



# CARING FOR YOUR WELL-BEING

YOUR GUIDE TO OUR ENHANCED HEALTH AND SAFETY MEASURES



Information as of 14 January 2021

## Welcome back on board Singapore Airlines

You will notice that we have made a few adjustments to your travel experience since we last met.

In these extraordinary times, we have stepped up all of our cleaning measures and introduced new steps designed to protect your well-being, while continuing to provide you with the kind of care that you expect from Singapore Airlines.

We work to create the highest standards of safety and care not only in the skies, but throughout your journey with us. Here, you will find a detailed look at the measures we have taken to keep you safe – from before you step into the airport, right through to your arrival.



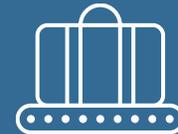
BEFORE YOUR FLIGHT



AT THE AIRPORT



ON BOARD



UPON ARRIVAL

# BEFORE YOUR FLIGHT PREPARATIONS



## Complete your health declaration

All passengers entering Singapore are required to submit a health declaration. For your convenience, you can complete the form up to three days before your flight. Visit [eservices.ica.gov.sg/sgarrivalcard](https://eservices.ica.gov.sg/sgarrivalcard) for more information.



## Check in online

Check in using the SingaporeAir mobile app or on our website from 48 hours to 1.5 hours before your flight to save time at the airport. Alternatively, once you have completed your booking, choose the auto check-in option.



## Check travel restrictions

We recommend checking the entry requirements for your destination prior to your flight. Visit our [travel advisory page](#) for the latest updates or use Manage Booking on our website and mobile app to get personalised travel advisories based on your nationality and specific itinerary.



## Receive personalised updates

Update your contact details in the Manage Booking section of our website or on the SingaporeAir mobile app to receive the latest updates on your flight.



## Contactless travel

Use the SingaporeAir mobile app to generate your mobile boarding pass, access the e-Library and explore more features for a contactless journey. For more information, visit [singaporeair.com/en\\_UK/sg/mobile-app/](https://singaporeair.com/en_UK/sg/mobile-app/).



## Pre-order your duty-free shopping

Passengers transiting through Singapore will not be able to access the duty-free shops at Changi Airport, with the exception of transit passengers from countries/regions which Singapore has unilaterally lifted border restrictions. These are Australia (excluding New South Wales); Brunei; China; New Zealand; Taiwan, China; and Vietnam. Passengers from other countries can pre-order online on [KrisShop.com](https://KrisShop.com) and have their purchases delivered directly to their flight departing Singapore.



## Digital menu

Browse our digital menu on your mobile device to view your inflight meal choices, and pre-order\* your preferred main course up to one week before your flight.



## Find out more

Visit the [Covid-19 Information Centre](#) on our website for the latest updates on booking policies, flight schedules and transit procedures.

\* Available to passengers from all cabin classes except Economy Class.

# AT THE AIRPORT

## CHECK-IN AND IMMIGRATION COUNTERS



### Cabin baggage

To ensure a smooth boarding process, you are encouraged to travel as lightly as possible. To check in your cabin baggage, please approach our staff at check-in.



### Print-and-go at our check-in kiosk\*

For quicker and contactless bag drop, scan your mobile boarding pass, generated when you check in via the SingaporeAir mobile app, at self check-in kiosks at Changi Airport Terminal 3 to print baggage tags. Tag your bags and drop them off at the automated bag drop kiosks.



### Passenger health assessment\*

You may be asked to complete a basic health assessment and provide the details of your travel history as required by your destination.



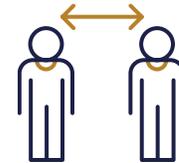
### Temperature screening\*

All passengers undergo temperature screening before immigration.



### Protective equipment\*

All counter staff at Changi Airport wear masks and follow safety standards mandated by local authorities. Clear acrylic shields have been installed at airport counters for added protection.



### Safe distancing\*

Markers on the ground and alternate check-in kiosks help everyone keep a safe distance from each other.



### Increased sanitisation and disinfection\*

Cleaning frequencies have been increased and long-lasting disinfectants are applied to frequently touched surfaces.



### Hand sanitisers\*

Available at check-in and immigration counters, as well as throughout the airport.

\* By airport operators. May vary across airports.

# AT THE AIRPORT

## SILVERKRIS LOUNGE

All of our lounges, except the SilverKris Lounge (Business Class) at Singapore Changi Airport Terminal 3, are temporarily closed. Lounges will progressively reopen at an appropriate time with the following precautionary measures in place.



### Hand sanitisers

Available at the lounge entrance.



### Staff protection

Our lounge staff wear masks at all times and use gloves when handling food. Their temperatures are also taken twice daily.



### Enhanced cleaning at lounges

We have stepped up our cleaning in all lounges and apply disinfectants on high-touch surfaces.



### Meal services

Enhanced hygiene measures have been put in place during meal services. You can enjoy à la carte meals in place of a buffet service in most of our lounges.



### e-Menu

Using your mobile device, order your meal via the e-Menu when you are connected to the lounge WiFi at Changi Airport. You will be notified to pick up your meal at the collection point when it is ready.



### e-Library

Enjoy complimentary access to over 150 newspapers and magazines via our e-Library on the SingaporeAir mobile app.

# AT THE AIRPORT

## DURING SECURITY CHECKS AND BOARDING



### Hand sanitisers\*

Available at all boarding gates.



### Personal protective equipment\*

Staff at Changi Airport wear face masks for everyone's protection.



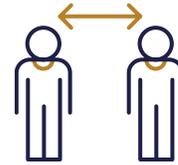
### Enhanced cleaning\*

High-touch surfaces such as baggage trays are cleaned and disinfected more often for added safety.



### SIA care kit

You will receive a complimentary kit containing a face mask, hand sanitiser and disinfectant surface wipe for your well-being.



### Safe distancing\*

Markings on the ground, including at the boarding gates and aerobridge, will help everyone keep a safe distance.



### Smoother boarding process

To minimise contact, present your mobile boarding pass to counter staff at the boarding gate. To facilitate smoother boarding, boarding passes will not be checked again at aircraft entrance by cabin crew.\*\*

\* By airport operators. May vary across airports.

\*\* Not applicable to flights from Australia, Republic of Korea and the United States of America.

# ON BOARD

## DURING YOUR FLIGHT



### Enhanced safety measures

Our cabin crew wear masks throughout the flight, as well as goggles or eye visors when interacting with passengers. Gloves are also worn during meal services.

They are also trained to help any passengers who feel unwell.



### Cleaner cabin air

Every aircraft in the Singapore Airlines Group fleet is equipped with HEPA\* filters, which remove more than 99.9% of the microbes in the air. Cabin air is also refreshed every 2-3 minutes throughout the flight.



### Anti-bacterial wipes

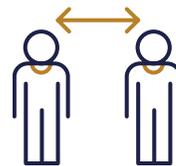
Additional wipes are available upon request in place of the towel service. Wipes are also provided as part of your meal to sanitise your hands before eating.



### Enhanced cleaning

Before every flight, all cabins are thoroughly cleaned and disinfected. High-touch surfaces are also regularly treated with a long-lasting antimicrobial coating. On selected aircraft, electrostatic spraying machines containing a disinfecting agent are used to sanitise the cabin.

During the flight, lavatories are cleaned more frequently using manufacturer-approved high-strength disinfectants for your safety.



### Safe distancing

Passengers are reminded to keep a safe distance when queuing for the lavatory.



### Disposable coat covers

For hygiene reasons, disposable coat covers are offered to passengers who wish to hang their jackets in the cabin closet.

\*High Efficiency Particulate Air

# ON BOARD

## DURING YOUR FLIGHT



### Meal services

To ensure the safety of our customers and crew, meal and beverage services have been simplified. Cutleries are also washed at high temperatures to ensure they are disinfected.

Customers who require special meals can request for one from a [reduced list](#) based on International Air Transport Association guidelines.



### Digital menu

Browse the inflight meal choices, conveniently from your mobile device, during your flight.



### Movies and entertainment

Use the KrisWorld\* feature on the SingaporeAir mobile app to remotely control the inflight entertainment system from your phone. Headphones are disinfected and packed individually. For added comfort, use the fresh headphone covers provided with the headphone.



### e-Library

Read your favourite articles using the e-Library feature on the SingaporeAir mobile app. Remember to download them before your flight.



### KrisShop

Inflight shopping is temporarily suspended. You may pre-order items online prior to your flight to receive them inflight or have them delivered to your home. Visit [KrisShop.com](https://www.krisshop.com) for more information.



### Fresh supplies for every flight

Headsets, headrest covers, pillow covers, bedsheets and blankets are replaced after every flight. Linens are washed at high temperatures to disinfect them after every use.



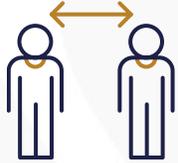
### Temporary suspension of services

High-touch items such as children's amenities and baby kit bags, as well as the distribution of arrival cards, have been temporarily suspended to minimise contact.

\* Only available on selected Singapore Airlines aircraft

# UPON ARRIVAL

## DISEMBARKING, IMMIGRATION, AND BAGGAGE CLAIM



### **Safe distancing\***

Please remember to keep a safe distance while disembarking, and wait for your turn at the immigration counters, as well as the baggage belts.



### **Health declaration\***

If you haven't already completed your health declaration prior to your flight, you may do so upon arrival. You may be asked to provide details required by your destination, such as travel and medical history.



### **Hand sanitisers\***

Available at immigration desks and throughout the airport.



### **Enhanced cleaning measures\***

Surfaces are cleaned more frequently and coated with long-lasting disinfectants.

---

\* Subject to destination airport procedures.

# TRANSITING IN SINGAPORE

## BOOKING AND TRANSIT PROCEDURES



### Transit passengers

Transit through Changi Airport will be progressively allowed based on your departure city. Transfers are only allowed on flights between airlines within the SIA Group (Singapore Airlines, SilkAir and Scoot). Singapore Airlines also has interline agreements with Air France and KLM Royal Dutch Airlines, Garuda Indonesia, Lufthansa and Swiss International Air Lines which allows their customers to transit through Singapore Changi Airport from approved cities to destinations in the SIA Group network currently operated by Singapore Airlines and SilkAir. Transfers to and from flights operated by other airlines are currently not allowed.

Please ensure your flights are booked on the same ticket and not separate tickets. This is to ensure compliance with various authorities' health and safety measures for travel during this period.



### Transit eligibility requirements

To find out if you can transit through Singapore Changi Airport, please visit [here](#).

Do check the [travel advisories](#) as well to ensure that you meet all the requirements to enter your final destination.

# TRANSITING IN SINGAPORE

## BOOKING AND TRANSIT PROCEDURES

Please note these measures do not apply to transit passengers from countries/regions which Singapore has unilaterally lifted border restrictions. These countries/regions comprise Australia (excluding New South Wales); Brunei; China; New Zealand; Taiwan, China; and Vietnam.



### On arrival at Changi Airport

An usher will accompany all transit passengers to their boarding gate or the transit holding area. If your transit time is less than 75 minutes, you will proceed directly to your next boarding gate. If your transit time is more than 75 minutes, you will be brought to a designated transit holding area.



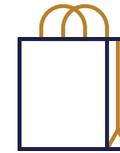
### Rest and relax at designated transit holding area

Your designated transit holding area provides comfortable seating, access to food and drinks, a smoking room, a snooze corner with recliners, complimentary WiFi, and clean lavatories. Please keep your face mask on unless eating or drinking, and stay within the transit holding area at all times.



### Premium waiting area

If you are a PPS Club member, or a Suites, First Class, or Business Class passenger, you can access the premium waiting area. Complimentary WiFi, food and drinks, and a rest area with recliners, are available.



### Limited movement

To comply with regulatory requirements separating transit and non-transit passengers, there will be no stops between gates and transit holding areas. While you are unable to visit airport shops and amenities along the way, facilities will be provided at the transit holding area.



### Your connecting flight

Boarding calls will be made. Around 75 minutes before your flight departs, you will be ushered from the transit holding area to your boarding gate for security screening and boarding. Transit passengers will board first, regardless of your cabin class.



### Transit hotels

If you have a booking for a transit hotel at Changi Airport, you will first be ushered to the transit holding area for verification checks before being guided to the hotel. Please remain in the hotel throughout your stay. After checking out, you will be ushered to the transit holding area before your connecting flight.



### Find out more

Visit our website for the latest [transit measures](#).



# WELCOME TO A NEW STANDARD OF CARE

WE CAN'T WAIT TO WELCOME YOU ON BOARD

