

Travel Waiver Policies

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 31 May 2020. For rebooked travel, the new travel date must commence on or before 31 August 2020.

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 31 May 2020. For rebooked travel, the new travel date must commence on or before 31 August 2020.

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 31 May 2020. For rebooked travel, the new travel date must commence on or before 31 August 2020.

France, Germany, Italy and Spain

Singapore Airlines will waive all cancellation and change fees for customers with tickets issued on or before 13 March 2020, for travel to and from France, Germany, Italy and Spain from 10 March 2020 to 31 May 2020. For rebooked travel, the new travel date must commence on or before 31 August 2020.

CONTACT INFORMATION

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.

Please note that for cancellations, refunds would be in accordance with the fare conditions of the ticket(s) purchased.

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

Last updated 13 March 2020 at 2100hrs (GMT +8)