routes)

Overlapping points are underlined.

North Asia	Sellable destinations from Copenhagen		Sellable destinations from Copenhagen
Indonesia	Balikpapan (BPN) Padang (PDG) Kertajati (KJT) Labuan Bajo (LBJ) Lombok (LOP) Makassar (UPG) Manado (MDC) Padang (PDG) Pekanbaru (PKU) Pontianak (PNK) Semarang (SRG) Tanjung Pandan (TJQ) Yogyakarta (YIA)	Malaysia	Ipoh (IPH) Kota Bahru (KBR) Kota Kinabalu (BKI) <u>Kuala Lumpur Subang (SZB)</u> Kuantan (KUA) Kuching (KCH) Langkawi (LGK) Malacca (MKZ) Miri (MYY) Sibu (SBW)
Laos	Vientiane (VTE)	Thailand	Chiang Rai (CNX) Hat Yai (HDY) Koh Samui (USM) Krabi (KBV)
Phillipines	Clark (CRK) Davao (DVO) Iloilo City (ILO)	Vietnam	Nha Trang (CXR) Phu Quoc (PQC)

2. Booking, ticketing and check in

SQ*TR Cross Sales Itineraries

- Itineraries with at least 1 sector operated by SQ and 1 sector operated by TR
- All TR flights must be booked on with SQ flight numbers (SQ 4-digit) -MCT 60 min i SIN

Pure TR itineraries

- All sectors must be operated by TR
- All TR flights must be booked on TR 3-digit flight numbers

Cross Sales + OAL Itineraries

- SQ-TR-OAL sales are **not allowed** due to TR system limitations. In cases where itinerary include OAL please ensure:
 - to book TR in separate booking.
 - to issue separate tickets for OAL.

Through check-in:

SQ*TR Cross sales itineraries: Both SQ and TR sectors must be on same ticket. Separate tickets not allowed.

- **SQ-TR:** through check-in possible on all SQ self service touchpoints.
- **TR-SQ:** through check-in is available at TR check in counter or www.singaporeair.com

Cross sales and OAL itineraries: Bags will not be tagged to final destination as on separate tickets. SINHUB will retag bags to final destination when informed by TR station or passenger at transit.

3. Passenger type classification is compulsory

Pax type classification (PTC)

Correct passenger type classification on TR operated flights:

- Child 2-11 years old & Infant below 2 years of age salutation should be MSTR / MISS
- Adult salutation should be MR/MISS or MRS

Passengers holding tickets with incorrect type classification are unable to check in.



4. Booking class mapping

SQ CABIN	SQ FARE CLASSES	SQ*TR FARE CLASS (If TR flight has ScootPlus)	SQ*TR FARE CLASS (If TR flight does not have ScootPlus)
First Class	F/A	S	Y
Business Class	Z/C/J	S	Y
	U	P	E
	D	R	M
	S	S	Y
Premium Economy Class	T	T	B
	P	P	M
	L	L	M
	R	R	Q
Economy Class	Y/B/E/M/H/W	-	Same as SQ Fare Class
	Q/N/V/K		

5. Infants

Number of Infants Allowed:

- SQ Flights: 1 adult can travel with 2 infants provided the 2nd infant occupies a seat (INS).
- TR Flights: 1 adult can travel with 1 infant on lap.

Infant with Seat (INS)

- TR does not accept infant with seat (INS) Pax Type Classification (PTC)
- SQTR bookings with INS will cause issues at TR check-in

Handling Infant with Seat (INFT)

- For extra seat on SQ sector contact SQ Sales ops to block an extra seat on SQ sector.
- For extra seat on TR sector, contact TR Call Centre to purchase the additional seat. Please insert SSR > INFT

Infants Turns 2 on Return Flight:

- No complementary seat on TR segment. Advised to pay for child ticket or rebook travel

6. Child

Booking:

- It is mandatory to purchase CHD ticket.
- Ensure correct PTC as otherwise unable to check in. Salutation should be MSTR / MISS
- Child turns 12 on return flight: No child ticket on TR segment. Advised to pay for adult ticket or rebook travel.

7. Unaccompanied minor

Child age

- Below the age of 12: Cannot be accepted on TR operated flights
- Between 12 and 17 years old: Can travel under different schemes
 - UMNR Service handling*
 - UMNR Service waiver

*UMNR service request on TR must be made at least 48 hours in advance. Last-minute service requests cannot be accepted.

Charges:

- USD 50 per sector for UMNR Service Handling
- Collected by SQ only. No settlement with TR required.



8. Name correction

SQ-TR / TR-SQ

Ticketed: Issue new ticket with correct name and full refund to original ticket. You must ensure waiver for name change via AGENT 360.

Un-ticketed: Strictly not allowed. Create a new PNR and rebook on current fares available.

Pure TR

Not allowed

9. Scoot Plus

Scoot Plus provides a more comfortable experience than Scoot's standard economy class:

Benefits of Scoot Plus

- Available on B787 aircraft
- 15 kg cabin baggage
- 22" wide plush leather seats with 38" seat pitch
- Priority boarding
- 200 MB Wi-Fi and in-seat power included

Inflight provisions

Type	Scoot Economy	Scoot Plus
Inflight entertainment	No IFE on board	
Wi-Fi (only on B787)	Not included. Can be purchased on FlyScoot website	30MB Provided. Additional WiFi can be purchased onboard.
In seat power (only on B787)	Not included. Can be purchased onboard	Available
Amenities	Blanket provided for flights above 4hrs (except <u>CAN</u>)	

10. Seats

Seat Selection

- Self-service via flyscoot.com or call TR contact centre, charges may apply
- To use TR PNR displayed at various SQ channels (Booking confirmation email, e-ticket, SAA Manage Booking to access TR's website for seat selection.

Purchase Additional Seat

- Only via TR Contact Centre
- Agent/Station should not add Extra seat SSR into booking.
- No discounts will be provided.

Bassinets (Infants)

- Not available on TR flights.
- To pay as usual for additional seat.

Seat Assignment on TR Sector

- Pax in same PNR will be auto-assigned to sit together. If on different PNRs, pre-purchase required.



11. Baggage

Pure TR Itineraries

- 30kg FBA per Adult / Child

Cabin Baggage: For Adult / Child Only

- Scoot Economy: 2 pieces not exceeding 10kg
- Scoot Plus: 2 pieces not exceeding 15kg

Infant Baggage

- Additional 10kg Free Baggage Allowance (FBA) is provided. Additional 10kg Free Baggage Allowance (FBA) is provided. For US itineraries, 1pc 23kg (Economy/Premium Economy) or 1pc 32kg (Business/First) is provided.

Strollers as Hand Carry Item (Infants / Special Assistance):

- Allowed if not exceeding 7kg and can be properly packed in hand carry bag
- Sum of dimensions not exceeding 115cm.

Baggage allowance

SQ cabin	SQ RBD	Free baggage allowance
First	F/A	50kg or 2x32kg
Business	Z/C/J/U/D	40kg or 2x32kg
Premium Economy	S/T/P/L/R	35kg or 2x23kg
Economy	Y/B/E/M/H/W	30kg or 2x23kg
	Q/N/V/K	25kg or 2x23kg

12. Food and beverage

Flight Duration

- Longer than 90mins: 1 meal + 1 snack + 1 soft drink or water
 - JED flights include free flow coffee/tea
 - For extra-long-haul flights (Scoot Europe), 1 additional snack + 1 soft drink or water
- Flights under 90mins (excluding KUL): 1 snack pack (includes 2x snacks, 1x confectionary, 1x sachet drink, 1x canned drink)
- KUL flights: 1 pre-cupped juice will be provided
- Scoot Plus bookings include 1 complimentary non-alcoholic beverage

Types of Meal:

- Muslim (Default) – No pork no lard
- MOML – Using halal certified ingredients
- Vegetarian(VJML/VGML)
- No special dietary/premium options available

Special Dietary Requirements:

- Allowed to bring outside food/drinks onboard only with proof of requirements.

Manage/Request Meals

- Choose via SAA or TR website separately for each airline
- TR Flights: Only VJML/VGML is available via SSR. If less than 3 days, approach TR contact centre

13. Contact TR

- TR SIN call centre: +65 6329 1420
- Email: Sales@flyscoot.com.
- [TR Website Customer Service](#)
- [TR AGENT website](#)