

**Issued 16 April 21**

Dear Trade Partner,

The COVID-19 pandemic has presented unprecedented challenges to the travel industry and its impact illustrates the continual need for us to evolve to meet the new needs of our consumers. In view of the changing market landscape caused by the COVID-19 pandemic, the commercial fare types structure for Singapore Airlines' Economy Class has been adjusted to address new customer needs effectively.

Since the introduction of additional fare types to its Premium Economy Class fare family in May 2018, Singapore Airlines has maintained its engagements with the market through surveys and passenger feedback to keep up with adjusting consumer sentiments. This has allowed us to identify shifts in expectations towards travel, with the flexibility to adapt to involuntary changes inevitably becoming an important part of the travel experience.

Singapore Airlines will be revamping its Economy Class fare types to cater to traveller groups with different needs. Starting 22 April 2021, Q and N fares will be reintroduced under the new Economy Value fare type, while the V and K fares will remain under the current Economy Lite fare type. The change fees for Economy Standard fares will also be revised.

We aim to strike a balance between the affordability of our Economy Class fares and their corresponding fare conditions, thus enhancing their appeal to the different groups of travel consumers. With this revamp, passengers who are looking at a no-frills fare can opt for the Economy Lite fare type, while the Economy Value fare type offers greater flexibility as compared to the former.

We hope to have your continued support as we undertake these revisions for our customers. We look forward to welcoming you back onboard with Singapore Airlines.

For any enquiries, please email [ZA\\_SalesOps@singaporeair.com.sg](mailto:ZA_SalesOps@singaporeair.com.sg)

Thank you.



# Fare Type Changes for Singapore Airlines Economy Class

## Table of Contents

### **1. Introduction**

### **2. Details and Execution of Fare Type Changes**

- a. Summary of Key Changes to Ticket Conditions
  - i. Change, Cancellation and No-show Fees
  - ii. Baggage Allowance
  - iii. KrisFlyer Tier Privileges
  - iv. Corporate Travel Programme

### **3. Exemptions and Other Operational Guidelines**

- a. Ticket Reissuance
- b. Ticket Refund
- c. Waitlisting

### **4. Frequently Asked Questions (FAQs)**

## INTRODUCTION

Singapore Airlines will revamp its Economy Class fare types, with the fare updates applicable to new tickets issued across all point of sales and distribution channels from 22 April 2021:

- Official website at [www.singaporeair.com](http://www.singaporeair.com)
- SingaporeAir mobile app
- Singapore Airlines' reservations offices and call centres
- Singapore Airlines' travel agent website at <https://agent360.singaporeair.com> (AGENT 360)
- Singapore Airlines' NDC channel (accessible through a list of certified technology partners)
- Singapore Airlines' proprietary API channel
- Singapore Airlines' group booking tool (SQ Direct)
- Singapore Airlines' travel agency, travel management company and online travel agent partners

## DETAILS AND EXECUTION OF FARE TYPES CHANGES

The fare type changes will not affect tickets issued before 22 April 2021. These tickets will retain the original fare conditions and will only be superseded by the new fare conditions in the event of ticket reissuance or rebooking after 22 April 2021. The fare type changes are applied to all points of sales and distribution channels.

### Summary of Key Changes to Ticket Conditions

#### 1. Change, Cancellation and No-show fees

- a. Economy Value fares Q and N (formerly under Economy Lite) will offer lower change fees.

#### 2. Baggage Allowance

- a. Baggage allowance for Economy Class fare types will be streamlined into 2 main categories:
  - i. 30kg for the Economy Flexi and Standard fare types (Y, B, E, M, H, W).
  - ii. 25kg for the Economy Value and Lite fare types (Q, N, V, K).

#### 3. KrisFlyer Tier Privileges

- a. There are no changes to the seat selection privileges and additional baggage allowance entitlement for PPS, supplementary cardholders and Elite Gold.
- b. The current 25% tier bonus on actual miles flown will be maintained for all tiers for Elite Silver, Elite Gold and PPS members. The tier bonus will not be applicable for Economy Value, Lite and group tickets (Q, N, V, K and G fare types).

#### 4. Corporate Travel Programme

- a. Existing corporate discounts negotiated in the respective corporate travel agreements will continue in effect up till the expiry of the agreements.
- b. As per the existing corporate travel agreement structure, Economy Value and Economy Lite fare types continue to be ineligible for corporate discounts.
- c. Economy Value and Lite fare types are ineligible for Highflyer points accrual.

## EXEMPTIONS AND OTHER OPERATIONAL GUIDELINES

As a general rule, there are no exemptions for the changes brought about by the fare type update regardless of the points of sales or distribution channels. Tickets issued prior to the effective date of this fare type update will continue to be honoured by the existing ticket conditions accordingly.

### **Ticket Reissuance**

The ticket reissuance date will determine the set of ticket conditions which will apply to the ticket. Similar to the initial ticket issuance, should the reissuance date take place before the fare type changes, the old set of fare conditions will be applied. If the ticket is reissued after the effective date of the fare type update, the new set of fare conditions will take precedence.

### **Ticket Refund**

The ticket refund fee will be determined by the set of ticket conditions applied to the ticket at the point of ticket issuance. Should the date of issuance take place before the fare type changes, the ticket refund fee and refund eligibility based on the old set of fare conditions will be applied. If the ticket is issued after the fare type changes take effect, the new ticket refund fees and refund eligibility conditions will take precedence.

### **Waitlisting**

Passengers on waitlist for their bookings will have the corresponding ticket conditions applied to the ticket at the point of ticket issuance upon a successful waitlist. If the ticket is issued after the fare type changes take effect, the new set of fare conditions will be applied.

## FREQUENTLY ASKED QUESTIONS

### General

1. Why has Singapore Airlines opted to separate Lite fares and introduce a new fare type?

Due to the uncertainties caused by Covid-19, such as the regular changing of border restrictions, we recognise that travellers may require more flexibility when planning their trips. We understand the need to continually evolve to meet the changing expectations of our consumers. This is why we have introduced the new Economy Value fare type, which offers more flexibility for changes and cancellations.

2. Will the new fare type and fare condition changes be rolled out across all points of sale or will they be implemented gradually in stages?

The new fare type and fare condition changes will be implemented at the same time for all points of sale on 22 April 2021.

3. How can we differentiate whether the old or new fare conditions are applied to any particular ticket?

Customers can confirm the fare conditions of their tickets with their travel agent or local SIA office. Alternatively, customers can also check the fare conditions via 'Manage Booking' on singaporeair.com.sg.

4. With the introduction of the new fare type, will passengers be able to self-service online in the event of schedule change or disruption (e.g. UN / TK)?

Yes, passengers will still be able to perform self-service online for such situations.

5. Why is SQ reducing the free baggage allowance for Economy Flexi, Value and Lite?

The fare types have been recalibrated to address different customer needs more effectively.

### For Agencies / Travel Management Companies

1. For tickets issued before the new fare type changes take effect, will current 'pre-change' fare conditions (including baggage allowance) be honoured?

The fare type changes will not affect tickets issued before 22 April 2021. These tickets will retain the original fare conditions and will only be superseded by the new fare conditions in the event of ticket reissuance or rebooking after 22 April 2021.

2. Will the fares be auto-priced through the system?

Yes, the fares will be filed with the respective distribution channels and will be auto-priced through the system.

3. If there is a system glitch and the ticket is unable to be issued in time with the old set of fare conditions, is there an avenue for appeal?

The usual escalation process will apply, please approach your SIA agency contact person for assistance.

## ANNEX A – UPDATED FARE TYPES AND CONDITIONS

	Economy				Premium Economy			Business			First
Fare Types	Lite	Value	Standard	Flexi	Lite	Standard	Flexi	Lite	Standard	Flexi	First
RBDs	VK	QN	MHW	YBE	R	PL	ST	D	U	ZCJ	FA
Change (USD)	250	150	50	Free	100	50	Free	250	150	Free	Free
Cancellation (USD)	350	300	200	100	300	200	100	400	250	200	100
No Show (USD)	300	300	100	100	200	200	200	400	300	300	300
Baggage	25kg	25kg	30kg	30kg	35kg	35kg	35kg	40kg	40kg	40kg	50kg
Advanced Seat Selection	Charge for all	Charge for all	Free Std Charge for Extra Legroom & Fwd Zone	Free except Extra Legroom chargeable	Free except Extra Legroom chargeable	Free except Extra Legroom chargeable	Free except Extra Legroom chargeable	Free	Free	Free	Free
Miles	50%	50%	75%	100%	100%	100%	125%	125%	125%	150%	200%
Upgrade	Not Allowed	Not Allowed	Allowed (higher rate)	Allowed	Not Allowed	Allowed (higher rate)	Allowed	Not Allowed	Allowed	Allowed	-