

UPDATE 4 TO SQID/21/039

16 November 2021

Dear Valued Agency Partners,

Updates to Vaccinated Travel Lanes (VTL)

- In reference to Update 3 to Sales Circular SQID/21/039 published on 1 November 2021, the Singapore Airlines (SIA) Group welcomes the addition of **Indonesia**, India, Qatar, Saudi Arabia, and the United Arab Emirates to Singapore's vaccinated travel lane (VTL) arrangements.

1.1 Indonesia

Vaccination Travel Pass (VTP) application will start from 22 November 2021 and VTL flights will commence from **Jakarta to Singapore** on 29 November 2021.

Please note that VTL only applies for travel from Indonesia to Singapore.

For Singapore to Indonesia, entry into Indonesia is subject to the prevailing entry requirements of Indonesia. For returning Indonesian travellers, prevailing quarantine measure will apply upon arrival in Jakarta.

| Country | Airport | VTL | | | Non-VTL | |
|-----------|---------|-----------------|-----------|----------------|-----------------|-----------------------|
| | | Flight | Frequency | Effective Date | Flight | Frequency |
| Indonesia | CGK | SQ953 (77WR) | DAILY | 29 Nov 2021 | SQ951 (77WR) | MON, WED, FRI |
| | | | | | SQ957 (A359) | DAILY |
| | | | | | SQ959 (A359) | TUE, THU, SAT, SUN |
| | | | | | SQ965 (A359) | DAILY |

1.2 Middle East

Existing VTL eligibility criteria and requirements will apply.

Vaccination Travel Pass (VTP) application will start from 29 November 2021 and flights will commence from 06 December 2021. SIA currently does not operate to Qatar.

| Country | Airport | Flight | Frequency | Effective Date |
|----------------------------|---------|------------------|---------------|----------------|
| United Arab Emirates (UAE) | DXB | SQ495 (359MH) | DAILY | 06 Dec 2021 |
| Saudi Arabia | JED | TR9597 | MON, THU, SAT | 06 Dec 2021 |



1.3 India

a. VTL travel without quarantine and transit

SIA does not currently operate passenger flights between Singapore and India. More information will be provided later on while bilateral air travel arrangements are being finalised. Please refer to the Singapore Airlines Website for the latest updates.

Travelers from India can enter Singapore via our VTL flights from United Arab Emirates (UAE) or on any interline VTL flights. Existing VTL eligibility criteria and requirements will apply and 14 days travel history requirement **includes India**. This means a vaccinated India traveller can take a VTL flight and enter Singapore without quarantine if he meets all VTL requirements and was in India and /or VTL countries for the past 14 days before flight departure.

Vaccinated India travellers can also take a VTL flight to transit in Singapore as long as they meet entry requirements of their final destination, are vaccinated with acceptable proof and undertake a PDT 48 hours before departure.

b. Reclassified to a Category II country

Singapore Citizen (SC), Singapore Permanent Residents (PRs) and Long-Term Pass Holders (LTPHs) (including work pass) will only need to serve **7-days SHN** instead of 10-days upon entering Singapore. Passengers can take any interline non-VTL flights into Singapore.

2. The VTL arrangement allows quarantine-free travel from VTL countries to Singapore for eligible vaccinated travellers. To date, the SIA Group has announced VTL services from 20 cities in our network to Singapore.

3. Designated Vaccinated Travel Lane Flights

3.1 Singapore Airlines has started operating new VTL services from Amsterdam, Barcelona, Copenhagen, Milan, New York, Paris, Rome, London, San Francisco and Los Angeles from 19 October 2021, Sydney, Melbourne and Zurich from 8 November 2021, and Seoul from 16 November 2021. VTL services from Indonesia will begin on 29 November 2021.

3.2 In addition, Singapore Airlines is launching four-time weekly seasonal services to Vancouver, Canada and Seattle, USA, from 2 December 2021 to 26 March 2022. Two of the weekly Seattle-Vancouver-Singapore flights will operate as VTL services.

3.3 Travel from Singapore to these destinations can be on any Singapore Airlines flight, while travel from these destinations to Singapore must be on designated VTL flights.

3.4 Eligible VTL flights customers must ensure that they are booked on the designated VTL flights. For respective countries' VTL flight schedule, please refer to this [link](#).

Please note that all other flights not mentioned in the VTL flight schedules are non-VTL



flights. Customers who fly on non-VTL flights will undergo the prevailing quarantine restrictions in Singapore if they are travelling to Singapore. All customers are advised to ensure that they are booked on the correct flights.

3.5 For more information on booking a VTL flight, please refer to our dedicated [Vaccinated Travel Lanes page](#).

4. Vaccinated Travel Lane Eligibility Criteria and Health Measures to **Enter Singapore**

4.1 Customers who wish to travel via any of the Vaccinated Travel Lanes to enter Singapore must meet all eligibility VTL criteria and required health measures.

Please note that a different set of eligibility criteria applies to customers who wish to travel between South Korea and Singapore. For more information on the bilateral travel agreement between South Korea and Singapore, please click [here](#).

4.2 With effect from 19 October 2021, the VTL requirements* for these travellers entering Singapore include:

(a) No travel history outside of Singapore and the VTL countries in the past 14 days. Travel to multiple VTL countries in the itinerary is allowed. Please note that transit countries are considered part of your travel history. You will not be eligible for a VTL flight if you have transited through a non-VTL country within the past 14 days.

For example, a passenger can fly from Singapore to Paris, and then Paris to Amsterdam, and be eligible to fly on the VTL flight from Amsterdam to Singapore.

*However, a passenger who flies from Singapore to Los Angeles via Tokyo, will **not** be eligible for the VTL flight from Los Angeles to Singapore, if the stay in Los Angeles is less than 14 days.*

- (b) Being fully vaccinated against Covid-19 with any vaccine in the [World Health Organisation Emergency Use List](#). The final dose must be completed at least 14 days prior to arrival in Singapore.
- (c) Providing a vaccination certificate in English issued by Singapore or the VTL country. Please refer to this [link](#) for the acceptable vaccination certificates.
- (d) All vaccination certificates, except for those issued in Brunei, must be digitally certifiable (i.e. with a QR code for verification). For VTL passengers travelling from Brunei, a hard copy of the vaccination certificate issued by the Brunei Government will be accepted.
- (e) Please note that the CovPass or the International Certificate of Vaccination or Prophylaxis (ICVP), also known as the Carte Jaune or Yellow Card, will not be accepted.
- (f) Residents of the EU or Singapore who were previously unvaccinated and had recovered from a past Covid-19 infection are considered fully vaccinated if they have received at least one dose of [an approved vaccine](#). Such travellers will be required to provide an EU recovery certificate from Covid-19, or a discharge memo issued in Singapore.
- (g) Taking a pre-departure Covid-19 PCR test within 48 hours before flight departure and



receiving a negative result.

- (h) Flying only on designated VTL flights.
- (i) For VTL travellers entering Singapore, they are also required to [register and make payment](#) for an on-arrival PCR test at Changi Airport.

**For customers travelling from Brunei or Germany via the existing VTL arrangement, the new VTL requirements will apply from 19 October 2021.*

4.3 To view the full set of VTL requirements and health measures for all countries, please click [here](#).

4.4 Short-term visitors and Long-Term Pass holders must apply for a [Vaccinated Travel Pass \(VTP\)](#) between seven and 30 days prior to their intended date of entry into Singapore. Travellers may apply for the VTP from 12 October 2021 for all the VTL countries except for the VTP for Republic of Korea which will be open only from 8 November 2021. VTP applications for Indonesia will commence on 22 November 2021.

4.5 Singapore citizens and permanent residents are not required to apply for the Vaccinated Travel Pass. However, they must show their vaccination status on the HealthHub app, or present proof of their vaccination at check-in.

4.6 Short-term visitors who require a visa for travel to Singapore must separately obtain a visa. They are advised to do so after receiving their VTP approval and before departure.

4.7 They must also purchase travel insurance, with a minimum coverage of S\$30,000 for Covid-19-related medical treatment and hospitalization costs, prior to travel to Singapore.

4.8 They must also use the [TraceTogether](#) app in Singapore to facilitate contact tracing.

5. Vaccinated Travel Lane (VTL) Flight Bookings

5.1 New Bookings

- a) For travel from Singapore to VTL countries, any Singapore Airlines flight can be taken. Only eligible passengers that meet the VTL flights requirements can travel on designated VTL flights.
- b) Please refer to the [Singapore Airlines Website](#) for the dates and flight numbers of the designated VTL and non-VTL flights.

5.2 Customers with Existing Tickets Issued on VTL Flights

- a) Customers with existing tickets issued on VTL flights will be notified if their flight has been designated as a VTL flight.
- b) Customers who do not meet the VTL flights requirements may opt to be re-accommodated on to non-VTL flights instead. Please note that passengers travelling on non-VTL flights to enter Singapore must meet the entry requirements for Singapore and will have to serve quarantine.



- c) Customers who do not meet the VTL flights requirements may request to rebook or seek a refund of the unused portion of their ticket through the travel agents that the ticket was purchased.
- d) Change/Cancellation fee will be waived for scenarios mentioned in paragraph c. For change fee waiver, please insert **VTL011021** as approval code. For cancellation/ refund fee waiver, please insert **NVTL021021** as approval code.

An ADM will be raised if any of the procedures above are not complied with or an incorrect waiver code is indicated. For all NDC bookings, please contact SQ Assistance or your local Account Manager for assistance.

6. Health and Safety Measures

Singapore Airlines is committed to the well-being of our customers and has precautionary measures in place to ensure their health and safety throughout their journey. More details can be found [here](#).

For Covid-19 related travel information, please visit our dedicated [Covid-19 InformationCentre](#).

7. Transit Experience in Singapore

Currently, all transit passengers will be able to:

- Access the SilverKris Lounge for **eligible passengers**
- Roam freely for duty free shopping (Except of Australia-bound passengers)
Note: Australian Bound passengers are able to roam freely at Changi Airport but duty free purchases at Changi Airport transit area is currently not available due to operational limitations. Australia-bound passengers can still enjoy duty free purchases via KrisShop.

8. Please contact your Account Manager if you have further enquiries.
9. Thank you for your continuous support. Please disseminate this information to your front-liners sub-agents as well as relevant department.

Best Regards,

Singapore Airlines

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