



Covid-19: Air Travel Bubble Flights between Singapore and Hong Kong

Singapore has established a bilateral [Air Travel Bubble \(ATB\)](#) arrangement with Hong Kong. Eligible customers may travel to either city for any purpose, including for leisure, and do not have to undergo quarantine measures.

1. Air Travel Bubble Eligibility Criteria and Health Measures

Customers flying under the ATB arrangement must meet all the eligibility criteria and required health measures. This includes taking pre-departure Covid-19 Polymerase Chain Reaction (PCR) tests within 72 hours before each flight departure, and a post-arrival Covid-19 PCR test at Hong Kong International Airport and obtaining a negative test result. Travellers are also required to fly on dedicated ATB flights.

All travellers will be able to travel to Hong Kong if they have stayed in Singapore and/or Hong Kong for the last 14 consecutive days before departure. Do note that holders of Work Permits or S-Passes issued by the Singapore Ministry of Manpower working in the construction, marine shipyard, or process sectors are excluded from travelling from Singapore to Hong Kong on the ATB flights.

Those looking to travel to Singapore, must have stayed in Hong Kong and/or Singapore for the last 14 consecutive days before departure. Foreign travellers from Hong Kong will need to apply for an [Air Travel Pass](#) (ATP) between seven and thirty calendar days prior to their intended date of entry into Singapore. Travellers can apply for the ATP from 12 November 2020, 8am (Singapore time) for entry into Singapore on or after 22 November 2020.

Singapore Citizens, Permanent Residents, and Long-Term Pass holders are not required to apply for an ATP to travel to Singapore. However, Long-Term Pass holders will still have to seek entry approval from the relevant Singapore Government agencies, which issued their Long-Term Pass, before travelling to Singapore. More details can be found at <https://safetravel.ica.gov.sg>.

Should travellers become Covid-19 positive while in Singapore or Hong Kong, they will need to bear the full cost of any medical treatment, subject to the respective cities' prevailing medical and healthcare policies.

To view the full ATB requirements and health measures, please click [here](#).

Do note that travellers transiting through Singapore or Hong Kong, as well as non-ATB travellers, will not be allowed to board the ATB flights. Passengers travelling on designated ATB flights must ensure they meet all the requirements before booking a flight. Travel agents must ensure the eligibility criteria for ATB flights are communicated to passengers.



2. Designated Air Travel Bubble Flights

Singapore Airlines will be operating the designated ATB Flights based on the flight schedule shown below. Our sister airline, Scoot, will operate daily non-ATB flights on the Singapore-Hong Kong route.

2.1 Inaugural Flights

The inaugural ATB flight from Singapore, SQ890, will depart on 22 November while the inaugural ATB flight from Hong Kong, SQ891, will depart on 23 November.

Route	Month	Date	Departure	Arrival	Flight Number
Singapore – Hong Kong	November	22	10:00	14:00	SQ 890
	November	23	08:00	11:45	
Hong Kong – Singapore	November	23	12:55	16:55	SQ 891

**All times are local*

2.2 Flight Schedule

From 25 November to 4 December 2020, the flight schedules will be as follow:

Route	Month	Date	Departure	Arrival	Flight Number
Singapore – Hong Kong	November	25, 27, 29, 30	07:35	11:20	SQ 890
	December	2, 4	07:35	11:20	
Hong Kong – Singapore	November	25, 27, 29, 30	12:30	16:30	SQ 891
	December	2, 4	12:30	16:30	

**All times are local*

From 7 December 2020 to 31 December 2020, the four-time weekly frequency will be increased to daily flights.

Route	Month	Date	Departure	Arrival	Flight Number
Singapore – Hong Kong	December	7 to 31	07:35	11:20	SQ 890
Hong Kong – Singapore	December	7 to 31	12:30	16:30	SQ 891

From 1 January 2021 to 31 January, we will maintain daily flights, however with different flight numbers and operating schedule.

Route	Month	Date	Departure	Arrival	Flight Number
Singapore – Hong Kong	January 2021	1 to 31	08:25	12:25	SQ 860
Hong Kong – Singapore	January 2021	1 to 31	14:10	18:10	SQ 863



Travel agents are to ensure that sufficient information relating to ATB flights is provided to passengers. More details are available on our [Singapore-Hong Kong ATB page](#).

3. Reaccommodation of Passengers onto Scoot for Non-Air Travel Bubble Flights

Customers with existing bookings but do not meet the ATB requirements, or are travellers transiting through Singapore or Hong Kong and therefore not eligible for ATB flights, will have the option to be reaccommodated on Scoot instead. Please note that passengers travelling on Scoot's non-ATB flights must meet the entry requirements for Singapore or Hong Kong, and will have to serve either a Stay Home Notice or a quarantine.

Customers who choose to be reaccommodated onto a Scoot flight will receive baggage allowance and meals on board the flight. All PPS Club and KrisFlyer members will still earn KrisFlyer miles on flights operated by Scoot. We regret that other PPS Club and KrisFlyer Elite tier benefits such as priority check-in, additional baggage allowance and lounge access will not be applicable on the reaccommodated Scoot flight.

Please refer to **Annex A** for travel agent servicing guidelines.

4. Health and safety measures onboard

Singapore Airlines is committed to the well-being of our customers and has precautionary measures in place to ensure their health and safety throughout their journey. More details can be found [here](#).

For Covid-19 related travel information, please visit our dedicated [Covid-19 Information Centre](#).

For more information on Singapore - Hong Kong ATB arrangement, please visit our dedicated [Singapore-Hong Kong ATB page](#).

Should you have any further queries, please reach out to your Account Manager or contact our Agency Desk.



Annex A

1. Servicing guidelines for travel agents on reaccommodation from SQ to TR flights

Original Flight	Transfer Passengers, Or Originating passengers	Servicing action required by travel agents (TA)
SQ871/872 (to be cancelled)	Transfer passengers	1. Pax flight will be cancelled 2. TA to Inform pax that he/she is not eligible for SQ ATB flight, and will be rebooked to non-ATB flight operated by Scoot 3. If pax does not want to travel, offer 2 options: <ul style="list-style-type: none"> • Refund • Flight credits SIA's Global Travel Waiver Policy will apply. 4. If pax wants to travel, rebook pax to SQ8504/TR980 through manual reissuance of the original ticket. Insert "SG HK ATB reaccom" in the endorsement box.
	Originating passengers	1. Pax flight will be cancelled 2. Pax will be reaccommodated to SQ890/891 (See below for originating passengers on SQ890/891/860/863)



<p>SQ890/891 (Nov-Dec) Or SQ860/863 (on/after 1 Jan 2021)</p> <p>(to be designated as ATB flight)</p>	<p>Transfer passengers</p>	<p>1. Pax's SIN-HKG sector will be cancelled while the other sectors kept</p> <p>2. TA to Inform pax that:</p> <ul style="list-style-type: none"> • The flight has been designated as an ATB flight • As pax is a transit pax, he/she is ineligible for the ATB flight • The alternative is the non-ATB flight operated by Scoot • Check if pax would like to continue travel <p>3. If pax does not want to travel, offer 2 options:</p> <ul style="list-style-type: none"> • Refund • Flight credits <p>SIA's Global Travel Waiver Policy will apply.</p> <p>4. If pax wants to travel, rebook pax to SQ8504/TR980 through manual reissuance of the original ticket. Insert "SG HK ATB reaccomm" in the endorsement box.</p>
	<p>Originating passengers</p>	<p>1. TA to inform pax that:</p> <ul style="list-style-type: none"> • The flight has been designated as an ATB flight <p>2. TA to check with pax if he/she fulfils the eligibility criteria</p> <p>3. If pax is eligible</p> <ul style="list-style-type: none"> • 22nd /23rd Nov – TA to inform re-timing of SQ890/891 • Other dates: Nil further action <p>4. If pax is not eligible, TA to offer below options:</p> <ul style="list-style-type: none"> • Rebook pax to SQ8504/TR980, or • Rebook pax to a later SQ890/891/860/863, provided pax fulfils the ATB criteria then, or • Refund, or • Flight credits <p>SIA's Global Travel Waiver Policy will apply.</p>



2. For reissuance from SQ flight to TR flight, please follow below table for fare class mappings.

SQ fare class	Corresponding fare class to use when booking on TR
F/A	S RBD when flight has ScootPlus, else book in Y RBD
Z/C/J/U/D	T RBD when flight has ScootPlus, else book in B RBD
S/T/P	P RBD when flight has ScootPlus, else book in E RBD
Y/B	E
E	E
M	M
H	H
W	W
Q	Q
N	N
V	V

For reaccommodation from SQ to TR flight:

Please note that passengers travelling on non-ATB flights are still required to meet the entry requirements for Singapore or Hong Kong, and will have to serve either the Stay Home Notice or quarantine.



FREQUENTLY ASKED QUESTIONS (FAQ)

For of the most updated list of frequently asked questions, please refer to [Singapore Airlines FAQ page](#).

ATB: Flights

1. Is there a possibility that the Air Travel Bubble arrangement may be suspended?

Air Travel Bubble (ATB) arrangements may be suspended by the respective governments if the domestic Covid-19 situation in either Singapore or Hong Kong deteriorates. Singapore Airlines will adhere to the guidance of the regulators in this situation, and customers will be informed of any changes should they occur. Where customers' flights are not cancelled but reverted to a non-Air Travel Bubble flight, all affected passengers will be eligible for a full refund of their tickets. This includes a waiver of cancellation fees. A full refund will be accorded to the passengers' original form of payment for unutilised portion(s) of their tickets (including non-refundable tickets).

2. Is a one-way itinerary allowed for Air Travel Bubble (ATB) flights? Is it possible to book a non-ATB flight out and an ATB flight back or vice versa?

Yes, one-way itineraries are allowed, as long as travellers are eligible to travel on an ATB flight. Please refer [here](#) for more information on the ATB requirements. Please note that passengers travelling on non-ATB flights will have to meet the necessary entry requirements and abide by existing quarantine measures.

For example, a Singapore citizen departing for Hong Kong on an Air Travel Bubble flight but returning on a non-Air Travel Bubble flight will have to serve a 7-day Stay Home Notice at his/her place of residence upon return to Singapore as well as undergo a Covid-19 test before the end of the 7-day SHN.

3. What if I choose to travel to Macau or China whilst in Hong Kong, can I return on an Air Travel Bubble (ATB) flight?

Travellers can return to Singapore on an ATB flight, as long as they meet the eligibility criteria for ATB flights, one of which requires travellers to have remained in Hong Kong for 14 consecutive days prior to departure. For more information on ATB eligibility, please refer [here](#).

4. If my Air Travel Bubble (ATB) flight is cancelled, will I be covered under your global travel waiver policy?

Yes, if your Air Travel Bubble flight is cancelled by Singapore Airlines, you will be covered by our [global travel waiver policy](#) and may choose to either rebook your flight for travel up to 31 December 2021 or seek a refund, with waiver of cancellation fees.



5. Can I use my existing flight credits/bonus flight credits to book an Air Travel Bubble (ATB) flight?

Yes, you may use your bonus flight credits and flight credits to book an ATB flight. Customers should however ensure that they meet all the [requirements](#) under the Singapore-Hong Kong ATB arrangements.

6. Do I get to enjoy complimentary rebooking for the Air Travel Bubble (ATB) flights?

If your new or existing booking is a Singapore Airlines ticket issued between 5 March and 31 December 2020, you will be able to enjoy [complimentary rebooking](#) regardless of fare type. All change fees will be waived, and you may make unlimited changes to your travel dates if your request is made by 31 December 2020. After 31 December 2020, you will be eligible for one-time complimentary rebooking. Do note that additional charges may apply for fare differences, if any.

ATB: Covid-19 Testing

7. If I have a flight booking, but I tested positive for Covid-19 for the pre-departure Covid-19 PCR test. Will I be able to get a refund?

Passengers who tested positive for Covid-19 for the pre-departure Covid-19 PCR test will not be allowed to board the flight. They may request for a refund for the unused portion of their tickets.

8. My trip to Hong Kong is only for two to three days. Do I still require a pre-departure Covid-19 PCR test when I leave HK?

If you stayed in Hong Kong for less than 72 hours, you are not required to take the pre-departure Covid-19 PCR test before you leave. The post-arrival Covid-19 PCR test taken at Hong Kong International Airport when you first entered Hong Kong will suffice. However, do note that if more than 72 hours have passed from the time the post-arrival Covid-19 PCR test was taken, a pre-departure Covid-19 PCR test will still be required. The pre-departure Covid-19 PCR test must be from clinics/ testing centres or institutions in Singapore and Hong Kong that are internationally accredited or recognised by the respective governments.

9. My trip to Singapore is only for two to three days. Do I still require a pre-departure Covid-19 PCR test when I leave Singapore?

Yes, all travellers are required to book a pre-departure Covid-19 PCR test within 72 hours prior to departure from Singapore. For the list of clinics for pre-departure Covid-19 PCR testing in Singapore, please refer [here](#).

Please also note that all travellers, including children and infants, are required to take a post-arrival Covid-19 PCR test upon their arrival at Hong Kong International Airport. You are required to pre-book your on-arrival Covid-19 PCR test before your departure from Singapore via the Prenetics website.

**10. Are any travellers exempted from taking the Covid-19 test?**

All travellers departing Hong Kong and entering Singapore, will be required to take a pre-departure Covid-19 PCR test. The only exception is children aged 12 years or younger. Please note however that all travellers including infants and children will be required to take the post-arrival Covid-19 PCR test before clearing immigration at Hong Kong International Airport upon their return. There is no post-arrival test requirement at Singapore Changi Airport.

For travellers entering Hong Kong, all travellers, including children, are required to take both the pre-departure Covid-19 PCR test in Singapore, as well as the post-arrival Covid-19 PCR test at Hong Kong International Airport. Children aged 12 and below are not required to take the pre-departure Covid-19 PCR test in Hong Kong prior to returning to Singapore.

11. How is the duration of validity of the test determined? Is it based on flight departure or arrival time?

The pre-departure Covid-19 PCR test is valid for 72 hours from the time you take the test to the time of your flight.

12. Will my test still be valid if there is a flight delay?

If your flight is delayed due to operational reasons, resulting in more than 72 hours since the test was taken, the test result will remain valid on exception basis.

13. Will my test still be valid if I change my flight date?

The pre-departure Covid-19 PCR test is valid for 72 hours from the time you take the test to the time of your flight. If your flight date has changed, please ensure your pre-departure Covid-19 PCR test is taken within 72 hours of your revised flight date and time.

14. What type of Covid-19 test is required for the Pre-Departure Test?

You are required to take a Polymerase Chain Reaction (PCR) test prior to your departure for either the pre-departure test from Singapore or Hong Kong.

For pre-departure testing in Singapore, please refer [here](#).

For the list of recognized testing facilities in Hong Kong, please refer [here](#).

**15. What type of Covid-19 test is required for the post-arrival test in Hong Kong?**

Upon arrival at Hong Kong International Airport, all travellers including Hong Kong citizens, residents and children, are expected to undertake a Covid-19 Polymerase Chain Reaction (PCR) test before proceeding to immigration. Travellers are required to pre-book for the post-arrival test before your departure from Singapore via the Prenetics website. After clearing immigration and baggage collection, customers will be asked to wait in a designated area for their test results. The entire process may take four hours.

16. What happens if I am tested positive for Covid-19 upon arrival in Hong Kong?

If you are tested positive for Covid-19, you will be sent to a government hospital for treatment. You will not be allowed to board a return flight to Singapore.

17. What happens if I test positive for Covid-19 for my pre-departure test for my return flight?

You will not be able to board your return flight without a negative Covid-19 test certificate. If you test positive, you will have to undergo medical treatment and quarantine at your own expense. All passengers are advised to consider getting appropriate insurance coverage for their trip.