



SALES CIRCULAR GSO04/0226 / SN138/130226

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Handling Disrupted NDC Bookings

Dear Trade Partner,

Singapore Airlines (SIA) would like to remind all travel agency partners on SIA's revised involuntary schedule change policy, effective 15 September 2025, and reinforce the correct handling of disrupted bookings via NDC.

A disrupted PNR is eligible for reissuance or refund without penalties (involuntary) only if the ticket(s) was issued on 618 ticket stock and if at least one of the following criteria is met:

- Involuntary change in original arrival or departure time of 60 minutes or more, or
- Time changes of less than 60 minutes but undercuts Minimum Connecting Time (MCT),
or
- Cancellation with no alternative, or
- Original booked cabin is no longer available due to aircraft change

Handling of Eligible Disrupted Bookings

For disrupted bookings that meet the eligibility criteria for involuntary rebooking/refund, travel agents should leverage the Self-Reaccommodation (SREAC) functionality within NDC platforms to:

- Acknowledge: if the passenger is satisfied with the new itinerary, acknowledge the change;
- Rebook: if the passenger wishes to travel on a different flight, rebook with penalties waived;
or
- Refund: if the passenger no longer wishes to travel, request a refund without penalties.

Travel agents whose NDC platform does not support SREAC can manage eligible disrupted bookings by:

- Importing the disrupted PNR into the AGENT 360 Booking Portal to self-service; or
- Contacting their respective Sales Operations team for offline assistance

Handling of Ineligible Disrupted Bookings

For disrupted PNRs that do not meet the eligibility criteria for involuntary rebooking/refund, travel agents should take the following steps:

1. **Acknowledge** (SREAC option) the disruption in their NDC platform or import the disrupted PNR into the AGENT 360 Booking Portal and perform the acknowledgement
2. Thereafter, any rebooking or refund must be processed as a **voluntary change**:
 - a. Conduct a voluntary rebooking with applicable penalty fees
 - b. Conduct a voluntary refund with applicable penalty fees

Travel agents **should not** process an “involuntary rebook” or “involuntary refund” on their NDC platform for any ineligible disrupted PNRs.

If a travel agent processes a rebooking or refund without penalties for a disrupted booking that does not satisfy the involuntary schedule change criteria, these tickets will be subject to an Agency Debit Memo (ADM).

Should you have any queries, please feel free to reach out to your Account Manager.

Alternatively, you may email sghk_salesops@singaporeair.com.sg.

Yours sincerely,

Passenger Sales Hong Kong, Singapore Airlines