



# CARING FOR YOUR WELL-BEING

YOUR GUIDE TO OUR ENHANCED HEALTH AND SAFETY MEASURES



Information as of 04 June 2020

## 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 from check-in to boarding, 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



## 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 to save time at the airport.



## Check travel restrictions

We recommend checking the travel restrictions and advisories of your destination prior to your flight. Visit the [IATA Travel Centre](https://www.iamta.org/) for the latest updates.



## Receive personalised updates

Update your contact details on 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/).



## Find out more

Visit the [Covid-19 Information Centre](https://www.singaporeair.com/en_UK/sg/covid-19) on our website for the latest updates on our booking policies and flight schedules.

# AT THE AIRPORT

## CHECK-IN AND IMMIGRATION COUNTERS



### 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.



### Hand sanitisers\*

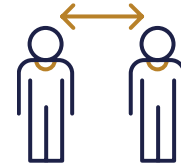
Available at check-in and immigration counters as well as throughout the airport.



### Protective equipment\*

All counter staff at Changi Airport wear masks and follow safety standards mandated by the local authorities.

Passengers, including children aged 2 years and above, are required to wear a mask throughout the flight.



### 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.

\* By airport operators. May vary across airports

# AT THE AIRPORT

## SILVERKRIS LOUNGE

All of our lounges, except for the SilverKris Lounge (Business Class) at 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 procedures 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-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.



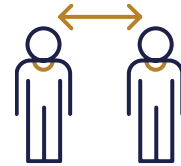
### Personal protective equipment\*

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



### Your SIA care kit

You will receive a complimentary kit containing a face mask, hand sanitiser, and anti-bacterial wipes for your well-being.



### Safe distancing\*

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



### Enhanced cleaning\*

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

\* By airport operators. May vary across airports

# 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 the meal service. They are also trained to help any passengers who feel unwell.



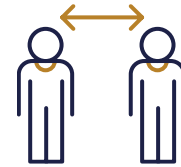
### Cleaner cabin air

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.



### Enhanced cleaning

All lavatories are cleaned more frequently using manufacturer-approved high-strength disinfectants.



### Safe distancing

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



### Anti-bacterial wipes

Additional wipes are available upon request in place of the towel service.

\* HEPA (High Efficiency Particulate Air)

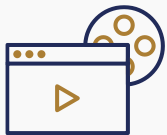
# ON BOARD

## DURING YOUR FLIGHT



### Meal service

Meal services have been suspended for all flights within Southeast Asia and to China due to regulatory requirements. Snack bags will be provided as a replacement. For all other flights, meal services have been simplified. Alcohol offerings have also been adjusted across all classes. We continue to work with the regulators to progressively enhance our food and beverage services.



### Movies and entertainment

Use the Krisworld\* feature on our SingaporeAir mobile app to remotely control the inflight entertainment system from your phone.



### e-Library

Download your favourite articles using the e-Library feature on our SingaporeAir mobile app 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 will be 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 Singapore Airlines aircraft.



# UPON ARRIVAL

## IMMIGRATION AND BAGGAGE CLAIM



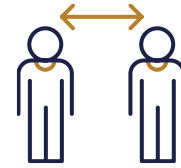
### Health declaration\*

If you have not 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.



### Safe distancing\*

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



### Enhanced cleaning measures\*

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



# WELCOME TO A NEW STANDARD OF CARE

WE CAN'T WAIT TO WELCOME YOU ON BOARD

