

SINGAPORE AIRLINES



A STAR ALLIANCE MEMBER



1. COVID-19 WAIVER POLICY

a. Background Event and Affected Flights

- i. COVID-19 All SQ/MI/TR flights will be eligible.

b. Eligible for Waiver

- i. Passengers holding SQ/MI tickets.

c. Applicable Ticket Issuance Date

- i. On or before 15 March 2020.

d. For Travel to/from

- i. Any SQ/MI/TR online destination.

e. Applicable Flight Date(s)

- i. On or between 15 March 2020 and **30 November 2020**.

f. Re-bookings

- i. Tickets can be
 1. Rebooked with waiver of rebooking fees, for travel that must be completed by **31 December 21**.
 2. Kept open with unused value retained as flight credits. booking, with waiver of rebooking fees, for rebooked travel that must be completed by **31 December 21**.

g. For Re-bookings, are applicable Ticketing Fees waived?

- i. Yes.

h. For Re-bookings, are Fare Top-Ups applicable?

- i. Yes, ADC applies.

i. For Re-routings, are applicable Ticketing Fees waived?

- i. Yes.

j. For Re-routings, are Fare Top-Ups applicable?

- i. Yes, ADC applies.

k. No-show

- i. No-show fees incurred for travel between 15 March 2020 and **30 November 2020** will be waived.

2. POLICY AND CONDITIONS

a. General Policy

i. Policy

1. The Terms & Conditions of the Covid-19 Global Travel Waiver Policy apply.

ii. Eligibility

1. This Covid-19 Global Travel Waiver Policy (“Policy”) applies to all 618 and 629 tickets that meet all the following criteria:
 - a. Issued on or before 15 March 2020;
 - b. For original travel commencing on or between 15 March and **30 November 2020**; and
 - c. Booked for travel on SIA, SilkAir or our codeshare partner airlines flights (referred to as “**Eligible Ticket**”).
2. This Policy shall also apply to:
 - a. tickets where the period of validity has expired; and
 - b. tickets where a passenger has travelled on one or more flights in the ticket but has not completed the full flight itinerary in the ticket (“**Partially Unused Tickets**”), as long as the ticket satisfies the conditions set out in paragraph 1 above.