

Travel Waiver Policy

Singapore Airlines is waiving all rebooking fees for tickets issued on or before 15 March 2020, for travel up to 31 May 2020, with immediate effect. Customers can cancel their existing flight itineraries, retain the value of their tickets and rebook their travel at a later date, when they are able to firm up their new travel plans. The new flight itinerary should be completed by 31 March 2021.

This new policy will allow customers the flexibility to defer their travel plans and applies to all bookings for travel up to 31 May 2020. All rebooking fees will be waived, although a fare difference may apply for the new itinerary.

SIA will continue to review its waiver policy and retains the flexibility to extend the cut-off date of 31 May 2020 as it assesses the impact of the Covid-19 outbreak on global air travel in the coming weeks. For all new SIA and SilkAir tickets issued from now to 31 March 2020, SIA will also waive change fees.

CONTACT INFORMATION

Customers may contact us through our online form. Customers who booked their tickets directly through Singapore Airlines may also contact their local Singapore Airlines reservations teams. Customers who booked their tickets through travel agencies are advised to contact their agents for assistance.

Due to the **high volume of incoming requests, we seek our customers' understanding that** it may take longer than usual for our service agents to respond. Customers are encouraged to only contact us if their flight is departing in next 72 hours in order for our agents to focus on and assist those with urgent flight changes. We apologise for any inconvenience caused.

Last updated 15 March 2020 at 2300hrs (GMT +8)