

16 August 2021

Dear Business Partner,

SIA TO WAIVE CHANGE FEES FOR TICKETS ISSUED BETWEEN 5 MAR TO 31 DEC 2021

Effective: 31 May 2021

1. **Affected Flights:** All SQ/TR fares issued on SQ tickets
2. **Eligible for Waiver:** SQ tickets issued worldwide
3. **Applicable Ticket Issuance Date:** 5 March 2020 – 31 December 2021
4. **For Travel to/from:** All travel itineraries
5. **Applicable Flight Date(s):** 5 March 2020 onwards
6. **Number of FOC booking changes allowed, depending on when change is requested:** On or before 31 December 2021: Unlimited complimentary rebooking | After 31 December 2021: One-time complimentary rebooking
7. **Latest ticket issue date of rebooked itinerary:** On or before expiry date of ticket (12 months from ticket issue date)
8. **Waive applicable Ticketing Fees (Re-booking):** Yes, but ADC applies if there are any fare difference
9. **Fare Top Ups for Re-routing:** Fare top-ups, where applicable, will apply for any re-routing
- 9.1 **Waive applicable Ticketing Fees (Re-routing):** Yes, but ADC applies if there are any fare difference
10. **Refunds:** Voluntary: Per fare conditions of the ticket. Involuntary: For flight cancellations or refunds due to medical (i.e. tested positive for Covid19 and cannot travel), cancellation fees to be waived. Note: Refund is applicable only for unutilized portion(s) of the ticket
- 10.1 **Waive applicable Ticketing Fees (Refunds):** No

For further assistance, please contact your Account Manager or email our Sales Operations team at:

USA - usa_salesops@singaporeair.com.sg

Canada - ca_salesops@singaporeair.com.sg

Latin America - latam_salesops@singaporeair.com.sg

Kindly inform your staff and customers accordingly.

Thank you

