Singapore Airlines' 2017 Reference Sheet

Singapore Airlines



The world´s most awarded airline, **Singapore Airlines (SQ)** provides the best in long-haul travel. With the latest on-board products and a dedication to providing an excellent in-flight experience, customer service is at the heart of what we do.

We are a luxurious, full-service airline, flying **4x daily from London Heathrow to Singapore,** and we also fly **5x a week to Houston (USA)** and **Singapore from Manchester.** Out of the UK we operate **the A380, B777-300ER** and **the new A350.**

Luxury Dining



Our delicious cuisine is catered to the highest standards, with Business, First and Suites Class benefiting from meals designed by our **International Culinary Panel** of celebrity chefs.

`Deliciously wholesome´ meals are also available across all cabins, catering to the needs of an increasing number of health-conscious travellers.

Our beverage list is second to none, with wines selected by **an expert wine panel** and **on-board sommeliers** to recommend the best pairings.

Customers travelling in Premium Economy, Business, First and Suites can pre-book their meals with our **Book the Cook** service. Favourites include: Lobster Thermidor, Beef Fillet, Pad Thai and many more.

We can also cater to a range of special dietary requirements, in all cabins.

Innovation



Singapore Airlines is known for being a market leader in **technology** and **innovation.**

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

More recently in the UK, we launched the world´s most fuel-efficient aircraft, the **Airbus A350,** out of Manchester. Its revolutionary wing shape reduces air resistance, its higher ceiling gives a sense of space and its smart lighting subtly eases passengers into their new time zone.

The **in-flight entertainment companion app** allows travellers to create lists of favourites prior to their flight.

We have announced that select A350 flights on our network will be powered by sustainable biofuels.

Stay tuned for more announcements throughout the year.

Changi Airport

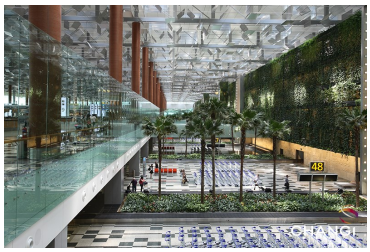
Shop, dine and relax at the world´s most awarded airport

Changi boasts **unique features** such as a cinema, a swimming pool, a four-storey slide, an aviation museum and even a butterfly garden.

Shop in more than **360 retail outlets** across **three world-class terminals.**

Enjoy **free Internet connectivity** across all terminals for your laptops and mobile devices, or surf at any of the 550 free Internet kiosks. More than **800 free charging points** for your electronic devices.

http://www.changiairport.com



Customer Service

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

Designed by Parisian couturier Pierre Balmain in 1968, the **sarong kebaya** is made from the traditional Asian batik and has become synonymous with the Singapore Girl.

Our cabin crew receive **twice as much training** as any other airline, including specifically how to deal with children and infants, and those with a fear of flying.

As a result, Singapore Airlines has won a vast number of awards across the world, including **`Best Cabin Crew´** at the **Business Traveller Awards in 2016.**



Rail-Fly & Coach-Fly

Customers can enjoy exclusive fares by adding **Rail-Fly** or **Coach-Fly** to their booking. Connecting **more than 25 cities** across South West England, the Midlands and Wales, our Rail-Fly and Coach-Fly partnerships are an easy way to reach London Heathrow.

Booking is made in just **one transaction**, and passengers are **protected in case of any delays.**





Privileges



BOOK WITH SINGAPORE AIRLINES AND ENJOY THESE EXCLUSIVE PRIVILEGES…

CHANGI DOLLAR VOUCHER

- All UK transiting passengers are eligible to receive a free SGD$20 Changi Dollar Voucher (approx £10) when passing through Changi Airport
- These FREE vouchers can be spent across the terminals, including food outlets, duty free, and even the Ambassador Transit Lounge

FREE SINGAPORE TOUR

- Passengers with at least 5.5 hours to spare in transit can join a FREE 2.5 hour guided tour
- The Heritage Tour runs 4X daily, the City Sights Tour runs 2X daily, jointly organised by Singapore Airlines, Singapore Tourism Board and Changi Airport

BOARDING PASS PRIVILEGES

- To enjoy special privileges and discounts, passengers can simply present their Singapore Airlines or SilkAir boarding pass within one month of their travel date at participating outlets
- PPS Club or KrisFlyer membership cardholders can obtain the discounts at any time



SINGAPORE STOPOVER HOLIDAY (SSH)

- Five transit options, starting from as little as £25 pp
- Basic Stopover Package (Hotel+Transfer), Stopover Package (Hotel+Transfer+Deals), Singapore Transit Day-Use Packages, Transit Hotel and Transit Lounge

SINGAPORE EXPLORER PASS

- Singapore Explorer Pass offers passengers one-point access to over 20 attractions at special rates
- Customers can choose from a 1-Day Pass (valid for 24 hours consecutively, from first use), a 2-Day Pass or a 3-Day Pass

SIA HOP-ON BUS

- When purchasing a Singapore Stopover Holiday package or a Singapore Explorer Pass, SIA passengers can explore and enjoy a complimentary ride on the comfortable SIA Hop-on Bus and tour some of Singapore's most famous districts

Our Cabins (ex-UK)

All you need to know about our cabins at a glance

(Other product is available on A380, see trade site for more information)



SUITES (A380)

- Private, luxury cabin to yourself
- 81″ seat pitch, 35″ wide
- 6ft 6in fully standalone bed
- 23″ widescreen LCD
- Option to pre-book exquisite meals (Book the Cook)
- 50kg baggage allowance



FIRST CLASS (B777-300ER)

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



BUSINESS CLASS (B777-300ER & A350)

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



PREMIUM ECONOMY CLASS (A380 & A350)

- 38″ seat pitch, 17.5-18.5″ wide
- 8″ recline
- 13.3″ widescreen LCD
- Option to pre-book exquisite meals (Book the Cook)
- 35kg baggage allowance

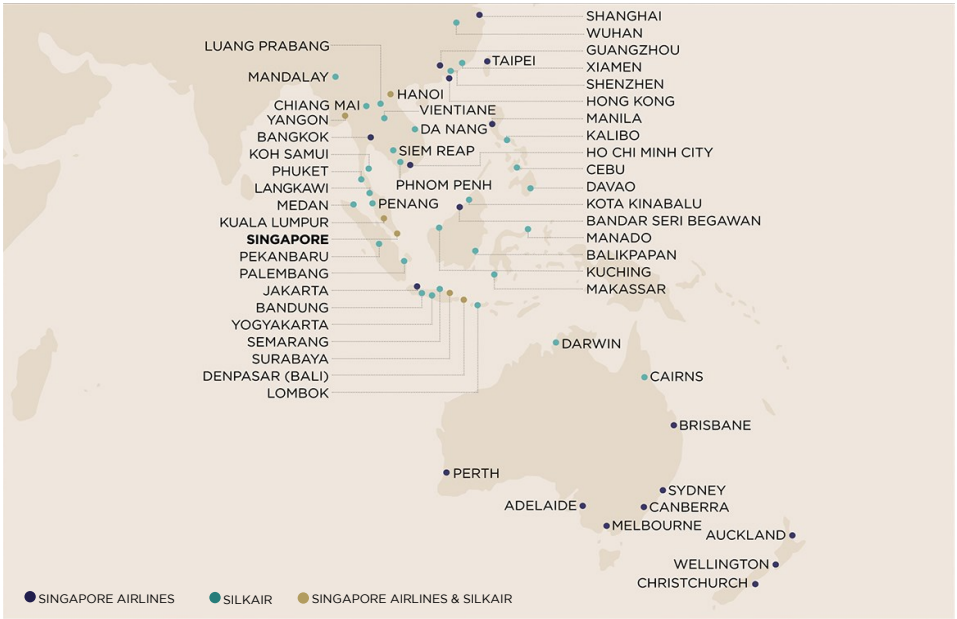


ECONOMY CLASS (B777-300ER & A350)

- 32″ seat pitch, 18″ wide
- 11.1″ widescreen LCD with on-demand entertainment
- Generous, complimentary meals and refreshments
- 30kg baggage allowance

Our Network





Flybe

Passengers can start their journey from their local airport and take advantage of Singapore Airlines´ partnership with Europe´s largest regional carrier, Flybe.

SilkAir

Our regional wing SilkAir serves every country in Southeast Asia–the latest additions to its extensive network being Vientiane and Luang Prabang in Laos.



Virgin Australia

Together with our Alliance partner Virgin Australia – one of Australia´s largest domestic carriers, customers can enjoy codeshare connectivity to over 45 destinations on Virgin Australia´s network.



Air New Zealand

The SQ-NZ alliance offers a year-round daily frequency on the SIN-AKL route, increased capacity and additional frequencies between Singapore and New Zealand as well as codeshare connectivity to almost 40 destinations in the NZ network.

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