

# Global Waiver for Travel to and from Israel

**Dear Valued Agency Partners,**

Due to the ongoing conflict in the Middle East, passengers who have booked a flight itinerary with us that include travel to or from Israel may have had their travel plans disrupted.

Singapore Airlines (SIA) is issuing a servicing guide and global waiver codes for travel to and from Israel.

The guidelines stated below will be effective until further notice.

## 1. Eligibility Criteria

- a. Travel itinerary contains flights to/from Israel.
- b. SIA (618) Tickets issued before/on 07 October 2023.

## 2. What is waived

- a. Rebook to system range dates at same RBD with change fees waived. Fare differences (if any) must be collected.
- b. Re-routing is permitted with change fees waived. Fare differences (if any) must be collected.
- c. Full refund, including ancillaries, will be accorded if the passenger does not wish to take up alternative options and no longer wish to travel.

## 3. Procedure for waiver

- a. For GDS bookings, insert the waiver code (provided [here](#)) into the endorsement box during reissuance or refund.
- b. For NDC bookings, please contact SQMY Sales Ops / your respective Account Manager to assist with the reissuance or refund.

Thank you for your attention & dissemination to all concern.

Yours Sincerely,

Singapore Airlines Malaysia