

19 Nov 2021

Dear Business Partner,

### **Singapore Airlines Complimentary Rebooking Policy for New Ticket Sales - Extension to 31 March 2022**

1. With effective date, 19 Nov 2021, as an extension to the current Complimentary Rebooking Policy, Singapore Airlines will waive change fees for all new SQ/TR fares issued on SQ (618) tickets by 31 March 2022.
2. This policy will give customers the flexibility to change their travel plans without incurring additional change fees, given the concerns over the Covid-19 outbreak.
3. The complimentary rebooking policy applies to all travel itineraries.
  - a. If the change is requested on or before 31 March 2022, the number of complimentary booking changes allowed is unlimited.
  - b. If the change is requested after 31 March 2022, only one complimentary booking change is allowed.
4. Ticket issuance date for the rebooked itinerary must be on/before expiry date of the original ticket. (12 months from ticket issue date)
5. Fare top-ups and other additional charges (e.g. applicable taxes) will apply for fare differences in the new itinerary.
6. For cancellations, voluntary refunds would be in accordance with fare conditions of the tickets purchased. For involuntary refunds due to flight cancellations or medical (i.e. tested positive for Covid19 and cannot travel), cancellation fees will be waived. Note: Refund is applicable only for unutilized portion(s) of the ticket.

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

**USA** - [usa\\_salesops@singaporeair.com.sg](mailto:usa_salesops@singaporeair.com.sg)

**Canada** - [ca\\_salesops@singaporeair.com.sg](mailto:ca_salesops@singaporeair.com.sg)

**Latin America** - [latam\\_salesops@singaporeair.com.sg](mailto:latam_salesops@singaporeair.com.sg)

Kindly inform your staff and customers accordingly.

Thank you

