

Faresheet

From: Kanokrat P <Kanokrat_P@singaporeair.com.sg>
Sent: Wednesday, March 4, 2020 8:00 AM
Cc: Pitchayatree W
Subject: BKKSQ_COVID-19 Guideline waiver for SQ/MI

Dear All,

Let me update guideline waiver for passenger who hold SQ/MI ticket for your kind assistance to passenger who booked through travel agency for your reference.

- .1 For refund ticket. We allowed refund with refund fee waiver only SQ/MI ticket for traveling from/to China mainland , Hong Kong , Macau , [SEL](#) , [PUS](#) and [MXP](#).
- .2 For Japan, Refund will be applicable per fare conditions of ticket.
- .3 For re-booking (for destination COVID-19 concern), we only permit 1st time re-booking without fee for new traveling date within [31Aug20](#). If ticket has fare/taxes different will be collected.

Eligible ticket for waiver should have original issued as below ;

- Ticket must be issued before [4March20](#).
- Traveling on [24Jan-30Apr20](#).

- .4 For ad-hoc case which is difference from guideline, Please submit to me before inform to pax.

If you have any inquiries, please don't hesitate to contact me anytime.

Thanks

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Best regards,

KANOKRAT PAKDEE (JUNE)
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