

SINGAPORE AIRLINES SIMPLIFIES ITS TRAVEL WAIVER POLICY

SNAP MESSAGE TO TA PAXS | COMMS 21 MAY 2020

新加坡航空. SNAP 消息发送给客人的业界通告 (5月20日版本)

各位尊敬的新航 SQ 及胜安 MI 中国区代理人/旅行社伙伴,

由于 Covid-19 疫情造成严格的边境管制和旅行限制, 导致了航旅业的许多不确定因素。因此, 航空公司需要频繁调整旅行政策和航班计划以适应这些变动。新加坡航空也不例外。并如您所知, 截至 2020 年 6 月 30 日, 我们已经取消并仍在计划取消大量的航班。

与此相应, 我们认为, 为乘客们提供最新的旅行政策信息至关重要。这样可以避免乘客致电航空公司或旅行社/代理商进行询问时, 所产生的任何不理解或沟通有误。

因此, 基于上述原则, 我们将及时通过 SNAP 系统(新航客服联络系统)向客人直接发送信息(手机短信或电邮); 以便通知那些会被航班取消计划所影响的乘客*(出行期至 2020 年 6 月 30 日前), 方便他们决定是否继续出行或改期。

SNAP 消息还将清楚地要求乘客直接与票务代理商/旅行社沟通, 以了解更多新航提供的客票退改签选项信息(如机票抵用金/免费改签/退票等), 并寻求进一步的票务协助。

我们将根据从预订记录 PNR 中获取的乘客联系信息, 直接发送 SNAP 消息。因此, 若留在 PNR 中的联系信息是代理商/旅行社的人员, 那么此人员将会收到大量的 SNAP 消息; 在此, 也恳请理解。

在此特殊时期, 由于 Covid-19 疫情的原因, 我们也收到了大量来自政府监管机构的旅客信息追踪请求(要求航司提供乘客本人详细联系信息)。这些请求通常需要及时回复, 以帮助政府当局快速遏制病毒的传播。因此, 我们也特别提请业界同仁的注意与配合 —— 请务必在票务预订时准确输入乘客本人的联系信息。同时这也是民航总局的明文规定; 与此相关的具体操作与要求, 请参考我们之前发布在中航信系统中的‘新航业界通告 – 关于加强旅客订票信息完整性及准确性的通知 (3月12日版)’。

在此, 由衷感谢各位业界同仁一直以来给予新航集团的大力支持与配合。也请大家注意防范, 保持健康。

(*请注意: 在 BSP ASD 系统中等待退票的客票由于仍处在 OPEN 状态, 相关客人也会收到 SNAP 消息通知)

Dear Travel Partner,

The current predicament arising out of Covid-19 has resulted in a lot of uncertainties in the travel industry with tightened border controls and travel restrictions. Airlines have thus been required to make frequent changes to travel policies to accommodate these developments. Singapore Airlines is no exception. As you may be aware, we have cancelled, and plan to cancel, a significant number of flights up to 30 June 2020.

Accordingly, we feel it is of utmost importance to provide our mutual customers accurate and up-to-date information concerning our latest travel policy. This is to avoid any potential confusion which may result in clarificatory calls being made by our passengers to the airline and our travel agency partners.

We will therefore be sending a SNAP (Successfully Notifying Affected Passengers) message with the above intention in mind, to notify customers* whose flights fall within the affected period of planned cancellations i.e. up to 30 June 2020, of the options available to them, should they decide not to proceed with their travel.

The SNAP message will also clearly state our request to passengers to speak with their travel agent to find out more about the options available to them, and for further assistance.

The SNAP Message will be sent based on the passenger contact information captured in the PNR. Accordingly, we seek your understanding as you may receive a significant influx of SNAP messages if the passenger contact information field in the PNR has been updated with your contact information.

In these unprecedented times, we have also seen an increase in contact tracing requests (requesting for passenger details including contact information) received from the regulatory authorities due to the Covid-19 pandemic. These requests often need to be responded to in a timely manner, to aid the authorities in their efforts to contain the spread of the virus. We would therefore like to encourage the inclusion of passengers' contact information in the PNR.

As always, we are grateful for your unwavering support. Please stay safe and healthy.

*Note: Tickets pending BSP_ASD refund processing will be included since the ticket coupon status is still OPEN