1. **What is the Changi Transit Programme (CTP)?**
   This is a transit reward programme offered by Changi Airport Group for Singapore Airlines, SilkAir and Air New Zealand passengers transiting in Singapore Changi Airport while en-route to their final destination. Passengers can receive Changi Dollar Voucher (CDV) valued from S$20.

2. **Are all types of tickets issued by SIA/SilkAir/Air New Zealand eligible for the CTP?**
   No, this is only for transit passengers with e-tickets issued between 1 April 2015 to 31 March 2017 (both dates inclusive), and whose departure dates from point of origin is between 1 April 2016 and 31 March 2017 (both dates inclusive).

   Passengers’ e-ticket numbers must begin with 618 or 629 or 086, and must be travelling on flights operated by Singapore Airlines or SilkAir for both into and out of Changi Airport. Any connecting flights not operated by Singapore Airlines or SilkAir must be operated by Air New Zealand (specifically flight numbers SQ4281, SQ4282, NZ281 or NZ282) or Scoot (specifically flight numbers TZ591 or TZ592).

   Beginning 1 October 2016, there will be a change in the voucher value distributed to transit passengers.

   Additional criteria apply, detailed information can be found in Q8.

3. **What is the change in the CTP?**
   From 1 October 2016, transit passengers originating from Australia, New Zealand, India, Indonesia and Europe, including Russia and Turkey, will receive Changi Dollar Voucher (CDV) worth S$20 instead of S$40.

   In addition, those originating from Laos and the United States of America will also be eligible for the CTP from the same date and receive CDV worth S$20.

   This will be effective for transit passengers with e-tickets issued between 1 October 2016 to 31 March 2017 (both dates inclusive), and whose departure dates from point of origin is between 1 October 2016 and 31 March 2017 (both dates inclusive).

   Transit passengers originating from China will continue to receive CDV worth S$40.

4. **Why is there this change?**
   From 1 October 2016, the number of origin country markets covered under this programme has expanded to include Laos and the United States of America. At the same time, the number of origin cities included has also gone up, due to our establishment of new city links (DUS, CBR, WLG, FOC) over the past year. With the widened pool of eligible passengers, this change ensures that we are able to let as many passengers as possible enjoy this incentive.
5. **Will passengers departing from AU, NZ, ID, IN, EUR including TR & RU and ZA, who have booked a flight before 30 September 2016, but issued their ticket after October 2016 still be eligible for the S$40 CDV?**

   No, as the ticket is issued on or after 1 October 2016, which is the effective date from which the CDV value is revised from S$40 to S$20.

6. **How are passengers from the affected countries (AU, NZ, ID, IN, EUR including TR and RU, ZA) identified if they’re eligible for S$40 CDV or S$20 CDV?**

   Staff at the iShopChangi Collection Centre will check against the issuance date on the e-ticket before issuing the CDV. They also access “Tickets and Receipts” (Plan Travel > Your Booking > Tickets and Receipts) function on SAA to retrieve passengers’ ticket details to determine Point of Origin and Ticket Issuance Date.

7. **If I book my flight and issued my ticket before 30 September 2016 but subsequently reissues after 1 October 2016, which ticket issuance date will be used to determine my eligibility?**

   Staff at the iShopChangi Collection Centre will determine a passenger’s eligibility based on the e-ticket that he/she eventually travelled with, i.e. it will be based on the date of ticket issuance of the reissued ticket.

   If a passenger travels on 2 or more separate e-tickets with different ticket issuance dates, his/her eligibility will be based on the e-ticket with the most recent issuance date.

8. **Who is eligible for the CDV after 1 October 2016?**

   Singapore Airlines, SilkAir and Air New Zealand passengers who have at least 1 of their transit duration in Singapore Changi Airport that is within 24 hours (from Scheduled Time of Arrival into Changi Airport to Scheduled Time of Departure from Changi Airport), and fulfill the below criteria are eligible for the CDV:

   a. If passenger is on transit in Singapore for both legs of their journey (i.e. Singapore is neither the point of origin nor the end destination),

      (i) “LON – SIN – SYD vv” is eligible;
      (ii) “LON – SIN – LON” is not eligible;

   b. If passenger is on transit in Changi Airport for only one leg of their journey, it must be a round trip within a single e-ticket where passenger travels by land or sea from Singapore to the next country or vice versa (to show proof), as well as originates and returns to the same country by air via Changi Airport.

      (i) “BOM-SIN / KUL-SIN-BOM” AND SIN-KUL is by land/sea AND in a single e-ticket, is eligible;
      (ii) “BJS-SIN, BKK-SIN-SHA” AND SIN-BKK is by sea AND in a single e-ticket, is eligible;
      (iii) “SHA-SIN-PER, SIN-SHA” in a single e-ticket BUT “PER=SIN” is not by sea, is not eligible;
      (iv) “DEI-SIN-KUL, SIN-DEL” in different e-tickets is not eligible.
c. Passengers must originate from the list of countries below:
   - To receive S$20 CDV:
     o Australia, Bangladesh, Brunei, Cambodia, Canberra, Denmark, France, Germany, Hong Kong, India, Indonesia, Italy, Japan, Laos, Malaysia, Maldives, Myanmar, Nepal, Netherlands, New Zealand, Philippines, Russia, Saudi Arabia, South Africa, South Korea, Spain, Sri Lanka, Switzerland, Taiwan, Thailand, Turkey, United Arab Emirates, United Kingdom, the United States of America, Vietnam and Wellington.
   - To receive S$40 CDV:
     o China

You may refer to the T&Cs on www.changiairport.com/ctp or www.singaporeair.com/ctp.

9. Who are not eligible for the CDV?
   Transit passengers on one-way journey or ticket are not eligible. For example, a passenger whose journey is:
   a. A one-way journey “LON-SIN-SYD only” is not eligible.

10. How can passengers use the CDV?
   The CDV is valid for one-time use at all retail, food and service outlets located at the transit and public areas, except for outlets indicated in the Exclusion List below.

   The CDV can also be redeemed for one-time access to the Ambassador Transit Lounge located in the transit areas of Terminals 2 and 3 for up to two (2) hours. Lounge usage includes showers with basic toiletries, free flow buffet of food and non-alcoholic beverages, complimentary Wi-Fi, and international reading materials. Passengers can also enjoy other exclusive offers* from the Ambassador Transit Lounge.

   For passengers eligible for S$40 CDV, they would receive 2 x S$20 CDV, where the second S$20 CDV which will be valid for one-time use to redeem Liquor, Perfumes or Cosmetics purchases only. The second voucher can also be used at the services / spa area of the Shilla duplex store in the transit area of Terminal 3 and featured brands include Dior, SKII, Chanel and La Prairie.

Exclusion List:

<table>
<thead>
<tr>
<th>Public Area</th>
<th>Transit Area</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Hotel Reservation counters</td>
<td>Hermes (Terminals 1, 2 &amp; 3)</td>
</tr>
<tr>
<td>All Avis Car Rental counters</td>
<td>Left Baggage Counters (Terminals 2 &amp; 3)</td>
</tr>
<tr>
<td>All Hertz Car Rental counters</td>
<td>SATS Rainforest Lounge (Terminal 1)</td>
</tr>
<tr>
<td>All M1 Shop outlet and counters</td>
<td></td>
</tr>
<tr>
<td>All Passenger Meeting Services counters</td>
<td></td>
</tr>
<tr>
<td>All 7-11 outlets</td>
<td></td>
</tr>
<tr>
<td>All NTUC &amp; Cheers outlets</td>
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</tbody>
</table>
The CDV may not be used with ongoing in-store promotions. However it can be used in conjunction with offers included in the Singapore Airlines Boarding Pass Privileges Programme.

11. I only learnt about the CTP after my return to my home country. Can I still request for the CDV and use it on my next trip?
No, passengers can collect the CDV for their current trip only and it is given out on a “while stocks last” basis. Retrospective collection for past trips or advance collection for future trips will not be entertained.

12. Where can passengers go to collect the CDV?
Eligible passengers can proceed to the iShopChangi Collection Centres which are open 24 hours daily and situated near the GST Refund counters in the transit areas of Terminals 2 and 3. Passengers must present their passport, boarding passes and all e-tickets showing the full itinerary as well as booking confirmation of your land and sea transfers.

13. Can passengers claim CDV twice if they are on transit on both legs of their journey?
Passengers can only claim the CDV once, on either leg of their journey, regardless if it was issued over two or more separate e-tickets.