



## Update on coronavirus pneumonia situation

Singapore Airlines is closely monitoring the development of the coronavirus pneumonia situation.

### Travel restrictions to Singapore

On Tuesday 28 January 2020, the Singapore government took the following steps to further limit the risk of community spread in Singapore.

- From 29 January 2020, 1200hrs (GMT +8), all new visitors who travelled to Hubei within the last 14 days, or those with People's Republic of China passports issued in Hubei, will not be allowed entry into Singapore, or transit through Singapore.
- Returning residents (Singapore citizens and Permanent Residents) and long-term pass holders – either with travel history in Hubei or with People's Republic of China passports issued in Hubei – will be quarantined at home or other suitable facilities.
- Previously issued short-term and multiple-visit visas, as well as visa-free transit facilities for those with People's Republic of China passports issued in Hubei, will also be suspended with immediate effect. During this period of suspension, this group will not be allowed entry into Singapore.

Singapore Airlines and SilkAir passengers who are affected by the entry restrictions will not be allowed to travel to Singapore.

More information can be found here: <https://www.moh.gov.sg/docs/librariesprovider5/default-document-library/additional-precautionary-measures-to-minimise-risk-of-community-spread-in-singapore---28-jan-2020.pdf>

Affected customers can contact their travel agents, or the Singapore reservations team at +65 6223 8888 or [sq\\_support@singaporeair.com.sg](mailto:sq_support@singaporeair.com.sg), if they require assistance.

### Measures to Safeguard Crew and Passengers

The safety of our crew and passengers is our highest priority. We are working closely with the authorities to take measures to minimise the spread of the coronavirus.

This includes the proactive screening of passengers on the ground and the distribution of a health advisory notice by Singapore's Ministry of Health (MOH). As an added measure, inflight announcements regarding the coronavirus will be made on all flights to and from Mainland China.

We also have in place a set of standard operating procedures to handle various inflight medical emergencies, including potentially infectious diseases. Any unwell passenger will be attended to by the relevant medical authorities immediately after the aircraft lands.

Passengers and crew who are feeling unwell and have travelled to China recently are strongly advised to promptly seek medical attention, and report their travel history.

### Waiver Policy for Customers Travelling to and from Mainland China

We will waive all cancellation and change fees for customers with tickets issued on or before 28 January 2020 for travel to and from Mainland China from 24 January 2020 to 29 February 2020. Customers can contact the Singapore reservations team at +65 6223 8888 or [sq\\_support@singaporeair.com.sg](mailto:sq_support@singaporeair.com.sg) before departure if they would like to change their flight date or destination, or request a refund of their tickets. The new travel date must commence on or before 31 May 2020.

*Last updated on 29 January 2020, 0900hrs (GMT+8)*