

Contract is valid for tickets issued November 1, 2020 through March 31, 2021

TOUR CODE = 1182AG20

Routing	Compartment	Fare Type	Commission Percent	Agreement Number (to appear in Tour Code Box)
From USA to all SQ/MI/TR online points in IATA Traffic Conference Areas 2 and 3* (see exceptions below; LAX-NRT, SFO-HKG, JFK-FRA and IAH-MAN)	Suites/First	F-	9%	1182AG20
		A-	9%	
	Business	Z-	11%	
		C-	11%	
		J-	11%	
		U-	10%	
		D-	5%	
	Premium Economy	S-	9%	
		T-	9%	
		P-	7%	
		L-	7%	
		R-	5%	
	Economy	Y-	8%	
		B-	8%	
		E-	8%	
		M-	7%	
		H-	7%	
		W-	7%	
		Q-	5%	
		N-	5%	
		V-	5%	
		K-	5%	
Origin/Destination Specific Routes: LAX-NRT SFO-HKG JFK-FRA (for booking classes not listed here, please use the chart above "From USA to all SQ/MI/TR online points"	Economy	Y-, B-, E-, M-, H-, W-, Q-, N- , V-, K-	10%	
Origin/Destination Specific Routes: IAH-MAN (for booking classes not listed here, please use the chart above "From USA to all SQ/MI/TR online points"	Economy	Y-, B-, E-, M-, H-, W-, Q-, N- , V-, K-	8%	
SQ One Way "POO" type fares to USA issued in conjunction/combination with outbound OAL USA-originating fares to create round-trip USA- origin itinerary. (**)	Business	Z-, C-, J-	7%	1182AG20
	Premium Economy	S-, T-, P-, L-, R-	7%	
	Economy	Y-, B-, E-, M-, H-	7%	

Fare type, fare conditions and fare basis codes are subject to change without notice.

*IATA Traffic Conference Area 2 includes Europe (West of the Urals), Azores, Iceland, Middle East, Africa and Seychelles Islands. IATA Traffic Conference Area 3 includes Asia (East of the Urals) and Oceania (Australia, New Zealand and South Pacific Islands).

No additional discounts may be taken on tickets. Tickets are not eligible for any bonus or incentive commissions that Singapore Airlines may introduce from time to time, or for any other discount.

****POO-type fares**

- a. POO-type fares are local market fares for sale in the USA and identified by fare basis ending in “-PO”
- b. POO discount applies to SQ fare only
- c. Discounts for travel originating outside of the USA are not filed through ATPCO and must be applied manually or claimed through ARC.
- d. **For itineraries combining OAL outbound flights with SQ inbound flights to create a true USA-origin route OAL fare must either be on same ticket or OAL ticket number must be placed in endorsement box of SQ ticket.**

RESERVATIONS & TICKETING CONDITIONS

All published fare rules apply unless advised otherwise. Issuing agent must comply with all published fare conditions, rules, routing and RBD. Fare conditions, RBDs and fare basis codes are subject to change without notice. Fares are applicable at time of ticketing. No additional discounts may be taken on tickets. Discounts set forth in this agreement are not combinable with promotional or other discounts that Singapore Airlines may introduce from time to time, or with any other discount.

1. **Point-of-Sale (POS) County – USA only**
2. **Discount Validity – November 1, 2020 to March 31, 2021**
3. **Type of Journey – One-way (OW), round-trip (RT), open-jaw (OJ), circle-trip (CT) mixed classes are permitted.**
4. **Booking Class RBD's – Refer to chart above**
5. **Tour Code Box – 1182AG20 for US departures only or as part of a roundtrip ticket where the outbound is on another carrier and the flight returning to the US is on SQ**
6. **Agency agrees that under no circumstances can the online retail ticket price that is available to end-consumer fall below the published fare level. Any violation will be subject to immediate termination. For the avoidance of doubt, the Agency is not prohibited from offering its customers discount off its own service charges or other fees, or compensating them in any other possible manner, providing that Agency, while doing so, shall set out said charges, fees and/or compensation separately from information on Singapore Airlines' fares in such a manner that all components of the final sale price are legible to the customers.**

GENERAL TICKETING RULES:

Ticket Stock/Validation/e-Ticket – (618) SQ validation/ticket documents. Only e-tickets accepted. All tickets must be issued in the USA.

Flight Application –

- a. **Discounts apply to SQ published through-fares on SQ/MI/TR/UK marketed and operated flights**
- b. **Discounts apply to connecting US domestic interline and codeshare sectors as per SQ filed through fare rules**

- c. Discounts are not applicable to OAL fares not part of an SQ through fare when issued on SQ tickets
- d. Itineraries with TR sectors must originate from SQ online gateways only
- a. **Codeshare Flights** –The following SQ marketed flights operated by Virgin Atlantic Airways (VS) are eligible for 5% discount as per SQ filed fare rules:
 - i. Applicable on full published fares originating from USA
 - ii. SQ*/VS codeshare flights between USA and LHR
 - iii. Must only be used when connecting to/from SQ operated flights at LHR for travel to/from Area 3
 - iv. Return trip Fare types: (Z-, C-, J-, U-, D-, S-, T-, P-, Y-, B-, E-, M-, H-, W-) SQVS
 - v. One-way Fare types: (Z-, C-, J-, U-, D-, S-, T-, P-, Y-, B-, E-, M-, H-, W-) SQVSO

Combination of Fares –

- a. Discounts apply to mixed classes of service or RBDs via SQ/MI/TR/UK.
- b. For roundtrip / circle trip itinerary, the discount percentage is based on applicable discounts for each fare component.
- c. For combination with OAL fares, discounts may be applied to SQ fares only

Child & Infant Discounts – Applicable

Taxes – Net fare does not include any taxes that must be collected when the ticket is issued. Discounts are not applicable to taxes.

Airport Surcharges, and Other Fees and Surcharges – Discounts are not applicable to such surcharges and fees.

Fare Box –

- 1. Gross fare is to be shown in the Base Fare Box and discount to be shown in the commission box.
- 2. For fares originating from USA only, agency is permitted to show a discounted fare amount in the Base Fare Box, provided:
 - a. The amount in the Base Fare box must be identical to the amount in the Fare Calculation
 - b. The published fare basis code is shown on the ticket
 - c. Insert Agreement Number in the Tour Code box e.g. "1182AG20"

ARC Adherence –

Tickets issued under this Agreement must be issued according to standard Airline Reporting Corporation (ARC) procedures

Fares Outside This Agreement –

SQ offers various fares (including Internet only fares, special promotional fares, Star Alliance fares, etc.) that are outside the scope of this Agreement. The discounts in the Agreement will not apply to such fares.

Privately filed NET fares cannot be further discounted unless otherwise stipulated. The fare filed must be remitted to Singapore Airlines.

Refer to SQ filed fare rules for all other conditions.

Agency Support:

Agencies in need of assistance with any non-commission related issue may contact the Singapore Airlines Sales Support at 800-742-3333 Press 4. Commission related questions should be directed to Air@ccra.com

Agencies utilizing CCRA's 24/7 Call Center:

You must add the necessary Singapore Airlines contract information to the contract fare profile you have created for CCRA's use. This will allow CCRA Agents to determine if your agency wants this contract utilized when applicable. If you currently do not use any contracted or negotiated rates and would like to utilize this offering from CCRA's Air program, please contact your customer Care representative for assistance in creating the necessary profiles for after-hours utilization.

When bookings are handled by CCRA's 24/7 Call Center Agents the applicable tour code information will be included during the ticketing process. However, CCRA agents will not include the applicable commission information. Agency clients are required to update their IAR the next business day following ticket issuance with the applicable commission data. CCRA will not be liable for claiming of airline commissions.

Should you have any commission questions related to this agreement, please copy and paste your GDS flights segments along with the GDS pricing into an email. Send the email to us at Air@ccra.com and we will reply to you as quickly as we can.

We are available to assist with commission questions Monday through Friday between 830AM and 530PM ET. Outside of these hours, please use your best judgment when ticketing. We will reply to your email the next business day and adjustments may be made in IAR if necessary.