

SINGAPORE AIRLINES SIMPLIFIES ITS TRAVEL WAIVER POLICY

TRADE COMMUNICATIONS | EFF 09 APRIL 2020 (CONFIDENTIAL)

1. POLICY & CONDITIONS

GENERAL POLICY	
Policy	The Terms & Conditions of the Covid-19 Global Travel Waiver Policy apply, and may be found on our website. Failure to adhere to this T&Cs may result in an ADM.
Eligibility	<ol style="list-style-type: none">1. This Covid-19 Global Travel Waiver Policy (“Policy”) applies to all 618 and 629 tickets that meet all of the following criteria: -<ol style="list-style-type: none">i. Issued on or before 15 March 2020;ii. For original travel commencing on or between 24 January 2020 and 31 December 2020; andiii. Booked for travel on SIA, SilkAir or our codeshare partner airlines flights (referred to as “Eligible Ticket”).2. This Policy shall also apply to:<ol style="list-style-type: none">i. tickets where the period of validity has expired; andii. 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.iii. tickets where a SQ/MI/codeshare-operated flight was cancelled due to Covid-19, regardless of ticket issuance dates and travel dates; oriv. tickets where operated flights were removed from the passenger’s booking by SQ due to Covid-19 regulations.
Available Options	A passenger holding an Eligible Ticket may cancel his existing booking, and choose from the following options, subject to the Terms & Conditions of this policy: <ol style="list-style-type: none">1. Enjoy flexible rebooking with Flight Credits and receive Bonus Flight Credits of INR 3,900 to INR 26,000 per ticket2. Refund the unused value of the ticket
OPTION 1: ENJOY FLEXIBLE REBOOKING WITH FLIGHT CREDITS AND BONUS CREDITS	
Key Features	<ol style="list-style-type: none">1. Use Flight Credits to rebook up to 2 itineraries2. Apply Bonus Flight Credits during ticket reissuance
Conditions	<p><u>Flight Credits</u></p> <ol style="list-style-type: none">1. Flight Credits are retained in the form of an open ticket, and its value are equivalent to the unused fare and taxes of the ticket.2. Flight Credits from an Eligible Ticket may be used to offset the ticket purchase (fare and taxes) of up to 2 rebooked itineraries.3. Rebooked itineraries must have travel completion on/before 31 Dec 2021.4. Flight Credits may be used for rebooking to any destination, RBD and flight dates, on any SQ, MI or codeshare flights.5. Flight Credits may only be used on/before 31 Dec 2021.6. Any unused Flight Credits shall expire on 31 Dec 2021, and is non-refundable.7. Flight Credits are non-combinable and non-transferrable.8. Where there is more than one passenger on a PNR, the Flight Credits shall be retained in

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the name of each individual passenger on the PNR, in the form of individual open tickets.

Bonus Flight Credits

9. Bonus Flight Credits will be awarded to passengers who choose to rebook using their Flight Credits, for use on rebooked travel completing on/before 31 Dec 2021.
10. Bonus Flight Credits will be applicable to the first rebooked itinerary only.
11. Bonus Flight Credits will be awarded based on the highest booked cabin class of the Eligible Ticket
12. Bonus Flight Credits are strictly non-refundable.
13. The Bonus Credits per Eligible Ticket are as follows:
 - a. Economy Class: INR 3,900
 - b. Premium Economy Class: INR 5,200
 - c. Business Class: INR 10,400
 - d. First / Suites: INR 26,000
14. The following tickets are not eligible for Bonus Flight Credits:
 - a. Tickets issued on child fares with child discount
 - b. Tickets issued on infant fares with infant discount
 - c. Partially Unused Tickets

Residual Flight Credits

15. Residual Flight Credits is retained in the form of an EMD (RSVR EMD: RFIC = 'D', RFISC = '996').
16. RSVR EMD may only be refunded if a new ticket is issued for pax's 2nd trip. Please see Section on how this can be done.
17. Residual Flight Credits are non-combinable and non-transferrable.

Application of Flight Credits and Bonus Flight Credits

Please see Section 2 for Application

18. At the point of rebooking of the new flight itinerary, the Bonus Flight Credit (if applicable) shall first be applied to the total cost of the new flight itinerary.
19. Where the Flight Credits retained is sufficient to cover the cost of the new flight itinerary (or the balance cost of the new flight itinerary if the Bonus Flight Credit is applicable), the entire cost of the new flight itinerary (or the entire balance cost of the new flight itinerary, as the case may be) shall be deducted against the Flight Credits. Any remaining Flight Credits ("**Residual Flight Credits**") may be used to offset the cost of a 2nd flight itinerary.
20. Where the Flight Credits (together with any applicable Bonus Flight Credit) retained in the name of the passenger is insufficient to cover the entire cost of the new flight itinerary for that passenger, the passenger shall pay for any top-ups for the new flight itinerary.
21. The passenger shall be issued a new ticket when the Flight Credits (and the Bonus Flight Credits, if applicable) are used to rebook a new flight itinerary. All fare conditions of the new ticket, including any applicable rebooking fees, refund conditions and/or cancellation fees) shall be applicable to that new ticket.

OPTION 2: REFUND

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Conditions	<ol style="list-style-type: none"> Flight Credits from an Eligible Ticket, where fully unused or partially unused, whether refundable or non-refundable. Refund full unused fare and taxes of the ticket, with waiver of cancellation fees.
Application	<ol style="list-style-type: none"> Retrieve open ticket and process refund Waive applicable cancellation fees Please use the waiver code COVID 19. For BSPLink refunds, to be clear, this is inserted in the "Waiver Code" field of the refund record.

2. APPLICATION OF FLIGHT CREDITS, BONUS FLIGHT CREDITS AND RESIDUAL FLIGHT CREDITS

During Rebooking

- Create a new booking with the passenger's preferred itinerary, for travel completion on/before 31 Dec 2021.
- Price the new itinerary
- Deduct the applicable Bonus Credits quantum from the fare and manually adjust the fare
- Comparing the adjusted fare with the amount pax had paid in original ticket purchase
 - Collect ADC if the Adjusted Fare is higher than the Original Itinerary Fare (Scenario 1)
 - No ADC/RSVR EMD required if the Adjusted Fare is equal to the Original Itinerary Fare (Scenario 2)
 - Issue Residual Value EMD (RSVR EMD) for residual balance for use for 2nd trip if the Adjusted Fare is lower than the Original Itinerary Fare (Scenarios 3 and 4)

Scenario		Original Itinerary Fare (INR)	1 st New Itinerary's Fare (INR)	Adjusted Fare (INR) (Less Bonus Credit)	Additional Collection (INR)	Residual Value EMD (INR)
1	New fare is higher than original fare + bonus credit i. Adjust fare ii. Collect ADC	10,000	12,000	11,000	1,000	N/A
2	New fare equals to original fare + bonus credit i. Adjust fare	10,000	11,000	10,000	0	N/A
3	New fare = Original fare i. Adjust fare ii. Issue residual value EMD for remaining	10,000	10,000	9,000	0	1,000
4	New Fare < Original Fare + Bonus Credit i. Adjust fare ii. Issue residual value EMD for remaining	10,000	8,000	7,000	0	3,000

- Reissue ticket and waive rebooking fees.
- Insert **COVID 19 INR XXX [Bonus Credit Quantum]** into the endorsement box of the ticket.
- If there is a fare and/or tax increase, collect any additional collection.
- If there is a fare and/or tax decrease, reissue residual balance into a RSVR EMD.

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During Rebooking of 2nd Trip (if applicable)

To utilise the Residual Flight Credits for a 2nd trip,

1. Create a new booking with the passenger's 2nd preferred itinerary, for travel completion on/before 31 Dec 2021.
2. Issue a NEW ticket, and collect full payment. Please enter **COVID 19 INR XXX**[RSVR EMD value] **618XXXXXXXXXX**[RSVR EMD no] in the endorsement box.
3. Process the refund of the RSVR EMD and enter **618XXXXXXXXXX**[2nd trip's ticket no] in the remarks field of the refund record. The value to refund is as follows:
 - a. If the full RSVR EMD value is used, refund the RSVR EMD in full (Scenario 3)
 - b. If part of the RSVR EMD value is used, insert residual value into penalty fee (i.e. to forfeit the residual balance) and refund the remaining amount of the RSVR EMD (Scenario 4)
4. As much as possible, please ensure the ticket issuance in Pt 2 and the refund of RSVR EMD are done in the same BSP reporting period.

Scenario		Residual Value EMD (INR)	2 nd New Itinerary's Fare (INR)	Total Fare Paid (INR)	Residual Value EMD Penalty Fee upon Refund (INR)	Residual Value EMD Refunded (INR)
1	N/A	N/A	-	-	-	-
2	N/A	N/A	-	-	-	-
3	New itinerary's fare is higher than residual value EMD's	1,000	3,000	3,000	0	1,000
4	New itinerary's fare is lower than residual value EMD's	3,000	2,000	2,000	1,000	2,000

3. FREQUENTLY ASKED QUESTIONS

General Policy

1. **If the Covid-19 situation persists, will SIA consider extending the validity of the Flight Credits?**

We will continue to review and update our Travel Waiver Policy based on the development of the Covid-19 situation, and keep you updated.

2. **What are Flight Credits?**

To give our customers a peace of mind during this uncertain times and greater flexibility in their rebooking options in the future, Singapore Airlines introduced Flight Credits.

Customers holding Eligible Tickets can cancel their existing flight bookings and retain the full value of the unused fare and taxes ('value') portion of their tickets as Flight Credits. Once they have decided on their new travel plans, customers may use the Flight Credits to rebook their new flight itineraries, which only has to be completed by 31 Dec 2021. In addition, they will get a one-time Bonus Flight Credit upon rebooking.

3. **What are Bonus Flight Credits?**

Bonus Flight Credits are awarded to passengers who utilize their Flight Credits to rebook. The Bonus Flight Credits are offered at the point of rebooking, in the form of a discount off the rebooked itinerary's fare.

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4. **I have a ticket which meets the eligibility criteria of the Policy, but has expired at point of reissuance. What can I do?**

In the event an eligible ticket has expired, travel agents may proceed to manually reissue ticket as long as rebooked travel is completed by 31 Dec 2021. The ticket will also be eligible for Bonus Flight Credits, subject to the terms and conditions of this Policy.

Eligibility

5. **Are tickets involving codeshare partners and Scoot eligible for Flight Credits and Bonus Flight Credits?**

Yes, as long as tickets are issued on 618 or 629.

6. **Are partially unused tickets eligible for Flight Credits and Bonus Flight Credits?**

Partially Unused Tickets are eligible for Flight Credits to support reissuance of the ticket with waiver of rebooking fees. Partially Unused Tickets are not eligible for Bonus Flight Credits.

7. **Are one-way tickets eligible for Flight Credits and Bonus Flight Credits?**

Yes.

8. **In the event a ticket is purchased with mixed cabin classes, what is the applicable Bonus Flight Credits quantum?**

For Bonus Flight Credits, each ticket is eligible for the full quantum of the Bonus Flight Credits based on the cabin class of the highest RBD in the ticket.

9. **Is my child / infant's ticket eligible for Bonus Flight Credits?**

Yes, if the full adult fare is charged for the ticket.

If a child/infant discount is applied to the Eligible Ticket, the ticket is not eligible for Bonus Flight Credits. However, the child/infant ticket value is still eligible for use as Flight Credits.

10. **How can a passenger use his Flight Credits from the ancillaries purchased with Singapore Airlines (i.e. seat purchases or additional baggage allowance)?**

Amounts paid for ancillaries are not eligible for Flight Credits. However, they will be proactively refunded upon conversion of ticket's value into Flight Credits (i.e. open ticket without associated PNR) or refund.

Using Flight Credits and Bonus Flight Credits

11. **What is the maximum number of trips a single ticket can be split into?**

A single totally unused ticket can be split for use for up to two tickets (i.e. used for 2 trips).

12. **Can Flight Credits be transferred?**

In the event a passenger is unable to travel by 31 Dec 2021, his Flight Credits cannot be transferred to another passenger. Please process a refund of the open ticket, subject to the terms and conditions of this Policy or the ticket's fare conditions.

13. **Can Flight Credits be combined?**

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No. Flight Credits from separate Eligible Tickets cannot be combined.

14. Can the Bonus Flight Credits be cashed out?

No. Bonus Flight Credits may not be exchanged for cash at all, during issuance, reissuance or refund.

15. What is RSVR EMD?

RSVR EMD is an EMD for Residual Value with RFIC = 'D' and RFISC = '996'.

16. How do I issue the RSVR EMD?

As steps to issue a RSVR EMD vary by GDS-es, kindly contact your GDS for assistance on entries required.

17. How can the passenger make use of the residual balance?

Travel Agents may assist passenger with the booking of a 2nd itinerary, and issuance of a NEW ticket. The RSVR EMD may then be sent for refund to "return" the utilized residual amount to the passenger.

18. What if there is still a residual balance after using part of its value for another ticket purchase (for example, if the RSVR EMD has a value of INR 5,000, but the passenger's NEW ticket only costs INR 2,000)?

Any residual balance from the RSVR EMD will be forfeited. This is effected by inserting the unused portion as a penalty fee during the refund of the RSVR EMD

In the above example, the residual balance of INR 3,000 will be forfeited. This is effected by refunding the INR 5,000 EMD with a penalty fee of INR 3,000, thus only effectively refunding the passenger INR 2,000.

19. Can the RSVR EMD be refunded?

The RSVR EMD may be refunded if a new ticket has been issued for the passenger's 2nd rebooked trip. Please refer to Section 2 on how this can be done.

Otherwise, the RSVR EMD cannot be refunded.

20. What is the validity of the issued RSVR EMD?

The RSVR EMD must be 'utilized' by the "rebooked travel by date" of this Policy. RSVR EMDs unutilized by then will expire and value will be forfeited.

21. Is the RSVR EMD transferrable?

No.

22. Are Eligible Tickets, which have already been rebooked with penalty fees, eligible for reimbursement of penalty fees?

No.

23. Are Eligible Tickets, which have already been rebooked, eligible for waiver of rebooking fees?

Reissued tickets which still meet the eligibility of this Policy are eligible for waiver of rebooking fees.

Otherwise, any subsequent change of these reissued tickets are subject to the fare conditions of the reissued tickets.

24. Are Eligible Tickets which have already been rebooked eligible for Bonus Flight Credits?

Reissued tickets which still meet the eligibility of this Policy are eligible for conversion to Flight Credits and be awarded with Bonus Flight Credits.

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However, Eligible Tickets which have been reissued to outside this Policy (i.e. for travel in December 2020) are not eligible for Bonus Flight Credits.

Refunds

25. Are all tickets eligible for full refund?

Yes, all Eligible Tickets under this policy are eligible for full refund, with waiver of cancellation fees.

26. Are non-refundable tickets eligible for full refund?

Yes, as long as the ticket meets the eligibility criteria of this Policy.

27. Are Eligible Tickets which have already been refunded with penalty fees eligible for reimbursement of penalty fees?

No

28. Are Eligible Tickets, which have already been rebooked, eligible for waiver of cancellation fees?

Reissued tickets which still meet the eligibility of this Policy are eligible for waiver of cancellation fees.

Otherwise, any subsequent cancellation of these reissued tickets are subject to the fare conditions of the reissued tickets.