



**SINGAPORE
AIRLINES**

TRAVEL WITH CONFIDENCE KIT

Australia

Health & Safety Measures, Network Updates, Commercial Policy

16 March 2021

TRAVEL ADVISORY

TAKING OUR CUSTOMERS TO THE SKIES AGAIN

The world is slowly reopening. As our passengers prepare to travel once again, we will be increasing the number of destinations that will be covered by our passenger network, as well as the frequencies on some existing services.

We will continue to work closely with the relevant regulators and authorities as travel restrictions are relaxed and adjust our capacity to support the demand for international air travel.





TRAVEL HAS CHANGED, BUT OUR COMMITMENT TO YOU HAS NOT



Travel Advisory



Global Waiver and
Complimentary Rebooking
Policy



Health and Safety
Precautions



KRISFLYER

KrisFlyer and PPS
Members



Current Global Network



Customer Care and
Support Links

TRAVEL ADVISORY

Singapore Airlines & Scoot Operational Routes

For departures from Australia, passengers are permitted to fly anywhere on the current Singapore Airlines and Scoot network schedule, subject to applicable government approvals. Australian inbound travel must originate from one of the approved transit cities within the regions below.

SOUTH WEST PACIFIC #



EUROPE



WEST ASIA & AFRICA



THE AMERICAS



SOUTH EAST ASIA



NORTH ASIA+



SOUTH ASIA



[CLICK HERE FOR MORE DETAILS ON TRANSIT FLIGHTS THROUGH SINGAPORE >](#)

Inbound passenger flights into Melbourne will be temporarily suspended from 23 Feb 2021 to 27 Mar 2021. Melbourne to Singapore passenger flights will continue to operate per minimum schedule. Please note Australians must be granted approval to travel as per Federal Government policy.

+ Transfers to Mainland China are currently not allowed.



TRAVEL ADVISORY

Travel information by destination

Singaporeair.com features a travel advisory tool to view the latest entry requirements, regulations, and exemptions for your preferred destination singaporeair.com/en_UK/au/travel-info/covid-19/

For all other destinations

You can view the latest travel regulations for your destination below. You should also check with relevant local authorities for additional guidance before you plan your trip.

Travellers departing from Singapore, and flying to a destination which requires them to produce a negative Covid-19 PCR test result prior to entry, may apply for the pre-departure test [here](#).

For travellers departing from other countries, and are required to undertake the Covid-19 PCR test as a condition of entry for their planned destination, please refer [here](#).

Where are you planning to go

Check the current entry restrictions, exemptions, and requirements for your destination.

Destination country/region

Singapore

Passenger's nationality (optional)

Australia

VIEW REGULATIONS

TRAVEL REGULATIONS FOR Singapore

Border measures

Partially Restrictive

Entry restrictions

All travellers entering Singapore must comply with Singapore's public health and Immigration requirements as specified by the Immigration and Checkpoints Authority on its website at safetravel.ica.gov.sg.

Residents of Singapore



Citizens and Permanent Residents of Singapore are eligible to enter Singapore. Permanent residents must present a [valid re-entry permit](#) during check-in to enter Singapore.

Long-Term Pass / In-Principle Approval Holders

Long-Term Pass and In-Principle Approval (IPA) holders must obtain permission for entry from the relevant agencies before they travel to Singapore.

- Long-Term Visit Pass (LTVP) holders, including those with in-principle approval (IPA), must seek approval from the Immigration and Checkpoints Authority (ICA)
- Student's Pass (STP) and IPA for STP (issued by ICA): Ministry of Education's permission must be obtained by submitting the application to the respective educational institutions.

[CHECK THE CURRENT ENTRY REQUIREMENTS FOR YOUR DESTINATION >](#)

TRAVEL ADVISORY

Travel information by destination

Find out if we will be flying to your preferred destination in the next 30 days. Subscribe to receive updates on the latest travel information at [Singaporeair.com/plantravel](https://singaporeair.com/plantravel)

Travel information by destination

Find out if we'll be flying to your preferred destination in the next 30 days, and view the latest travel advisories. You can also subscribe to receive travel updates.

Where are you planning to go?

From Sydney SYD	To Singapore SIN	SUBMIT
---------------------------	----------------------------	---------------

If you're redeeming your KrisFlyer miles, search for award flights instead as you may be able to fly to more destinations through our partner airlines.

✔ We are currently operating flights from Sydney (SYD) to Singapore (SIN) for essential travel. [View flight schedule](#) | [Search fares](#)

However, you are responsible for ensuring that you meet all requirements to enter your destination at your time of arrival. You may also have to meet quarantine requirements upon your return. Leisure travel should be avoided.

Please note that due to ongoing COVID-19 restrictions, Australian citizens and permanent residents are unable to travel overseas without a valid exemption. Further information about these restrictions can be found on the Australian Government Department of Home Affairs website [here](#).

Travel regulations for Singapore

 Border measures  Partially Restrictive



Receive travel updates for travel from Sydney

Get travel and fare updates when your preferred destinations start welcoming tourists again, and quarantine on arrival is not required.

Select up to six destinations below

City 1 Singapore	+ Add another city
First/given name	Last/family name
Email address	Country/Region Australia

☐ I would like to receive travel and fare updates for my selected destinations

☐ I would like to receive other promotional emails from Singapore Airlines Group ©

By subscribing, you accept the terms of Singapore Airlines' [Privacy Policy](#), and confirm that you are at least 16 years of age.

SUBSCRIBE

[CLICK HERE TO SUBSCRIBE TO TRAVEL INFORMATION BY DESTINATION >](#)



TRAVEL ADVISORY

Eligibility for entering and transiting through Singapore



Singapore Citizens and Permanent Residents

The Singapore border remains open to all Singapore citizens and permanent residents. All citizens and permanent residents returning to Singapore are required to take a COVID-19 PCR test upon arrival into Changi Airport.

Long-Term Pass / In-Principle Approval Holders

Long-Term Pass and In-Principle Approval (IPA) holders must obtain permission for entry from the relevant agencies before they travel to Singapore.

- Long-Term Visit Pass (LTVP) holders, including those with in-principle approval (IPA), must seek approval from the [Immigration and Checkpoints Authority \(ICA\)](#)
- Student's Pass (STP) and IPA for STP (issued by ICA): Ministry of Education's permission must be obtained by submitting the application to the respective educational institutions.
- Work Pass holders, including dependents and those with in-principle approval (IPA), must seek approval from the [Ministry of Manpower](#).

All Long-Term Pass and IPA holders with travel history to the UK or SA in the last 14 days (including any transits) ***will not be allowed to enter or transit through Singapore.***



Short-term visitors

All Australians can now apply for an Air Travel Pass for entry into Singapore. A single-entry Air Travel Pass (ATP) can be applied at <https://safetravel.ica.gov.sg>. Singapore has safe travel arrangements with selected countries. Eligible short-term visitors can apply to enter Singapore under the following schemes:

SAFE TRAVEL LANES

Reciprocal Green Lanes for Business and Official Travel

Singapore has established Reciprocal Green Lanes (RGL) to facilitate short-term essential business and official travel arrangements with select countries and regions.

The Connect@Singapore

[The Connect@Singapore](#) is a new travel lane to facilitate essential global business exchanges, allowing limited number of businesses to enter Singapore for short-term stay of up to 14 days in appointed facilities. Travelers under this scheme will be able to conduct meetings with local visitors and other traveler groups within the appointed facility.

Air Travel Pass

The Air Travel Pass (ATP) is eligible for short-term visitors departing from selected countries and regions to seek entry into Singapore. Application is free of charge.

[CLICK HERE FOR MORE DETAILS ON SINGAPORE'S SAFE TRAVEL LANES >](#)

[CLICK HERE TO VIEW THE SINGAPORE GOVERNMENT'S LATEST BORDER MEASURES >](#)

TRAVEL ADVISORY

Singapore Entry Requirements & Air Travel Pass (ATP)

Requirements for all travellers entering Singapore

Including citizens, permanent residents, long-term pass holders, and short-term visitors.



Pre-book and pay for your arrival [COVID-19 test](#). Only travellers aged 12 and below (based on calendar year) are exempted.



Submit your [SG Arrival Card](#) within 3 days before your arrival to declare your health status and accommodation where you will self-isolate while awaiting your COVID-19 test results.

Additional requirements for Singapore long-term pass holders only

Not applicable to Singapore citizens, permanent residents, and long-term pass holders.



Obtain entry approval from [relevant Singapore government authorities](#). You will be required to present your approval letter of entry upon your arrival.

Additional requirements for short-term visitors only

Not applicable to Singapore citizens, permanent residents, and long-term pass holders.



- Book a direct flight to Singapore.
- Ensure that you have not travelled out of your country of departure 14 days before entering Singapore.
- Apply for an [Air Travel Pass \(ATP\)](#) between 7 and 30 days before entering Singapore
- Obtain a visa ([if necessary](#)) after you have received your ATP approval. If you have a valid visa that was previously suspended due to COVID-19, you do not have to re-apply.
- Download the [TraceTogether](#) contact tracing app.
- Secure your booking at a non-residential, ensuite accommodation where you will await your COVID-19 test results. This may take up to 48 hours. [View hotel options.](#)
- Get tested for COVID-19 upon arrival. Passengers must self-isolate for up to 48 hours until a negative test result is received.

As the COVID-19 situation continues to evolve, [entry requirements](#) into Singapore may change at short notice. Before you fly, always check [safetravel.ica.gov.sg](#) for the latest requirements for Air Travel Pass holders for your country.

- All travellers (except Singapore citizens and permanent residents) with travel history to the United Kingdom or South Africa in the last 14 days **will not be allowed to enter or transit through Singapore** (excluding same plane services).

TRAVEL ADVISORY

Singapore's Reciprocal Green Lanes (RGL)*

Singapore has established Reciprocal Green Lanes (RGL) to facilitate short-term essential business and official travel arrangements with select countries and regions including the below:

BRUNEI



CHINA



GERMANY



INDONESIA



JAPAN



MALAYSIA



SOUTH KOREA



[CLICK HERE TO VIEW RECIPROCAL GREEN LANE REQUIREMENTS AND APPLICATION PROCESS >](#)

*Reciprocal Green Lanes are temporarily suspended between Singapore and Brunei, Germany, Indonesia, Japan, Malaysia, and South Korea.



TRAVEL ADVISORY

Singapore's Air Travel Bubble (ATB)

The launch of the Singapore and Hong Kong Air Travel Bubble (ATB) has been deferred until further notice. This is to safeguard public health in both cities as well as travellers' health. Singapore citizens, permanent residents, and long-term pass holders can still travel from Hong Kong to Singapore on non-designated ATB flights. However, travellers will be subject to the health measures upon entry into Singapore.

HONG KONG*



[CLICK HERE TO VIEW THE LATEST SAFE TRAVEL LANES >](#)



TRAVEL ADVISORY

Transfers from other airlines

Singapore Airlines Interline Agreements:



Lufthansa and Swiss International Air Line

- Lufthansa and Swiss International Air passengers from Frankfurt and Zurich may transit to Singapore Airlines and SilkAir flights in Singapore
- Singapore Airlines and SilkAir passengers may transit to Lufthansa and Swiss International Air to Frankfurt and Zurich in Singapore
- Scoot is not included
- All other existing transit restrictions still apply



Garuda Indonesia

- Singapore Airlines and SilkAir passengers may transit onto Garuda Indonesia (Jakarta, Surabaya) in Singapore
- All other transit restrictions (such as 3rd country and approved transit routes are still applicable)
- Passengers on Scoot operated flight into Singapore, may not transit to Garuda Indonesia
- Garuda Indonesia passengers will also be allowed to transit to Singapore Airlines and SilkAir flights (existing transit limitations will apply, e.g. no transit to China)



Air France and KLM Royal Dutch Airlines

- Singapore Airlines and SilkAir passengers may transit onto Air France and KLM Royal Dutch Airlines (Paris, Amsterdam) in Singapore
- All other transit restrictions (such as 3rd country and approved transit routes are still applicable)
- Passengers on Scoot operated flight into Singapore, may not transit to Air France
- Air France passengers will also be allowed to transit to Singapore Airlines and SilkAir flights (existing transit limitations will apply, e.g. no transit to China)



Air Niugini

- Singapore Airlines and SilkAir passengers may transit onto Air Niugini in Singapore
- All other transit restrictions (such as 3rd country and approved transit routes are still applicable)
- Passengers on Scoot operated flight into Singapore, may not transit to Air Niugini
- Air Niugini passengers will also be allowed to transit to Singapore Airlines and SilkAir flights (existing transit limitations will apply, e.g. no transit to China)

GLOBAL WAIVER POLICY*

BOOK WITH GREATER FLEXIBILITY, FLY WITH CONFIDENCE

Many of our customers have had their travel plans disrupted by the COVID-19 outbreak. We have therefore further enhanced our [Global Travel Waiver Policy](#) to provide you with more flexible options to suit your needs.

New customers, who book by 30 June 2021, can also enjoy greater flexibility and assurance when booking new travel plans with us. In view of the exceptional circumstances caused by COVID-19, we will offer **Complimentary Rebooking** to all new customers, regardless of your choice of destination, travel period or fare types. You may therefore book your preferred flights today and retain the option to postpone your trip at a further date for free.

[From 01 April 2021*](#), bonus flight credits will no longer apply for travel. In case of SQ/MI flight disruption or cancellation, passengers will still be eligible for a full refund and complimentary rebooking without additional fees. Voluntary cancellation will not be covered.

Customers whose flights were cancelled by Scoot are eligible for Scoot's [Travel Waiver Policy](#).

*Terms and conditions apply



GLOBAL WAIVER POLICY

Rebook with greater flexibility

Criteria for eligibility of Global Waiver Policy*

EXISTING BOOKINGS

For customers holding tickets issued on or before
15 March 2020, for travel on/between
24 January 2020 and
31 March 2021

OR

FLIGHT CANCELLATION

Tickets where an operated flight was cancelled due to COVID-19, regardless of ticket issuance dates and travel dates

OR

GOVERNMENT REGULATIONS

Removal of a Singapore Airlines/SilkAir operated flight from a passenger's booking due to COVID-19 regulatory/governmental regulations, regardless of ticket issuance dates and travel dates

[CLICK HERE TO VIEW OUR GLOBAL WAIVER POLICY >](#)

* Bonus flight credits only valid for tickets originally issued on or before 31 Mar 2021. Rebooking fee waived for travel until 31 Dec 2021. **From 01 Apr 2021**, bonus flight credits will no longer apply for travel. In case of Singapore Airlines/SilkAir flight disruption or cancellation, passengers will still be eligible for a full refund and complimentary rebooking without additional fees. Voluntary cancellation will not be covered.

GLOBAL WAIVER POLICY

Rebook with greater flexibility

Flexible rebooking with flight credits, plus receive bonus flight credits*

- Retain the value of the ticket as **flight credits for future travel** and decide how to use them later
- Be **guaranteed of the full unused value** as all rebooking and no-show fees will be waived
- Go further with **bonus flight credits** of between **AUD 85 and AUD 600**
- When you are ready to travel again, simply plan, rebook and complete your travel by **31 December 2021**
- Any **remaining flight credits can be used for a 2nd trip**, for travel completion by 31 December 2021

Full refund available

- Opt for **full refund** of the unused value of the ticket, with waiver of cancellation and any applicable no-show fees

[CLICK HERE TO VIEW OUR GLOBAL WAIVER POLICY >](#)

* Bonus flight credits only valid for tickets originally issued on or before 31 Mar 2021. Rebooking fee waived for travel until 31 Dec 2021. **From 01 Apr 2021**, bonus flight credits will no longer apply for travel. In case of Singapore Airlines/SilkAir flight disruption or cancellation, passengers will still be eligible for a full refund and complimentary rebooking without additional fees. Voluntary cancellation will not be covered.

COMPLIMENTARY REBOOKING POLICY

Rebook with greater flexibility

Enjoy complimentary rebooking when you choose to postpone your travel

- Available to all new tickets purchased on/between **05 March 2020 and 30 June 2021**
- Upon rebooking, there will be no rebooking fees charged
- You may be eligible to make unlimited changes to your travel dates with all change fees waived, depending on when you make the change
- Fare top-ups may apply, depending on the rebooked travel itinerary

Date of change	Eligibility
On or before 30 June 2021	Unlimited complimentary rebooking
After 30 June 2021	One-time complimentary rebooking

[VIEW OUR COMPLIMENTARY REBOOKING POLICY >](#)



HEALTH AND SAFETY PRECAUTIONS TRAVEL HAS CHANGED BUT OUR COMMITMENT TO YOU HAS NOT

As you might expect, the travel experience has changed. Before you fly with us again, find out more about the changes at every stage of your journey and the steps you should take to travel safer and more seamlessly.



HEALTH AND SAFETY PRECAUTIONS

Keeping you safe throughout your journey



Social Distancing

Passengers must observe safe distancing and adhere to the floor markers around the airport such as at F&B outlets, check-in kiosks, security screening, immigration halls and baggage claim halls.



Face Mask

Passengers above six years of age must wear a face mask throughout the flight, except while eating and drinking.



Increased Sanitisation and Disinfection

High-touch surfaces are cleaned and disinfected regularly.



Singapore Airlines Care Kit










Passengers will receive a complimentary care kit containing a face mask, hand sanitiser and disinfectant surface wipe during boarding.

[FIND OUT ABOUT OUR PRECAUTIONARY MEASURES >](#)



HEALTH AND SAFETY PRECAUTIONS

Keeping you safe throughout your journey

	BEFORE YOUR FLIGHT	AT THE AIRPORT*			ON BOARD	UPON ARRIVAL**
		At check-in and immigration desks	At SilverKris and KrisFlyer Gold lounges	At security and boarding gates	During your flight	At immigration and baggage claim
 Health declaration	●	●	—	—	—	●
 Temperature screening	—	●	—	●	—	●
 Hand sanitisers	—	●	●	●	●	●
 Use of personal protective equipment	—	●	●	●	●	●
 Disinfection of surfaces	—	●	●	●	●	●
 High Efficiency Particulate Air (HEPA) filters	—	—	—	—	●	—
 Safe distancing	—	●	●	●	●	●
 Service changes to minimise contact	—	●	●	●	●	●
 Digital enhancements to minimise contact	●	●	●	●	●	—

* By airport operators. May vary across airports.

** Subject to destination airport procedures.

KRISFLYER AND PPS MEMBERS OUR COMMITMENT TO OUR CUSTOMERS

In these unprecedented times, international travel bans and safety measures to contain the global pandemic have brought travel to a standstill and presented us with the greatest challenge in our history.

As we work hard to get through these extraordinary times, we would like to thank you for your continued loyalty and support. As our priority, your needs will continue to guide our decisions. As such, these are the initiatives and measures taken so far to support our customers.

Thank you for placing your trust in us.



KRISFLYER AND PPS CLUB MEMBERS

Extension of KrisFlyer memberships, rewards, and miles

	Status renewal	Extension on expiring miles	Extension on expiring KrisFlyer Milestone Rewards and PPS Rewards	Roll over of Elite miles	Extension of PPS Reserve Value
	Renewal of tier for an additional 12 months at the end of membership year due between March 2021 and February 2022	Extension of <u>KrisFlyer miles</u> that will be expiring between January and June 2021 by six months.	Extension of <u>KrisFlyer Milestone Rewards and PPS Rewards</u> that will be expiring between July 2020 and September 2021 to be valid till 31 December 2021.	Rolling over <u>Elite miles</u> earned to the next membership year (with membership start date from March 2021 to February 2022)	Renewal of <u>PPS Reserve Value</u> expiring between March 2021 - February 2023 will be extended to expire between March 2023 and February 2024
KrisFlyer	-	●	●	-	-
KrisFlyer Elite Silver	●	●	●	●	-
KrisFlyer Elite Gold	●	●	●	●	-
PPS Club	●	KrisFlyer Miles will not expire so long as members remain as PPS	●	-	●
Solitaire PPS Club	●	KrisFlyer Miles will not expire so long as members remain as PPS	●	-	●

[CLICK HERE TO VIEW MORE DETAILS FOR KRISFLYER MEMBERS >](#)

[CLICK HERE TO VIEW MORE DETAILS FOR PPS CLUB MEMBERS >](#)



CUSTOMER CARE AND SUPPORT

Amid the COVID-19 outbreak, we understand that many of our customers are concerned about their travel plans. This section will provide you with support contacts and useful links.

[CLICK HERE TO VISIT OUR FREQUENTLY ASKED QUESTIONS >](#)



SUPPORT LINKS



Singapore Airlines Health & Safety Measures and Commercial Updates

[COVID-19 HELP CENTRE >](#)



Dedicated Trade Helpline

Phone: 1300 208 168

[EMAIL: AU_SALESOPS@SINGAPOREAIR.COM.SG >](mailto:AU_SALESOPS@SINGAPOREAIR.COM.SG)



Reservations

Phone: 13 10 11



THANK YOU

