



# CARING FOR YOUR WELL-BEING

YOUR GUIDE TO OUR ENHANCED HEALTH AND SAFETY MEASURES



Information as of 09 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, 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 PREPARATIONS



## 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.ata-travel.com/) 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/).



## Pre-order your duty-free shopping

Passengers transiting through Singapore will not be able to access the duty-free shops at Changi Airport. Pre-order online on [KrisShop.com](https://www.krisshop.com/) before your flight, and have your purchases delivered directly to your seat on board your flight.



## 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 booking policies, flight schedules and transit procedures.

# AT THE AIRPORT

## CHECK-IN AND IMMIGRATION COUNTERS



### Cabin baggage allowance

You are welcome to bring cabin baggage on board. Please check your allowance based on your class of travel [here](#).



### 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\*

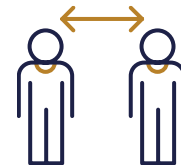
Available at check-in and immigration counters, as well as throughout the airport.



### Personal protective equipment\*

All counter staff at Changi Airport wear masks and follow safety standards mandated by 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 the SilverKris Lounge (Business Class) at Singapore 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 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.



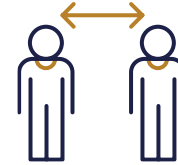
### Personal protective equipment\*

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



### 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 often for added safety.



### Proceed to your boarding gate early

If you are flying to Singapore and connecting onwards to another flight, you will be the first group to board the aircraft – regardless of your cabin class. Please head to the boarding gate early.

\* 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 meal services.

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.



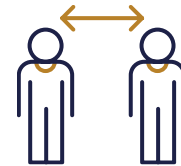
### Designated zones

There will be dedicated seating zones on board to separate transit passengers from non-transit passengers. You are required to stay in your designated zone 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.

\*High Efficiency Particulate Air

# ON BOARD

## DURING YOUR FLIGHT



### Meal services

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 regulators to progressively enhance our food and beverage services.



### Movies and entertainment

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



### e-Library

Read your favourite articles using the e-Library feature on the SingaporeAir mobile app. Remember to download them 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.



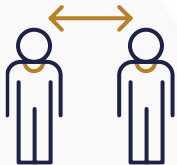
# UPON ARRIVAL

## DISEMBARKING, IMMIGRATION, AND BAGGAGE CLAIM



### **Be patient when leaving the aircraft**

Disembarkation may take longer than usual. If you are transiting in Singapore, you will be the last group to disembark, regardless of your cabin class. An usher will accompany you to your boarding gate or the transit holding area.



### **Safe distancing\***

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



### **Health declaration\***

If you haven't already 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.



### **Enhanced cleaning measures\***

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

\* Subject to destination airport procedures.

# TRANSITING IN SINGAPORE

## BOOKING AND TRANSIT PROCEDURES



### Transit passengers

Transit through Changi Airport will be progressively allowed based on your departure city. Transfers are only allowed on flights between airlines within the SIA Group (Singapore Airlines, SilkAir and Scoot). Transfers to and from flights operated by other airlines are currently not allowed.

To find out if you can transit through Singapore Changi Airport, please visit [here](#).

Do check the [travel advisories](#) as well to ensure that you meet all the requirements to enter your final destination.



### Seat selection

To comply with regulatory requirements to separate transit and non-transit passengers, seat selection may be limited or unavailable for your flight. You may also be reassigned to a different seat closer to your departure date.



### Bassinet seats

If you are a transit passenger travelling with an infant, bassinet seats may not be available for you. In such instances, you will be allocated an additional seat at no extra charge, subject to seat availability.

# TRANSITING IN SINGAPORE

## BOOKING AND TRANSIT PROCEDURES



### On arrival at Changi Airport

An usher will accompany all transit passengers to their boarding gate or the transit holding area. If your transit time is less than 75 minutes, you will proceed directly to your next boarding gate. If your transit time is more than 75 minutes, you will be brought to a designated transit holding area.



### Rest and relax at designated transit holding area

Your designated transit holding area provides comfortable seating, access to food and drinks, a smoking room, a snooze corner with recliners, complimentary WiFi, and clean lavatories. Please keep your face mask on unless eating or drinking, and stay within the transit holding area at all times.



### Premium waiting area

If you are a PPS Club member, or a Suites, First Class, or Business Class passenger, you can access the premium waiting area. Complimentary WiFi, food and drinks, and a rest area with recliners, are available.



### Limited movement

To comply with regulatory requirements separating transit and non-transit passengers, there will be no stops between gates and transit holding areas. While you are unable to visit airport shops and amenities along the way, facilities will be provided at the transit holding area.



### Your connecting flight

Boarding calls will be made. Around 75 minutes before your flight departs, you will be ushered from the transit holding area to your boarding gate for security screening and boarding. Transit passengers will board first, regardless of your cabin class.



### Transit hotels

If you have a booking for a transit hotel at Changi Airport, you will first be ushered to the transit holding area for verification checks before being guided to the hotel. Please remain in the hotel throughout your stay. After checking out, you will be ushered to the transit holding area before your connecting flight.



### Find out more

Visit our website for the latest [transit measures](#).



# WELCOME TO A NEW STANDARD OF CARE

WE CAN'T WAIT TO WELCOME YOU ON BOARD

