2014 REFERENCE SHEET

The world's most awarded airline

Singapore Airlines (SQ) is one of the world's leading airlines, providing the best in long haul travel. With the latest onboard products and a dedication to providing excellent inflight experiences, customer service is at the heart of all that we do.

We are a luxurious, full service airline, flying 4x daily from London Heathrow, and daily from Manchester. Out of the UK we make use of both 777-300ERs and A380s.

Our most popular destinations are Australia, New Zealand, South East and mainland Asia - including of course Singapore. We have an excellent network, which includes our regional, full service carrier SilkAir (MI).

Luxury Travel with Singapore Airlines





Customers can rest, work or play in the world's widest Business Class seats.

Comfort

All of our seats are forward facing and premium cabins have a 1-2-1 seat configuration, providing aisle access for all passengers. Meanwhile in Suites, customers even have their own private cabin.

SQ has the widest Business Class seats in the air, made using real Scottish leather & converting into a fully flat bed.

In Economy, we are ranked #1 for legroom by Business Traveller - making sleep easier & helping customers arrive more refreshed.



Luxury Dining

Our generous catering is to the highest standard, with Business, First & Suites Class benefiting from meals designed by our International Culinary Panel of celebrity chefs.

Our beverage selection is second to none, with wines curated by an expert wine panel and onboard sommeliers.

In premium cabins, customers can pre book their meals with our Book the Cook service.* We can also cater to a range of special dietary requirements, in all cabins.



*Select destinations only

Customer Service

Personified since 1972 by our world renown symbol of Asian hospitality, the Singapore Girl, customer service is at the heart of Singapore Airlines.

Our cabin crew receive significantly more training than other airlines', including specifically how to deal with children & infants, and those with a fear of flying.

As a result, Singapore Airlines has won a vast number of awards across the world, including recently being rated the joint best airline by Which? and the best long-haul airline by the Telegraph.



Innovation

SQ is known for being at the forefront of technology and innovation.

We were the first airline to provide free headsets, a choice of meals in economy, complimentary drinks, inflight phones and on demand entertainment in all cabins.

More recently, we were the first to fly the spacious A380, and have just launched our brand new cabins, which include the most advanced inflight entertainment system in the world, with touchscreen capabilities across all classes.



Singapore Airlines: Key Information

UK FLIGHTS (SUMMER TIMETABLE)*

Outbound

London Heathrow (4x daily to Singapore & beyond)

Flight Number	Departs	Arrives	Travel Time
SQ317	11:30	07:20 (+1 day)	12hrs 50mins
SQ305	13:35	09:25 (+1 day)	
SQ319	20:40	16:30 (+1 day)	
SQ321	22:05	17:55 (+1 day)	

Inbound

Return from Singapore Changi (4x daily)

Flight Number	Departs	Arrives	Travel Time
SQ306	01:10	07:35	13hrs 25mins
SQ308	09:05	15:30	13hrs 25mins
SQ318	12:45	19:05	13hrs 20mins
SQ322	23:30	05:55 (+1 day)	13hrs 25mins

Manchester (daily via Munich to Singapore & beyond)

Flight Number	Departs	Arrives	Travel Time
SQ327	09:10	12:15 (MUC)	15hrs
	13:25	07:10 (+1 day)	

Return from Singapore Changi (daily via Munich)

Flight Number	Departs	Arrives	Travel Time
SQ328	23:10	05:35 (+1 day)	15hrs 40mins
	06:35 (MUC)	07:50	

**Please check the GDS for up to date timings.*

Singapore's Changi Airport



Changi is the perfect transit point, routinely winning awards as the world's Best Airport. It boasts unique features such as cinemas, a swimming pool and even a butterfly garden.

For those transiting for 5+ hours there are free city tours, whilst within the airport customers can enjoy extensive shopping & dining, free Wi-Fi, kids' playgrounds & a variety of rest areas. And as part of the Changi Transit Programme, until 30th September customers can claim a SGD40 shopping voucher.

Singapore Airlines' customers also receive significant discounts both in Changi and Singapore, simply by showing their boarding pass.

Singapore Stopover Holiday

Customers can purchase a Singapore Stopover Holiday (SSH) package, which provides highly competitive hotel rates, complimentary airport transfers and free entry to over 15 of Singapore's best attractions (worth over £150).

OUR NETWORK

Singapore Airlines flies to more than 60 destinations in over 30 countries, with excellent connectivity to and from Singapore. This includes flights with our regional, full service airline SilkAir, which connects to more than 30 cities in Asia.

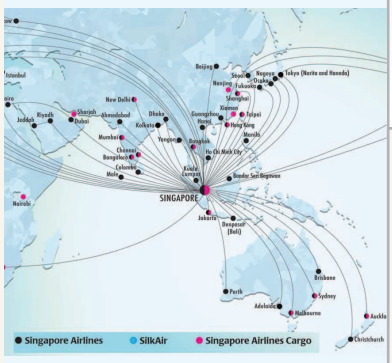
We also have over 40 domestic add-on destinations in Australia in conjunction with Virgin Australia, as well as extensive codeshares with our Star Alliance Partners. And customers in the Southwest of England and South Wales can now add train tickets to and from Heathrow to their itinerary, as part of our new Rail-Fly partnership with First Great Western & Heathrow Express.

POPULAR DESTINATIONS

South West Pacific	Asia
Auckland	Bali
Brisbane	Beijing
Perth	Hanoi
Sydney	Hong Kong







OUR CABINS (EX-UK)

SUITES (A380 ONLY)

- Private, luxury cabin to yourself.
- 81" seat pitch, 35" wide.
- Converts into 78" long bed.
- 23" widescreen LCD.
- Option to pre-book meals ('Book the Cook').
- 50kg baggage allowance.





FIRST (777-300ER ONLY)

- 67" seat pitch, 35" wide.
- Converts into an 82" long bed.
- 24" widescreen LCD.
- Option to pre-book meals ('Book the Cook').
- 50kg baggage allowance.





BUSINESS*

- 51" seat pitch, 28" wide.
- Converts into a 78" long bed.
- 18" widescreen LCD.
- Option to pre-book meals ('Book the Cook').
- 40kg baggage allowance.





ECONOMY*

- 32" seat pitch, 18.6" wide.
- 11.1" LCD screen.
- Generous, complimentary meals and refreshments.
- 30kg baggage allowance.
- Extra spacious 3-3-3 seat configuration on the 777-300ER.





**Seat dimensions vary slightly by aircraft.*

BOOKING INFORMATION

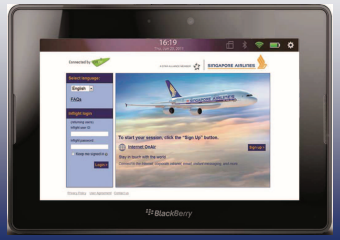
NETWORK

- Intra-Asia sector fares for multiple side trips in South East Asia, combinable with SQ long-haul ticket.
- Extensive Australia & New Zealand add-on fares with Virgin Australia (VA), all available on CAT35.
- Star Alliance round the world (RTW) fares, 4 mileage levels, minimum 3 stopovers, up to 5 stopovers in USA.
- Great Escapade RTW with NZ & VS: 29,000 miles, unlimited stopovers. Each location only once (except transits), cross Pacific and Atlantic only once each.

RESERVATIONS

- Fare rules & conditions governed by lowest RBD in itinerary. Date of ticket issue governs fare, taxes & fees.
- One way outbounds at 60% fare of return (one way inbounds not permitted).
- V class promotional fares changeable by upsell to next fare level (from point of origin).
- KrisFlyer FFP mileage fully accruable for all market fares.
- Extra legroom seating bookable online, USD40/60 per sector. Conditions apply for emergency exit rows.

Learn more online at
www.singaporeair.com/sqagents

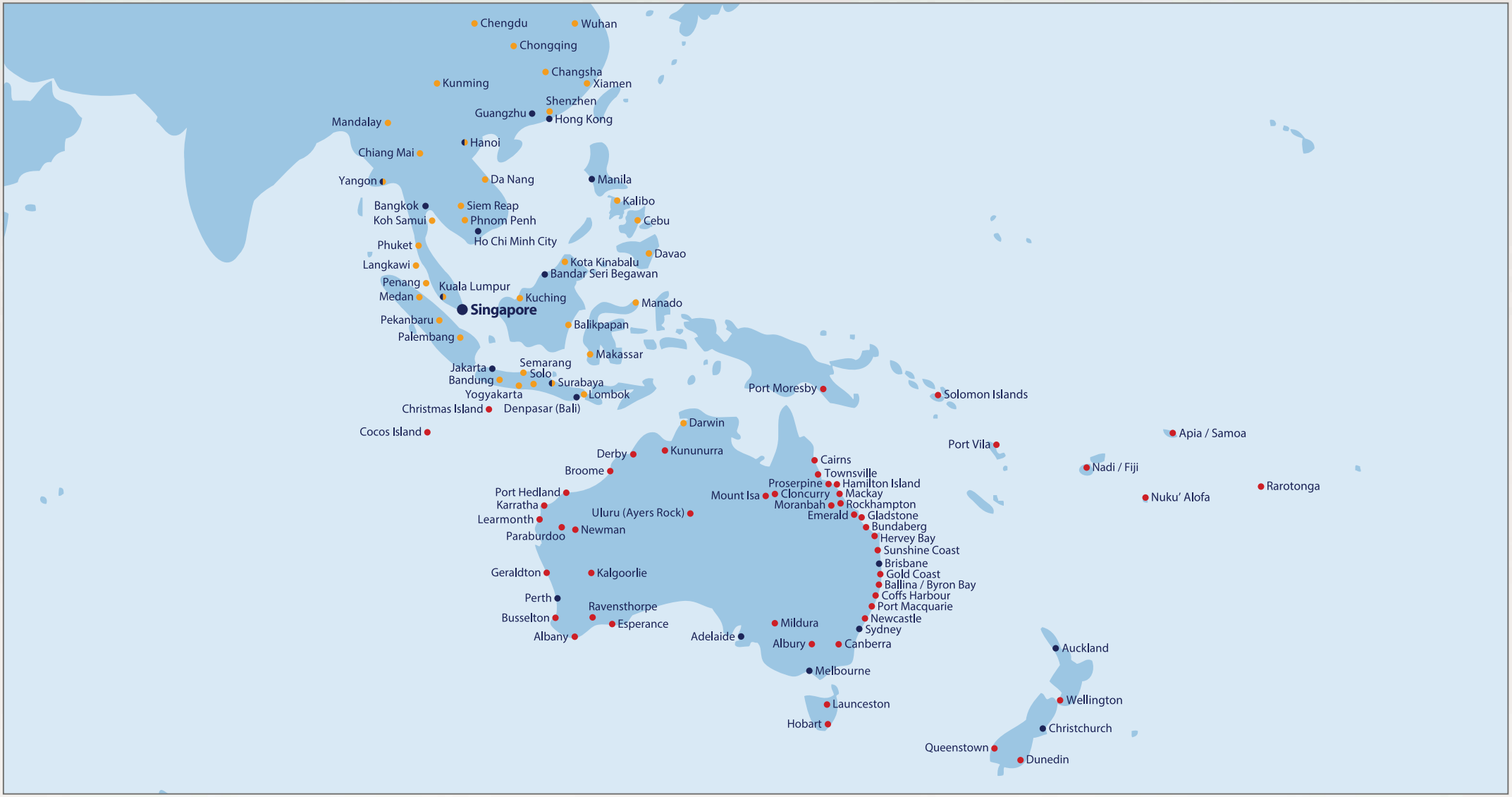


Travel Agents' Website: www.singaporeair.com/sqagents
Train Add-ons Information: Rail-Fly.com
Email: uk_sales@singaporeair.com.sg Tel: 020 8563 6722 (9am – 5:30pm)
For Name Ammendments: uk_tradesupport@singaporeair.com.sg
Reservations: 0871 200 8088 (24/7)

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A STAR ALLIANCE MEMBER

Virgin australia