

General Group Terms & Conditions

Minimum Group Size	<p>10 Adult/Child passengers travelling together on the same itinerary. Split origin from Australia is allowed but all passengers must join the group in Singapore for travel to the final destination.</p> <p>If the group size falls below the minimum number of 10 Adult/Child, it will be the responsibility of the agent to cancel the group flights and rebook the remaining passengers on the best available class/flights/fares in their GDS system. If the cancellation takes place within 90 days of departure, then the cancellation fees as stated below will apply.</p> <p>For SQ/YY itineraries where the group involves carriage of less than 10 passengers on the other carrier's flights, booking for the interline sectors must be made in the agent's GDS or directly with the relevant interline carrier. A separate ticket is to be issued by the agent or airline. In addition, interline booking details should be forwarded to SIA Group Reservations for PNR annotation.</p>
Booking Class	Economy G, Premium Economy P, Business D
Group Quotes	<p>All Group quotes are guaranteed for two working days, after which the quote becomes an indicative Net Fare valid for 14 days, subject to approval by SIA Head Office. A confirmed fare will only be provided once the booking has been made and seats held.</p> <p>Fees may apply where a third party is engaged to issue the tickets (example, a Consolidator or Ticket Centre).</p> <p>All Group fares quoted are Net fares which attract nil commission.</p> <p>Once all seats are secured, any additional seats cannot be guaranteed at the original fare. Further group seats requested are subject to SIA head office review and approval at the time of the request. Any changes to dates or flights will require re-assessment of the fare.</p> <p>If the provided fare incorporates another carrier, SIA cannot guarantee the quote until seats are confirmed with the respective airline.</p>
*Taxes & Charges	Government taxes and airport charges are indicative in the provided quote.
Deposits	<p>Groups of 50 or more passengers - Economy Economy Class AUD100 per person;</p> <p>Group of 15 or more passengers - Premium Economy Premium Economy Class – AUD200 per person.</p> <p>Group of 10 or more passengers - Business Business Class - AUD250 per person.</p> <p>Deposits required within 14 days of PNR confirmation.</p> <p>(Deposits are refundable where seats are cancelled 90 or more days before departure. For any seats cancelled within 90 days of departure, the deposit, or percentage of deposit will be forfeited. (Full details in Cancellation and Refund section).</p> <p>Note: deposit requirements may vary for large volume Groups.</p> <p>Groups below - 50 passengers Economy, 15 passengers-Premium Economy & 10 passengers- Business.</p> <p>No deposit required. However, we recommend you collect a deposit of AUD200 per Economy/Premium Economy Class seat or AUD500 per Business Class seat.</p> <p>Should the bookings or any seats be cancelled (as per conditions for groups *) SIA will ADM the IATA or Agency Code used to request the seats. For Non-IATA agents the ADM will be sent to your Consolidator/Ticket Centre.</p>
Stopovers	<p>One permitted at Singapore in each direction. Stopovers must be taken at transfer points.</p> <p>(Note: STPC or FOC SSH/Transit Day use accommodation is not provided for flights which don't connect).</p>
Minimum Stay	Nil
Maximum Stay	<p>Economy/Premium Economy Class to Asia 35 days Economy/Premium Economy Class to SASC 3 months Economy/Premium Economy Class to Middle East 3 months Economy/Premium Economy Class to UK/Europe and South Africa 1 year Business Class 1 year.</p>
Ticketing	<p>Confirmed reservations are required for the entire journey.</p> <p>Approved IATA agents must ticket through G360, SIA's dedicated group ticketing site.</p> <p>Alternately a consolidator or ticket centre of choice may be appointed at their applicable fee, as SIA does not offer in-house ticketing.</p> <p>Must be issued by IATA agents through BSP on SQ ticket stock.(IATA Lite agents would need to ticket via a consolidator)</p> <p>Strictly no credit card payments permitted via G360</p> <p>All group bookings must be ticketed at least 30 days prior to departure, Flights will auto cancel if not ticketed.</p>
Child & Infant Discounts	<p>Premium Economy/ Economy Class: Children - 75% of adult net fare Infant (no seat) - 10% of adult net fare (seat) - 75% of adult net fare</p> <p>Business Class: Children - No Child discounts apply. Infant - (no Seat) 10% of adult net fare Infant - (Seat) No infants discounts apply</p> <p>Unaccompanied Miners under 12 years not permitted on these fares.</p>
Unaccompanied Minors	<p>SIA maintains a policy regarding the carriage of Young Passengers (YP), that is, Persons aged 12 to 16 years. For any group movement of Young Passengers (YP) or Unaccompanied Miners (UM) of eight passengers or more, a specific ratio of accompanying escorts will apply. For example, 1 escort is required for 7, or 2 escorts for 8 or more YP. Without an escort arrangement, SIA will be unable to accept bookings of this nature.</p>
Rebooking/ Rerouting/ Deviations & Split returns	<p>Before Ticketing Permitted on SQ only subject to availability and fare recalculation (TR/YY carriers are not permitted). Deviations will incur a fee of AUD30 per person to be added to the approved group fare, along with fare reassessment. Any additional bookings outside of the requested group departure dates must be booked as FIT in the agents GDS system or with SQ Reservations. The best available market fare will apply.</p> <p>After Ticketing A service fee of AUD65 per person each time a change is required after ticketing or reissue done by the SQ Ticket Office. Scoot (TR) flight deviations are not permitted.</p>

Name Correction & Name Changes	<p>Name Correction (After Ticketing) A service fee of AUD65 per person each time a reissue is required by Sales Operations. A copy of the Passport must be provided along with an EMD before the ticket can be reissued. It is the Travel Agent's responsibility to check all names are correct as per Passports prior to ticketing.</p> <p>Name Change (After Ticketing) Passenger Replacement : New ticket needs to be purchased and the original to be refunded with a fee of AUD65 Scoot (TR) name changes are not permitted.</p>
Cancellations & Refunds	<p>1. Before Ticketing & Departure a. Outside 90 days: No Fee</p> <p>b. Between 90 and 60 days -Maximum 20% of the seats can be cancelled free of charge per booking class, any seats cancelled above 20% will be charged at following rates: Economy - Adult/Child -AUD100; Premium Economy - Adult/Child -AUD200; BusinessAdult/Child- AUD250 c. Between 60 and 45 days - Economy - Adult/Child -AUD100; Premium Economy - Adult/Child -AUD200; Business-Adult/Child -AUD250 d. Between departure and inside 45 days: Adult/Child -AUD250; Premium Economy - Adult/Child -AUD300 ; Business-Adult/Child- AUD500</p> <p>2. After Ticketing/Before departure –Refund charges: Economy-Adult/Child -AUD250 ; Premium Economy - Adult/Child -AUD300 ; Business-Adult/Child- AUD500</p> <p>3. After Departure No refund on fare component.</p>
No Show Fees	EconomyAUD140; Premium Economy - AUD200 ; Business Class - AUD270 in addition to cancellation fees.
Baggage Allowance	Complimentary checked baggage of 25 Kgs for Group Passengers (Economy) // 35 kgs (Premium Economy) // 40 kgs (Business Class). Please visit the following page for full details: http://www.singaporeair.com/en_UK/au/travel-info/baggage/
Sales Restrictions	Extension of ticket validity is not permitted. For sale in Australia only.
Flight Restrictions	Travel on code share services are not permitted.
Copies of E-Tickets	To obtain E-tickets, please go to 'Manage Booking' at singaporeair.com.