

PSM 19-2020

Issued on 2 March 2022

\*Please note PSM192020 will run parallel with PSM202020

Dear Business Partner,

## CHANGE FEE WAIVER GUIDELINES

Please find below our wavier guidelines on all itineraries:

1	Background Event and Affected Flights	Complimentary date change to support SQ Sales in view of Covid-19 impact on travel sentiments  All SQ/TR fares issued on SQ tickets
2	Eligible For Waiver	SQ tickets issued worldwide
3	Applicable Ticket Issuance Date	5 March 2020 – <b>31 May 2022</b>
4	Travel to/ from	All travel itineraries
5	Applicable Flight Date(s)	5 March 2020 onwards
6	Number of FOC booking changes allowed, <u>depending on when change is requested</u>	On or before <b>31 May 2022</b> : Unlimited complimentary rebooking After <b>31 May 2022</b> : One-time complimentary rebooking
7	Latest ticket issue date of rebooked itinerary	On or before expiry date of ticket (12 months from ticket issue date)
8	Waive applicable Ticketing Fees (Re-booking)	Flights: Yes, but ADC applies if there are any fare difference.  Ancillaries: No penalties nor ADC applied.
9	Fare Top Ups for Re-routing	Fare top-ups, where applicable, will apply for any other re-routings.  Ancillaries: EMDs will be refunded without penalties. Ancillary to be re-purchased for new itinerary, if needed.
9.1	Waive applicable Ticketing Fees (Re-routing)	Yes, but ADC applies if there are any fare difference  Ancillaries: EMDs will be refunded without penalties.
10	Refunds	<b>Voluntary:</b> Per fare conditions of the ticket.  For ancillaries, no refunds allowed for voluntary changes. (Eg: pax previously purchased ancillaries, but no longer wish to have it. No refund will be accorded.)  <b>Involuntary:</b> For flight cancellations or refunds due to medical (i.e. tested positive for Covid19 and cannot travel), cancellation fees to be waived.  For ancillaries, refunds allowed without penalties.

		<i>Note: Refund is applicable only for unutilised portion(s) of the ticket</i>
10.1	Waive applicable Ticketing Fees (Refunds)	No

Please input “**PSM192020**” to reissue or refund when ticket meets requirements above.

If you require local support, kindly contact [HK\\_Sales@singaporeair.com.sg](mailto:HK_Sales@singaporeair.com.sg)

Thank you for your attention.

Yours sincerely,



Edmond Chiu

Passenger Sales Manager