



## AUSTRALIAN TRADE ADVICE

# Updated Frequently Asked Questions for COVID-19 Global Travel Waiver Policy

Updated 29 May 2020

This FAQ document has been updated to include additional frequently asked questions being received by our Sales Operations team. **Please find additional FAQs highlighted below.**

### Refunds

- 1. Are all tickets eligible for full refund?**  
Yes, all Eligible Tickets under this policy are eligible for full refund, with waiver of cancellation fees.
- 2. Are non-refundable tickets eligible for full refund?**  
Yes, as long as the ticket meets the eligibility criteria of this Policy.
- 3. Are Eligible Tickets which have already been refunded with penalty fees eligible for reimbursement of penalty fees?**  
No
- 4. Are Eligible Tickets, which have already been reissued, eligible for waiver of cancellation fees?**  
Reissued tickets which still meet the travel and ticketing dates of this Policy are eligible for waiver of cancellation fees. Otherwise, any subsequent cancellation of these reissued tickets are subject to the fare conditions of the reissued tickets.  
  
However, in instances where Singapore Airlines has cancelled the booked flights and the original ticket (prior to the reissue of the ticket) fits within this Policy, you are able to apply for a refund or Bonus Flight Credits.
- 5. The flights have not changed to UN in the PNR, can I still apply for a refund?**  
Yes, you can apply for a refund, provided that the departure date and ticket issuance date fit within this Policy.
- 6. I cancelled the PNR before the Policy was released, can I still apply for a refund?**  
Yes, you can apply for a refund, provided that the departure date and ticket issuance date fit within this Policy.
- 7. I have already put the ticket in for credit and have changed my mind. Can I now submit the ticket for a refund?**  
Yes, you can submit the ticket for a refund, provided that the ticket coupons still show OPEN status and fit within this Policy.



8. **What is the refund processing time?**

We are processing refund requests as quickly as possible. In May, our Sales Operations team have been focused on processing refunds for customers with departures that were scheduled in March and April 2020. In the immediate weeks ahead, we will continue to focus on the backlog for these two departure months. Due to the unprecedented volume of refunds, we ask for your continued patience.

## **Using Flight Credits and Bonus Flight Credits**

9. **What is the maximum number of trips a single ticket can be split into?**

A single totally unused ticket can be split for use for up to two tickets (i.e. used for 2 trips).

10. **Can Flight Credits be transferred?**

In the event a passenger is unable to travel by 31 December 2021, their Flight Credits cannot be transferred to another passenger. Please process a refund of the open ticket, subject to the terms and conditions of this Policy or the ticket's fare conditions.

11. **Can Flight Credits be combined?**

No. Flight Credits from separate Eligible Tickets cannot be combined.

12. **Can the Bonus Flight Credits be cashed out?**

No. Bonus Flight Credits may not be exchanged for cash at all, during issuance, reissuance or refund.

13. **What is RSVR EMD?**

RSVR EMD is an EMD for Residual Value with RFIC = 'D' and RFISC = '996'.

14. **How do I issue the RSVR EMD?**

As steps to issue a RSVR EMD vary by GDS-es, kindly refer to the guides for Travelport, Amadeus and Sabre provided in the latest email communication. For further information or clarification please contact your GDS for assistance on entries required.

15. **How can the passenger make use of the residual balance?**

Travel Agents may assist passenger with the booking of a 2<sup>nd</sup> itinerary, and issuance of a NEW ticket. The RSVR EMD may then be sent for refund to "return" the utilized residual amount to the passenger.

16. **What if there is still a residual balance after using part of its value for another ticket purchase (for example, if the RSVR EMD has a value of AUD 500, but the passenger's NEW ticket only costs AUD 200)?**

Any residual balance from the RSVR EMD will be forfeited. This is effected by inserting the unused portion as a penalty fee during the refund of the RSVR EMD.

In the above example, the residual balance of AUD 300 will be forfeited. This is effected by refunding the AUD500 EMD with a penalty fee of AUD300, thus only effectively refunding the passenger AUD 200.

17. **Can the RSVR EMD be refunded?**

The RSVR EMD may be refunded if a new ticket has been issued for the passenger's 2<sup>nd</sup> rebooked trip. Please refer to Section 2 on how this can be done. Otherwise, the RSVR EMD cannot be refunded.



**18. What is the validity of the issued RSVR EMD?**

The RSVR EMD must be 'utilized' by the "rebooked travel by date" of this Policy. RSVR EMDs unutilized by then will expire and value will be forfeited.

**19. Is the RSVR EMD transferrable?**

No.

**20. How can the Flight Credits of a partially unused tickets be used?**

If the passenger would like to utilize the unused return sector of their ticket, please assist to reissue their ticket, with waiver of rebooking fees.

**21. Are Eligible Tickets, which have already been rebooked with penalty fees, eligible for reimbursement of penalty fees?**

No.

**22. Are Eligible Tickets, which have already been rebooked, eligible for waiver of rebooking fees?**

Reissued tickets which still meet the eligibility of this Policy are eligible for waiver of rebooking fees.

Otherwise, any subsequent change of these reissued tickets are subject to the fare conditions of the reissued tickets.

**23. Are Eligible Tickets which have already been rebooked eligible for Bonus Flight Credits?**

Reissued tickets which still meet the eligibility of this Policy are eligible for conversion to Flight Credits and be awarded with Bonus Flight Credits.

However, Eligible Tickets which have been reissued to outside this Policy (i.e. for travel in December 2020) are not eligible for Bonus Flight Credits.

## **Background**

**24. If the Covid-19 situation persists, will SIA consider extending the validity of the Flight Credits?**

We will continue to review and update our Travel Waiver Policy based on the development of the Covid-19 situation, and keep you updated.

**25. What are Flight Credits?**

To give our customers a peace of mind during this uncertain times and greater flexibility in their rebooking options in the future, Singapore Airlines introduced Flight Credits.

Customers holding Eligible Tickets can cancel their existing flight bookings and retain the full value of the unused fare and taxes ('value') portion of their tickets as Flight Credits. Once they have decided on their new travel plans, customers may use the Flight Credits to rebook their new flight itineraries, which only has to be completed by 31 December 2021. In addition, they will get a one-time Bonus Flight Credit upon rebooking.

**26. What are Bonus Flight Credits?**

Bonus Flight Credits are awarded to passengers who utilize their Flight Credits to rebook. The Bonus Flight Credits are offered at the point of rebooking, in the form of a discount off the rebooked itinerary's fare.



**27. I have a ticket which meets the eligibility criteria of the Policy, but has expired at point of reissuance. What can I do?**

In the event an eligible ticket has expired, travel agents may proceed to manually reissue ticket as long as rebooked travel is completed by 31 December 2021. The ticket will also be eligible for Bonus Flight Credits, subject to the terms and conditions of this Policy.

## **Eligibility**

**28. Are tickets involving codeshare partners and Scoot eligible for Flight Credits and Bonus Flight Credits?**

Yes, as long as tickets are issued on 618 or 629.

**29. Are partially unused tickets eligible for Flight Credits and Bonus Flight Credits?**

Partially Unused Tickets are eligible for Flight Credits to support reissuance of the ticket with waiver of rebooking fees. Partially Unused Tickets are not eligible for Bonus Flight Credits.

**30. Are one-way tickets eligible for Flight Credits and Bonus Flight Credits?**

Yes.

**31. In the event a ticket is purchased with mixed cabin classes, what is the applicable Bonus Flight Credits quantum?**

For Bonus Flight Credits, each ticket is eligible for the full quantum of the Bonus Flight Credits based on the cabin class of the highest RBD in the ticket.

**32. Is my child / infant's ticket eligible for Bonus Flight Credits?**

Yes, if the full adult fare is charged for the ticket. If a child/infant discount is applied to the Eligible Ticket, the ticket is not eligible for Bonus Flight Credits. However, the child/infant ticket value is still eligible for use as Flight Credits.

**33. How can a passenger use their Flight Credits from the ancillaries purchased with Singapore Airlines (i.e. seat purchases or additional baggage allowance)?**

Amounts paid for ancillaries are not eligible for Flight Credits. However, they will be proactively refunded by SIA when a cancellation to the flights is triggered by our system. In this case, there is no action required from the Travel Agent.

However, when flights have been cancelled by the Travel Agent (rather than triggered by our booking system), you will need to email [AU\\_SalesOps@singaporeair.com.sg](mailto:AU_SalesOps@singaporeair.com.sg) and provide the relevant booking and EMD details. Sales Operations will then onforward this request for refund processing.