



Dear Trade Partner,

In case of flights cancellations or time changes, Singapore Airlines would like to remind all UK and Ireland Agents of its **Schedule Change Policy** available on our **Travel Agents Website: www.singaporeair.com/sqagents**.

We kindly request that you follow the below Commercial Policy in relation to **Schedule Changes to SQ / MI / 9B Operated Flights / Trains / Coach** within ticketed PNR's issued on SQ ticket stock (618):

-If automated system re-protection has been offered and is accepted, ticket must be reissued to the revised itinerary with nil additional collection.

-Where re-protection has been offered and flights no longer connect or meet the required minimum connecting time, please re-book in the same booking class where available to the same destination for a later flight or a date either side of the affected schedule change in order to synchronize connecting flights. Please re-book accordingly in your GDS, ensuring the operating and marketing carrier are the same as per the original ticket.

-Where the same booking class is not available to the same destination for a date either side of the affected schedule change or in order to synchronize onward connecting flights, please waitlist the lowest possible booking class (V/N class cannot be waitlisted) and contact Singapore Airlines Reservations by telephone on 0871 200 8088 for waitlist clearance and conversion to original booking class or email uk_reservations@singaporeair.com.sg.

Once the above guidelines have been met, please reissue the ticket and insert the following into the endorsement box of reissued ticket. For all ticket reissues, please ensure the below authority is inserted correctly otherwise an ADM may be raised for any difference in Taxes, Fees and Charges applicable for the revised ticketed date.

SC SQXXX/DDMMM

SQXXX or MIXXX = Flight Number of Schedule changed flight

DD = DAY

MMM - Month

General

-For ticketed bookings, where schedule changes necessitates an overnight stay in transit (SIN only), please contact our Reservations Team who will assist with STPC Bookings.

-For un-ticketed bookings, flights should be re-booked subject to availability and tickets issued in accordance with applicable fare conditions.

- For schedule changes involving other carriers on SQ ticket stock (618) and where the sector was booked under the other airline flight number, please request a waiver authority from the Sales Support team and reissue the ticket.

This authority must be included in the endorsement box of the new issue.

-For schedule changes on flights operated by other airlines where flight is booked under SQ codeshare flight please call our Reservations on 0871 200 8088 for revalidation.

-Please note that all other rules and conditions of the applicable fare sheet/contract still applies.

We encourage you to action all schedule changes in a timely manner. Singapore Airlines would like to apologise for any inconvenience caused.

Please circulate internally to all staff concerned. Should you have any queries, please contact your local SIA Sales Office.

We would like to take this opportunity to thank you for your continued support of Singapore Airlines.

Warmest Regards,
Singapore Airlines - UK B2B Sales

Please visit our Travel Agents Website www.singaporeair.com/sqagents for Live Chat, Product Information, Latest News and updates, Trade Releases and Competitions

