

## Travel Waiver Policy

### Customers travelling to and from Mainland China, Hong Kong, Macau and South Korea

We will waive cancellation and change fees for customers with tickets issued on or before 4 March 2020 for travel to and from Mainland China, Hong Kong, Macau, and South Korea from 24 January 2020 to 30 April 2020. For rebooked travel, the new travel date must commence on or before 31 August 2020.

Customers who booked their tickets through travel agencies are advised to contact their agents for assistance. Customers who booked their tickets directly through Singapore Airlines may contact our reservations team in Singapore at +65 6223 8888.

Customers may also contact our Singapore reservations team through our online form. Due to the high volume of requests, we seek your understanding as it may take longer than usual for our customer service agents to respond to you. We apologise for any inconvenience caused.

**Travel agents who require assistance may wish to contact SIA's local sales offices.**

Customers are advised to check on their insurance policy coverage with their insurers.

### Customers travelling to and from Japan

We will waive change fees for customers with tickets issued on or before 4 March 2020 for travel to and from Japan from 3 March 2020 to 30 April 2020. For rebooked travel, the new travel date must commence on or before 31 August 2020.

For cancellations, refunds would be in accordance with fare conditions of the ticket(s) purchased.

Customers who booked their tickets through travel agencies are advised to contact their agents for assistance. Customers who booked their tickets directly through Singapore Airlines may contact our reservations team in Singapore at +65 6223 8888.

Customers may also contact our Singapore reservations team through our online form. Due to the high volume of requests, we seek your understanding as it may take longer than

usual for our customer service agents to respond to you. We apologise for any inconvenience caused.

**Travel agents who require assistance may wish to contact SIA's local sales offices.**

Customers are advised to check on their insurance policy coverage with their insurers.

#### **Customers travelling to and from India**

We will waive change fees for customers with tickets issued on or before 11 March 2020 for travel to and from India, from 11 March 2020 to 30 April 2020. For rebooked travel, the new travel date must commence on or before 31 August 2020.

Customers who booked their tickets through travel agencies are advised to contact their agents for assistance. Customers who booked their tickets directly through Singapore Airlines may contact our reservations team in Singapore at +65 6223 8888.

Customers may also contact our Singapore reservations team through our online form. Due to the high volume of requests, we seek your understanding as it may take longer than usual for our customer service agents to respond to you. We apologise for any inconvenience caused.

**Travel agents who require assistance may wish to contact SIA's local sales offices.**

Customers are advised to check on their insurance policy coverage with their insurers.

#### **Customers travelling to and from Italy**

Singapore Airlines will waive all cancellation and change fees for customers travelling to and from Italy with tickets issued on or before 10 March 2020 for travel to and from Italy, from 10 March 2020 to 30 April 2020. The new travel date must commence on or before 31 August 2020.

Customers who booked their tickets through a travel agent are advised to contact their agent for assistance. Customers who booked their tickets directly through Singapore Airlines may contact our reservations team in Rome at +39 06 47855 360 or write to [it\\_feedback@singaporeair.com.sg](mailto:it_feedback@singaporeair.com.sg). Due to the high volume of customer requests, we seek

the understanding of our customers that wait time may be longer than usual. Travel agents who require assistance are advised to contact their local SIAS sales office directly.