



NOTICE TO PASSENGERS AFFECTED BY UK AIRSPACE CLOSURE

The volcanic ash cloud is considered an extraordinary circumstance and as such, beyond the control of Singapore Airlines. Nevertheless, we understand that during the disruption many of our customers would have incurred both hotel accommodation and other expenses, while being stranded in countries, at which they are non-residents.

As a gesture of goodwill, Singapore Airlines will be offering those passengers stranded in countries where they are non-residents, support towards such hotel accommodation costs incurred as well as reimbursement of reasonable expenses. The level of this amount is subject to the country you were stranded in and will be applicable from the date of your original departure, up to a maximum of six nights.

Please send complete the official claim form and send this to:

**Singapore Airlines
EU Airspace Closure Hotel Accommodation Claim
3rd Floor,
29 Dawson Street,
Dublin 2
Ireland**

Please attach all original receipts to your claim form.

We regret that we will not be able to process claims that are sent via email, or those with missing original receipts.

We recognise that this has been an anxious and stressful period for you, and we thank you for your understanding during this difficult time.

APPLICATION FOR REIMBURSEMENT OF EXPENSES INCURRED DUE TO EUROPEAN AIRSPACE CLOSURE

A. Claimant Details

Name :

NRIC / Passport Number :

Krisflyer Number (if any) :

Correspondence Address :

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Post Code:

Contact Numbers : (HP) (O)

Email Address :

B. Travel Details

Original Flight / Date : SQ Date:

Original Sector / Class : Class:

Rescheduled Flight / Date : SQ Date:

Rescheduled Sector / Class : Class:

Ticket Number(s) :

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Total Number of Passengers :

Notes:

- 1) Please complete Section C - Receipts Details
- 2) Please send the completed application form together with the original receipts* to:

Singapore Airlines
EU Airspace Closure Hotel Accommodation Claim
3rd Floor,
29 Dawson Street,
Dublin 2
Ireland

- 3) Singapore Airlines will contact you within 4 weeks upon receiving your application form and original receipts.

* Original receipts will be retained by Singapore Airlines

