

## SINGAPORE AIRLINES SIMPLIFIES ITS TRAVEL WAIVER POLICY

TRADE COMMUNICATIONS | EFF 11MAY.2020

新加坡航空. 退改签政策更新 – 业界通告/5 月 11 日版本,即日生效

### A. POLICY & CONDITIONS 政策和条件

#### GENERAL POLICY 一般政策

<b>Policy 政策</b>	<p>The Terms &amp; Conditions of the Covid-19 Global Travel Waiver Policy apply, and may be found on our website. Failure to adhere to this T&amp;Cs may result in an ADM.</p> <p>适用于所有与 Covid-19 疫情相关的全球旅行豁免政策及条款 (Covid-19 豁免政策), 具体信息也可查询新航网站。不遵守本政策及条款, 可能导致 ADM。</p>
<b>Eligibility 资格</b>	<p>1. This Covid-19 Global Travel Waiver Policy (“Policy”) applies to all 618 and 629 tickets that meet all of the following criteria: -</p> <p>本次 Covid-19 全球旅行豁免政策适用于符合以下所列标准的所有 SQ 618 和 MI 629 机票: -</p> <p>i. Issued on or before 15 March 2020</p> <p>2020 年 3 月 15 日或之前开票的机票;</p> <p>ii. For original travel commencing on or between 24 January 2020 and 30 June 2020;</p> <p>原定出行日期自 2020 年 1 月 24 日起至 2020 年 6 月 30 日止的机票;</p> <p>iii. Booked for travel on SIA, SilkAir or our codeshare partner airlines flights</p> <p>(referred to as “Eligible Ticket”).</p> <p>预订在新航/胜安或代码共享合作伙伴航司的航班.</p>

	<p>(符合如上所列, 简称“合格票”)</p> <p>2. This Policy shall also apply to: 本政策还适用于:</p> <p>i. tickets where the period of validity has expired;</p> <p>有效期届满的机票</p> <p>ii. 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”),</p> <p>as long as the ticket satisfies the conditions set out in paragraph 1 above.</p> <p>旅客已使用一个及以上的航段, 但未完成整个航班行程的客票(“部分未使用客票”); 同时, 只要机票符合上述第 1 点规定的条件。</p> <p>iii. tickets which have been impacted by flight cancellations due to Covid-19.</p> <p>因 COVID-19 疫情导致的航班取消, 并被影响的客票。</p> <p><b>*特别注意:</b></p> <p>1. 以上所列“合格票”将豁免任何 No-Show 费用.</p> <p>2. 以上所列“合格票”范围以外的客票, 并于 3 月 5 日至 6 月 30 日之间出票, 请参照后续附录 1. (全球免费改签政策)的规则进行处理.</p>
<b>Available Options</b>	A passenger holding an Eligible Ticket may cancel his existing booking, and choose from the following options, subject to the Terms &

<p><b>可选项</b></p>	<p>Conditions of this policy:</p> <p>持有合格机票的旅客可以取消其现有的预订，并根据本条款从以下选项中进行选择：</p> <ol style="list-style-type: none"> <li>1. Enjoy flexible rebooking with Flight Credits and receive Bonus Flight Credits of CNY360 to CNY2440 per ticket</li> </ol> <p>享受机票抵用金的灵活预订,每张机票可额外获得人民币 360-2440 元机票抵用金</p> <ol style="list-style-type: none"> <li>2. Refund the unused value of the ticket</li> </ol> <p>退还未使用票款</p>
<p><b>OPTION 1: ENJOY FLEXIBLE REBOOKING WITH FLIGHT CREDITS AND BONUS CREDITS</b></p> <p><b>选择 1：使用机票抵用金和额外抵用金,享受灵活的预订</b></p>	
<p><b>Key Features</b></p> <p><b>主要特点</b></p>	<ol style="list-style-type: none"> <li>1. Use Flight Credits to rebook up to 2 itineraries</li> </ol> <p>使用机票抵用金改期预订多达 2 个行程</p> <ol style="list-style-type: none"> <li>2. Apply Bonus Flight Credits during ticket reissuance</li> </ol> <p>重新出票时,享受额外机票抵用金</p>

<p><b>Conditions</b></p> <p><b>条件</b></p>	<p><b><u>Flight Credits 机票抵用金</u></b></p> <ol style="list-style-type: none"> <li>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.</li> </ol> <p>机票抵用金以留改机票形式保留，其价值相当于机票的未使用票价和税金。</p> <ol style="list-style-type: none"> <li>2. Flight Credits from an Eligible Ticket may be used to offset the ticket purchase (fare and taxes) of up to 2 rebooked itineraries.</li> </ol> <p>符合条件的机票抵用金可用于抵用最多 2 个改期行程的机票购买(票价和税费)。</p>
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3. Rebooked itineraries must have travel completion on/before 31 December 2021.

改期的行程必须在 2021 年 12 月 31 日及之前完成。

4. Flight Credits may be used for rebooking to any destination, RBD and flight dates, on any SQ, MI or codeshare flights.

机票抵用金可用于在任何 SQ/MI 或代码共享航班上重新预订任何目的地/订票舱位/航班日期。

5. Flight Credits may only be used on/before 31 December 2021.

机票抵用金仅限在 2021 年 12 月 31 日及之前使用。

6. Any unused Flight Credits shall expire on 31 December 2021, and is non-refundable.

任何未使用的机票抵用金将于 2021 年 12 月 31 日到期，并不可退还。

7. Flight Credits are non-combinable and non-transferrable.

机票抵用金是不可组合和不可转让的。

8. Where there is more than one passenger on a PNR, the Flight Credits shall be retained in the name of each individual passenger on the PNR, in the form of individual open tickets. 如果订票记录 PNR 上有一名以上的乘客，则应以 PNR 上单个乘客的名义，以留改机票的形式保留抵用金。

#### Bonus Flight Credits 额外机票抵用金

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 December 2021.

选择使用机票抵用金重新预订的乘客将获得额外抵用金，用于 2021 年 12 月 31 日及之前完成的改期旅行。

10. Bonus Flight Credits will be applicable to the first rebooked

itinerary only.

额外机票抵用金只适用于第一次改期预订的行程。

11. Bonus Flight Credits will be awarded based on the highest booked cabin class of the Eligible Ticket

将根据符合条件的机票预订的最高舱位等级，给予额外的机票抵用金

12. Bonus Flight Credits are strictly non-refundable.

额外机票抵用金将严格不允许退还。

13. The Bonus Credits per Eligible Ticket are as follows:

符合条件机票的额外机票抵用金，金额如下：

a. Economy Class: CNY360

经济舱：人民币 360 元

b. Premium Economy Class: CNY480

优选经济舱：人民币 480 元

c. Business Class: CNY970

公务舱：人民币 970 元

d. First / Suites: CNY2440

头等舱/套房：人民币 2440 元

14. The following tickets are not eligible for Bonus Flight Credits:

以下机票不适用于额外机票抵用金：

a. Tickets issued on child fares with child discount

儿童票，儿童折扣

- b. Tickets issued on infant fares with infant discount

婴儿票，婴儿折扣

- c. Partially Unused Tickets

部分未使用的机票

#### **Residual Flight Credits**

#### **残值机票抵用金**

15. Residual Flight Credits is retained in the form of an EMD (RSVR EMD: RFIC='D', RFISC= '996').

残值机票抵用金以残值 RSVR EMD 的形式保留 (RSVR EMD:RFIC='D',RFISC='996')

16. Residual Flight Credits are non-refundable unless otherwise permitted by this Policy.

除非另有规定，残值机票抵用金不予退还。

17. Residual Flight Credits are non-combinable and non-transferrable.

残值机票抵用金是不可组合和不可转让的。

**\*特别注意：**基于目前本地 GDS 中航信尚未开通残值 RSVR EMD 功能，所有相关如上所列残值机票抵用金请求，请代理人/旅行社直接邮件申请发送给新航中国区代理人热线进行操作；我们会在两个工作日内予以操作并答复。

#### **Application of Flight Credits and Bonus Flight Credits**

#### **机票抵用金和额外机票抵用金的使用**

Please see Appendix B for Application

具体请参见如下附录 B.应用部分

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.

在改期预订新行程时，应首先将额外机票抵用金(如适用)应用于新行程的总费用。

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 2<sup>nd</sup> flight itinerary. 如果保留的机票抵用金足以支付新行程的费用(或新行程的结余费用，如果适用额外机票抵用金)，新行程的全部费用(或新行程的全部结余费用，视情况而定)将从机票抵用金中扣除。任何剩余的机票抵用金("残值机票抵用金")可用于抵扣第二个改期行程的费用。

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.

如果以旅客名义保留的机票抵用金（连同任何适用的额外机票抵用金）不足以支付该旅客改期新行程的全部费用，旅客应支付新行程的补足费用部分。

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

	<p>cancellation fees) shall be applicable to that new ticket.</p> <p>使用机票抵用金(和额外机票抵用金, 如适用)重新预订新的航班行程时, 应开具新机票。所有新出机票的票价条款, 包括任何适用的改期费/退票条件/或取消费, 应适用于该新票。</p> <p><b>*特别注意:</b> 如上机票抵用金和额外抵用金的操作使用, 请代理人/旅行社直接手工计算票价并通过换开机票完成 (具体换开时的操作和代码输入, 请参见后续附录 B.项的相关应用); 任何问题, 或涉及残值 EMD 的开具, 请邮件联系新航中国区代理人热线; 我们会在两个工作日内予以答复。</p>
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OPTION 2: REFUND	
选择 2: 退票	
Conditions 条件	<ol style="list-style-type: none"> <li>Flight Credits from an Eligible Ticket, where fully unused or partially unused, whether refundable or non-refundable.  符合条件之机票, 不论未使用或部分未使用, 不论是否可退。</li> <li>Refund full unused fare and taxes of the ticket, with waiver of cancellation fees.  全额退还未使用航段的票价及税金, 免退票手续费。</li> <li>Full refund applies to any tickets impacted by Flight Cancellations due to COVID-19.  涉及到因 COVID-19 疫情而导致的航班取消的客票, 均可办理免费全退。</li> </ol>
Application 应用	<ol style="list-style-type: none"> <li>Retrieve open ticket and process refund  重新提取留改机票, 并办理退票手续</li> <li>Waive applicable cancellation fees  免除退票手续费</li> </ol>



	<p><b>*特别注意:</b></p> <ol style="list-style-type: none"> <li>1. 目前所有的代理退票均需要通过本地 ASD 系统提交.</li> <li>2. 请代理完整规范填写 ASD 退票申请, 包括勾选-所退航段/原票价金额/已使用金额/退款金额/待退税项明细等。如填写不完整, 退票申请将被驳回.</li> <li>3. 请注意: 退票手续费, 需准确填入“撤销罚金 CP”栏; 同时, 若有授权码, 也需准确填写.</li> </ol>
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## **B. APPLICATION OF FLIGHT CREDITS, BONUS FLIGHT CREDITS AND RESIDUAL FLIGHT CREDITS**

### **机票抵用金、额外机票抵用金和残值机票抵用金的应用**

#### **During Rebooking 改期操作:**

1. Create a new booking with the passenger's preferred itinerary, for travel completion on/before 31 December 2021.

使用乘客的首选行程创建新的预订, 此预定需在 2021 年 12 月 31 日及之前完成旅行。

2. Reissue the open ticket to the new itinerary, with the applicable Bonus Credits deducted from the fare.

根据新行程, 将留改机票重新出票, 并从票价中扣除适用的额外机票抵用金。

3. To determine whether to collect ADC or issue residual value EMD for residual balance, compare the new itinerary's fare against the original itinerary's fare plus bonus credit (example below is SGD 100).

改期时出现机票残值，判断需要收取价差 ADC 还是开具残值 EMD，请将新行程的票价与原始行程的票价加额外机票抵用金进行比较（以下示例为 100 新币）。

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- Scenario 1: Where the new itinerary is higher, adjust the fare and collect ADC
- 场景 1：如果新行程票价较高，则调整票价并收取价差 ADC

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- Scenario 2: Where the new itinerary fare is equivalent to original itinerary's fare plus bonus credit, reissue the ticket with no adjustment in fare
- 场景 2：如果新行程票价等于原行程票价加上额外机票抵用金，则在不调整票价的情况下重开机票

- Scenarios 3 & 4: Where new itinerary is lower, adjust the fare and issue a residual value EMD for the balance
- 场景 3 和 4：如果新行程票价较低，请联系新航中国区代理人热线换开机票并开具残值 EMD

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Scenario 场景	Original Itinerary Fare (SGD) 原行程票价 (新币)	1 <sup>st</sup> New Itinerary's Fare (SGD) 第一个新行程票价(新币)	Adjusted Fare (SGD) (Less Bonus Credit) 调整票价 (新币) (减去额外	Additional Collection (SGD) 额外收款 (新币)	Residual Value EMD (SGD) 残值 EMD(新币)
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				机票抵用金)		
1	<p>New fare is higher than original fare + bonus credit 新票价高于:原票价+额外抵用金</p> <p>i. Adjust fare 调整票价</p> <p>ii. Collect ADC 收取价差</p>	1,000	1,200	1,100	100	N/A 不适用
2	<p>New fare equals to original fare + bonus credit 新票价等于:原票价+额外抵用金</p> <p>i. Adjust fare 调整票价</p>	1,000	1,100	1,000	0	N/A 不适用
3	<p>New fare = Original fare 新票价等于原票价</p> <p>i. Adjust fare 调整票价</p> <p>ii. Issue residual value EMD for remaining</p> <p>开具残值 EMD</p>	1,000	1,000	900	0	100
4	<p>New Fare &lt; Original Fare + Bonus Credit 新票价低于:原票价+额外抵用金</p> <p>i. Adjust fare 调整票价</p> <p>ii. Issue residual value EMD for remaining</p>	1,000	800	700	0	300

	开具残值 EMD					
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4.Reissue ticket and waive rebooking fees.

重开新票，免收改期费。

5.Insert **COVID 19 CNY XXX** [Bonus Credit Quantum] into the endorsement box of the ticket.

将代码 **COVID 19 CNY XXX** [额外抵用金额度；如 CNY360] 输入机票的签注栏 endorsement box。

6.If there is a fare and/or tax increase, collect any additional collection.

如果有增加的机票费或税费，则收取相关额外费用。

7.If there is a fare and/or tax decrease, please approach our Sales Operations unit for assistance in rebooking and issuing the residual EMD.

如果票价或税费减少，请联系新航中国区代理人热线为任何剩余金额/残值部分开具残值 EMD

#### **During Rebooking of 2<sup>nd</sup> Trip (if applicable) 为第二个行程做预定(如适用)**

To utilise the Residual Flight Credits for a 2<sup>nd</sup> trip, Travel Agents will need to approach our Sales Operations unit for assistance. 请联系新航中国区代理人热线，使用残值机票抵用金(残值 EMD)进行第二个行程的预定及出票。

#### **C. FREQUENTLY ASKED QUESTIONS**

##### **常见问题**

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##### **General Policy 一般政策**

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

如果 Covid-19 的情况持续存在，新航是否会考虑延长机票抵用金的有效期？

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

我们将根据 Covid-19 的发展情况，继续审查和更新我们的旅行豁免政策，并随时通报最新情况。

**2. What are Flight Credits?**

什么是机票抵用金？

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.

为了让我们的客户在这个不确定的时期对于选择新航飞行更加安心，并允许他们在未来的改期预定等选择上有更大的灵活性，新加坡航空公司特别推出了此机票抵用金。

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 December 2021. In addition, they will get a one-time Bonus Flight Credit upon rebooking.

持有合格机票的客户可以取消其现有的航班预订，并保留其机票中未使用的票价和税费（“价值”）部分的全部价值作为机票抵用金。一旦确定了新的旅行计划，客户可以使用机票抵用金重新预订新的航班行程，并在 2021 年 12 月 31 日前完成飞行。此外，他们将获得一次性的额外机票抵用金，用于新的预订。

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

什么是额外机票抵用金？

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.

额外机票抵用金是奖励给那些利用其机票抵用金重新订票的乘客。额外机票抵用金是在改期预订时提供的，以新的行程票价的抵扣方式来提供。

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

我有一张符合资格的机票，但已过期。我能做什么？

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 December 2021. The

ticket will also be eligible for Bonus Flight Credits, subject to the terms and conditions of this Policy.

如果符合条件的票已过期，代理人/旅行社可继续手动补订并重开机票，只要重新预订的行程在 2021 年 12 月 31 日前完成。同时，根据本政策的条款，该机票也有资格获得额外机票抵用金。

## **Eligibility 资格**

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

涉及代码共享合作伙伴和 Scoot 的机票是否有资格获得机票抵用金和额外机票抵用金？

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

是的，只要是 618 或 629 的票本。

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

部分未使用的机票是否有资格获得机票抵用金和额外的机票抵用金？

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.

部分未使用的机票也有资格获得机票抵用金，以支持机票的重新预定，并免除改期手续费。但部分未使用的机票不能享受额外机票抵用金。

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

单程机票是否有资格获得机票抵用金和额外的机票抵用金？

Yes. 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.

是的，可以。对于额外机票抵用金，每张机票都有资格根据机票中最高订票舱等的客舱等级获得全额的额外机票抵用金。

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

我的儿童/婴儿机票是否有资格获得额外机票抵用金？

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

是的，如果是成人票价的话（儿童/婴儿折扣票价不可以）。

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.

如果是儿童/婴儿折扣的机票，则该机票不符合额外机票抵用金的条件。但是，儿童/婴儿机票价值仍有资格用作机票抵用金。

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

乘客如何使用从新加坡航空公司购买的辅营产品(即座位购买或额外行李额)中获得的机票抵用金?

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.

为辅营产品支付的金额不可转化为机票抵用金。在机票做取消留改(使用机票抵用金)或退票时, 此部分金额将被退还。

**10. Are passengers impacted by flight cancellations due to Covid-19 eligible for the benefits under this Policy?**

因为 COVID-19 疫情导致的航班取消, 而受到影响的乘客, 是否有资格享受该政策?

Yes, passengers who have been impacted by flight cancellations due to Covid-19 are eligible, even if the ticket issuance date and/or travel dates do not meet the criteria of this Policy.

Where passengers are impacted by flight cancellations, their tickets are automatically converted to an open ticket, with the unused value available for use as Flight Credits. They are further eligible for Bonus Flight Credits and the waiver of rebooking fees.

Should passengers decide not to travel, they can also opt for a full refund, with waiver of cancellation fees. This applies to non-refundable tickets too.

是的。因 COVID-19 疫情导致的航班取消, 而受到影响的乘客, 即使机票签发日期或旅行日期不符合本政策标准, 均可享受此政策。

当乘客受到航班取消的影响时, 机票会自动转换为开放机票, 机票未使用部分的全额价值将保留为机票抵用金。同时乘客还有资格获得额外的机票抵用金和免除改签手续费。

即使乘客最终决定取消旅行, 也可以选择全额退款, 并免除退票费用。此政策同样适用于不可退的机票。

## **Using Flight Credits and Bonus Flight Credits    使用机票抵用金和额外机票抵用金**

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

**最多可分为多少次行程或机票使用？**

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

一张完全未使用机票，最多可分为两张机票使用（即最多两次行程使用）

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

**机票抵用金可以转让吗？**

In the event a passenger is unable to travel by 31 December 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.

如果乘客在2021年12月31日前无法出行，其机票抵用金不能转让给其他乘客。请根据本条款或票价条件来办理退票手续。

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

**机票抵用金可以合并使用吗？**

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

不可以。来自于符合条件的单张机票的机票抵用金，不能合并使用。

### **14.Can the Bonus Flight Credits be cashed out?**

**额外机票抵用金可以兑换现金吗？**

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

不可以。在开票/重开/退票的整个过程中，额外机票抵用金是完全不能兑换现金的。

### **15.What is RSVR EMD?**

**什么是 RSVR EMD？**

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



RSVR EMD 是残值 EMD，包含 RFIC='D'，RFISC='996'。

#### **16.How do I issue the RSVR EMD?**

##### **如何开具残值 RSVR EMD？**

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

由于开具残值 RSVR EMD 的步骤因不同 GDS 而异，请联系相关 GDS 以获取所需信息及协助。(目前在中国大陆地区，GDS 中航信 1E 的相关功能尚未开通；我们在跟进此项目，并后续更新进程)

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

##### **旅客如何使用剩余机票余额？**

Travel Agents may approach our Sales Operations unit for assistance with the booking of a 2<sup>nd</sup> itinerary, and issuance of a new ticket against the residual value EMD.

代理人/旅行社需要联系新航中国区代理人热线， 通过使用残值 EMD 来协助旅客预订第二个行程，并开具新机票。

#### **18.What if there is still a residual balance after using part of its value for another ticket purchase?**

##### **如果用一部分价值再购票后仍有余款怎么办？**

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.

任何剩余的残值 RSVR EMD 余额将被没收。在使用残值 RSVR EMD 期间，将对未使用部分进行罚没。

#### **19.Can the RSVR EMD be refunded?**

**残值 RSVR EMD 可不可以退款？**

The RSVR EMD may be refunded subject to the terms & conditions of this Policy. Otherwise, it is strictly non-refundable.

仅可根据本条款使用 RSVR EMD。此残值 EMD 将严格不予退还。

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

**开具的残值 RSVR EMD 的有效期？**

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.

残值 RSVR EMD 必须按照此政策“按要求日期重新预订的旅行”规则来使用。届时未使用的残值 RSVR EMD 将过期并被没收。

## **21.Is the RSVR EMD transferrable?**

**残值 RSVR EMD 是否可转让？**

No. 不能。

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

在改期订票时已经收取相关手续费的符合资格机票，是否可以重新拿回相关手续费？

No. 不可以。

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

**已改期的符合资格的机票，在后续预订中，是否可以被免收改期手续费？**

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

可以；已重新出票的机票如仍符合本政策要求，仍可获豁免手续费。

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

否则，这些机票在任何后续的变更中均需要以重新预定的票价条件为准。

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

已重新预订的符合资格机票是否有资格获得额外机票抵用金？

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

重新预定的机票如果仍符合本政策规定,则有资格转换为机票抵用金,并可获得额外机票抵用金。

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.

但是，新开机票若不在本政策范围之内(如: 2020 年 12 月出行的机票),则不可享受额外机票抵用金。

### **Refunds 退款**

#### **25.Are all tickets eligible for full refund?**

所有的票都可以全额退票吗？

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

是的，根据本政策，所有符合条件的机票都可全额退款，并免除退票费。

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

不可退票的机票是否可以全额退票？

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

是的,可以; 只要机票符合本政策的相关要求。

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

已收取手续费办理退票的机票，是否可以退还手续费？

No. 不可以。

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

已被改期后的符合资格的机票，是否可以免收退票费？

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

重新预定的票如仍符合本规定，仍可豁免退票费。

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

否则，这些重新预定的机票的任何后续取消，均将以重新订票的票价条件为准收取费用。

附录 1： 新航 SQ/胜安 MI - 全球免费改签政策

1.	背景及相关航班	*特别免费改签政策,以保证旅客更安心的出行 *所有出票在新航胜安票本上的新航/胜安/酷航航班
2.	符合资格的机票	全球任何航点开具的新航/胜安机票
3.	相关机票出票期	2020 年 3 月 5 日 - 6 月 30 日
4.	相关航段	全球任意航段
5.	相关航班日期	2020 年 3 月 5 日之后
6.	退票	完全遵照票规 (注:退票仅限未使用航段)
6.1	是否豁免退票手续费	正常收取手续费,不豁免
7.	改期 *机票改期的时限	在原机票的有效期内,均可免费改期 (注:原机票开票日期之后的 12 个月内)
7.1	是否豁免改期手续费	豁免手续费;但若有价差仍需收取
8.	更改航线 *价差收取	更改航线时涉及的价差,仍需收取
8.1	是否豁免更改航线的手续费	豁免手续费;但若有价差仍需收取
*特别注明:本附录表格中涉及的航班及客票,若适用于“Covid-19 疫情相关的全球旅行豁免政策及条款”(Covid-19 豁免政策),则一切以“Covid-19 豁免政策”为准。		

## 附录 2: 新航中国区销售团队,致代理及客户的一封信

(也恳请代理同仁在和客人沟通时,能直接出示此信,协助新航客人优先选择改签及机票抵用金模式)

尊敬的代理伙伴, 亲爱的客户,

您好! 非常感谢您对新航的支持与厚爱。我们深知新冠疫情为乘客, 航空及旅游业带来了重大的影响, 所以我们非常感谢您在这段时间给予我们的耐心、理解和极大的支持。

面对前所未有的新冠疫情, 新加坡航空秉承着以最大限度保障乘客利益为前提的理念, 制定了符合监管要求的机票改签政策, 为将来还是有出行需求的乘客提供更多灵活性和保障。在此, 我们真诚地希望您能优先考虑改签机票, 在未来和我们一起共同飞行。

如果您的机票符合新航的《Covid-19 疫情相关的全球旅行豁免政策及条款 (Covid-19 豁免政策)》, 机票未使用部分的全额价值将保留为机票抵用金, 用于预订旅行日期在 2021 年 12 月 31 日及之前的行程。同时, 若您的机票完全未使用, 当您重新预订机票时, 我们会根据原机票行程舱位等级的不同, 为您提供人民币 360 元至 2440 元不等的额外机票抵用金。您无需为此办理任何手续。

若您暂时没有出行计划, 您可以先将机票未使用部分的全额价值保留为机票抵用金, 等到有出行计划时才申请改签。如果您最终还是无法在 2021 年 12 月 31 日前完成新的行程, 这张机票仍能做退票处理, 请不用担心。

但如果您依然希望申请退票, 针对符合退票条件的机票, 我们也会着手处理。我们完全理解您的焦虑与不安, 由于目前处理的订单较多, 退款时间会有所延迟, 希望能够得到您更多的理解和耐心。

目前的疫情情况正在好转, 我们和您一起在期盼风雨尽快过去, 同时也期盼能为您在后续的旅程中继续提供我们引以为荣的全球最佳服务和精致飞行产品。而这一切, 都有

赖于您对我们的信任和支持，因此我们诚挚希望您能首选改签及领取机票抵用金的方式，让我们最大程度的留住为您提供更好服务的机会。

再次感谢您的耐心、理解与支持。当疫情得到控制的时候，请相信我们一定会做好准备，迎接您搭乘我们的航班，并再次为您提供您所期望和熟悉的卓越服务。

代表新航，再次致以由衷的谢意！

此致。

- 新航中国区销售团队, 于 5 月 11 日