

# scoot

S A L E S   G U I D E

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# about scoot



## YOUNG AND MODERN FLEET

Comprises of the Boeing 787 Dreamliner, Airbus 320 family and the Embraer E190-E2

## LOW-COST SUBSIDIARY OF THE SINGAPORE AIRLINES GROUP

**SERVICING OVER  
70 DESTINATIONS  
ACROSS 18 COUNTRIES  
AND TERRITORIES.**



## SIGNATURE PRODUCTS AND SERVICES

From onboard services such as ScootPlus, Scoot-in-Silence and Wi-Fi to supplementary services such as Scootsurance, travelling with Scoot is a breeze.

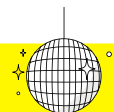
## 10KG CARRY-ON BAGGAGE

That's 3kg more than most low-cost carriers!



## SCOOTITUDE

Providing reliable and affordable travel experiences with a unique attitude - through themed inflight activities on special occasions and more!



## Interline partners



Transfers are currently only allowed on flights between airlines within the SIA Group (Scoot and SIA). Transfers to and from flights operated by other airlines are currently not permitted. For more information on transiting through Singapore on Scoot, please refer to this [page](#).

# about scoot

**2011**

SIA established Scoot to leverage on the burgeoning low-cost segment.

**2012**

Launched our maiden flight to Sydney.

**2015**

Became the World's First All-787 operator as we enhanced our medium and long-haul flight offerings.

**2016**

Co-founded the Value Alliance, the world's second alliance to consist of only low-cost carriers.

**2017**

Launched our first long-haul flight to Europe in Athens and flew our 50 millionth passenger. Scoot and Tigerair merged to operate under the Scoot brand.

**2018**

Became the first airline in Asia to launch transactional chatbot and launched our first flight on the A320neo aircraft.



# about scoot

**2019**

Started operations at Singapore Changi Airport Terminal 1 and flew our 65 millionth passenger. Won the Best Low-Cost Carrier award at the TTG Travel Awards and Travel Weekly Asia Readers' Choice Awards.

**2020**

Started operating cargo charters using our widebody Boeing 787 Dreamliners and single-aisle Airbus A320 family aircraft.

**2022**

Launched an exclusive Scoot x Pokémon livery in partnership with The Pokémon Company on the Pikachu Jet, a Boeing 787-9 Dreamliner.

**2023**

Won the Best Low-Cost Carrier at the TTG Travel Awards and World's Best Long-Haul Low-Cost Airline at the SkyTrax World Airline Awards for the third time.

**2024**

Welcomed the Embraer E190-E2 to our growing fleet of over 50 aircraft.

# MAJOR AWARDS

**2025**



- Value Airline of the Year - 51st Air Transport World Airline Industry Achievement Awards

**2024**



- World's Best Long-Haul Low-Cost Carrier 2024 - SkyTrax World Airline Awards
- Value Airline of the Year - Air Transport World Airline Industry Achievement Awards
- Best Low-Cost Carrier – TTG Travel Awards 2024
- Best Low-Cost Carrier (Asia Pacific) - Travel Weekly Asia 2024 Readers' Choice Awards

**2023**



- Best Low-Cost Carrier – TTG Travel Awards 2023
- Best Low-Cost Carrier (Asia Pacific) - Travel Weekly Asia 2023 Readers' Choice Awards
- World's Best Long-Haul Low-Cost Carrier 2023 - SkyTrax World Airline Awards
- Top 5 Airlines by Passenger Carriage – Changi Airline Awards 2023
- Top 5 Airlines by Cargo Carriage – Changi Airline Awards 2023



# MAJOR AWARDS

## 2022



- Best Low-Cost Carrier - 31<sup>st</sup> Annual TTG Travel Awards 2022
- Best Low-Cost Carrier (Asia Pacific) - Travel Weekly Asia 2022 Readers' Choice Awards
- World's Best Long-Haul Low-Cost Carrier 2022 - SkyTrax World Airline Awards
- Best Low-Cost Air Cargo Carrier - Asian Freight, Logistics and Supply Chain (AFLAS) Awards 2022
- Expat Living Readers' Choice Awards 2022 Best Airline Bronze Winner

## 2021



- 5-Star Rating - SkyTrax 5-Star Covid-19 Safety Ratings
- Top 10 Low-Cost Airlines for 2021 - AirlineRatings.com
- Diamond status - APEX Health Safety powered by SimpliFlying
- World's Best Long-Haul Low Cost Airlines 2021
- Top 10 World's Most Improved Airlines 2021 - SkyTrax World Airlines Awards
- Top 10 World's Best Low-Cost Airlines 2015, 2018 and 2021
- Best Use on Onboard Technology 2021 - Onboard Hospitality Awards



# MAJOR AWARDS

**2020**



- Top Low-Cost Carrier - AB-ROAD's 2020 Airline Satisfaction Survey in Japan

**2019**



- Top 10 Best Low-Cost Airlines in Asia 2019
- Best Low-Cost Carrier - Travel Weekly Asia 2019 Readers' Choice Awards
- Best Low-Cost Carrier - 30th TTG Asia Awards in 2019

**2017-2018**



- Best Low-Cost Airline Asia/Pacific 2015, 2016, 2017 and 2018 - AirlineRatings.com
- Low-Cost Airline of the Year 2018 - Australian Travel Awards

**2016**



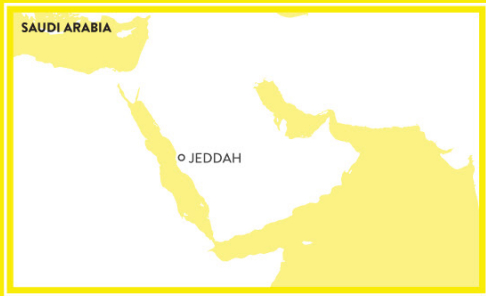
- Southeast Asia Best Low-Cost Airline 2016 - Future Travel Experience Awards Asia
- Marketer of the Year 2014, 2015 and 2016 - Marketing Excellence Awards
- In-Flight Media of the Year 2016 - MPAS (Media Publishers Association of Singapore) Awards 2016

**2015**




- Best Budget Airline 2014 and 2015 - Singapore Readers' Choice Awards
- Cannes Silver Lion 2015 - Cannes Lions International Festival of Creativity





To find out which routes are currently in operation, please refer to our website at [www.flyscoot.com](http://www.flyscoot.com).

-  Scoot Base  
 Flights operated by Scoot

# BOEING 787 DREAMLINER



**20**

IN FLEET

**7**

ON ORDER

## ABOARD OUR FLEET



**BOEING 787-9**



**BOEING 787-8**



**BOEING 787-8**  
(with Crew Bunk)

**35**



SCOOTPLUS

**21**



SCOOTPLUS

**18**



SCOOTPLUS

**340**



ECONOMY

**314**



ECONOMY

**311**



ECONOMY

\*Accurate as of Jan 2025



# AIRBUS A320/A320NEO/A321NEO



## ABOARD OUR FLEET



**AIRBUS 320**



**AIRBUS 320NEO**



**AIRBUS 321NEO**

**25**



in fleet

**6**



in fleet

**9**



in fleet

**180**



seats

**186**



seats

**236**



seats

# EMBRAER E190-E2



## ABOARD OUR FLEET



2x2 seat configuration

5



in fleet

112



seats



\*Accurate as of Jan 2025



# BOARDING / ADD-ONS

BE AT THE AIRPORT



CHECK-IN CLOSES



Scoot's check in counters open 3 hours before scheduled departure for B787 flights, and 2.5 hours before scheduled departure for A320/A320N/A321N/E190-E2 flights. They close 60mins before scheduled departure with no exceptions.

All passengers are strongly advised to arrive at the airport at least 120mins before departure to complete check-in procedures on time.



**Scoot-to-Gate**



**Scoot Café**



**Sports Equipment**



**Extra Cabin Bag**



**BoardMeFirst**



**Seat Selection**



**Super**



**Stretch**



**ScootinSilence**



**In-seat Power**



**Snooze Kit**



**Baggage Upsize**



**Wi-Fi**

• Note: Meals and beverages can be pre-ordered prior to departure. Please refer to this [page](#).

# BAG IT UP!

## CHECKED BAGGAGE ALLOWANCE

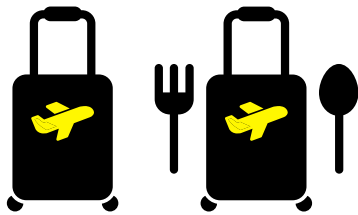


[minimum]



[maximum]

## COMPLIMENTARY CHECKED BAGGAGE



FlyBag & FlyBagEat  
[20kg inclusive]



ScootPlus  
[30kg inclusive]

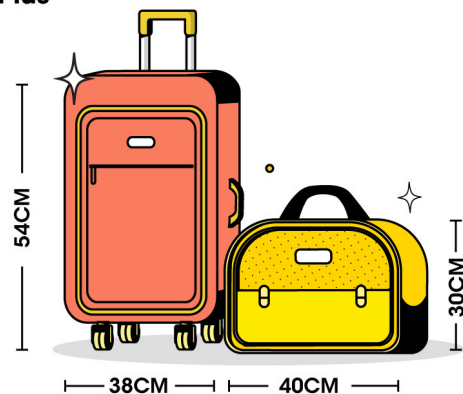
## CABIN BAGGAGE

Economy



**Total 10kg**

ScootPlus



**Total 15kg**

## EXCESS BAGGAGE\*

Excess baggage fees are charged at the airport if the actual weight exceeds the pre-purchased baggage allowance.

## LIQUIDS

Carriage of liquids, aerosols and gels (LAGs) in hand-carry luggage on all flights departing from Changi Airport are restricted.

### The guidelines are:

- 1 transparent resealable bag per person (max. 1 litre)
- Liquids, aerosols and gels (max. capacity 100ml each)
- Exemptions for medications, baby food and special dietary items



1 litre transparent resealable bag

For more information on the restricted items, please refer to:

Scoot: <https://www.flyscoot.com/en/plan/before-you-fly/travel-information>

## SPECIAL ITEMS

### NOT PERMITTED IN OUR CABINS

**BASSINET**

**CAR SEAT**

**STROLLER**

**WALKER**

**CRUTCHES**

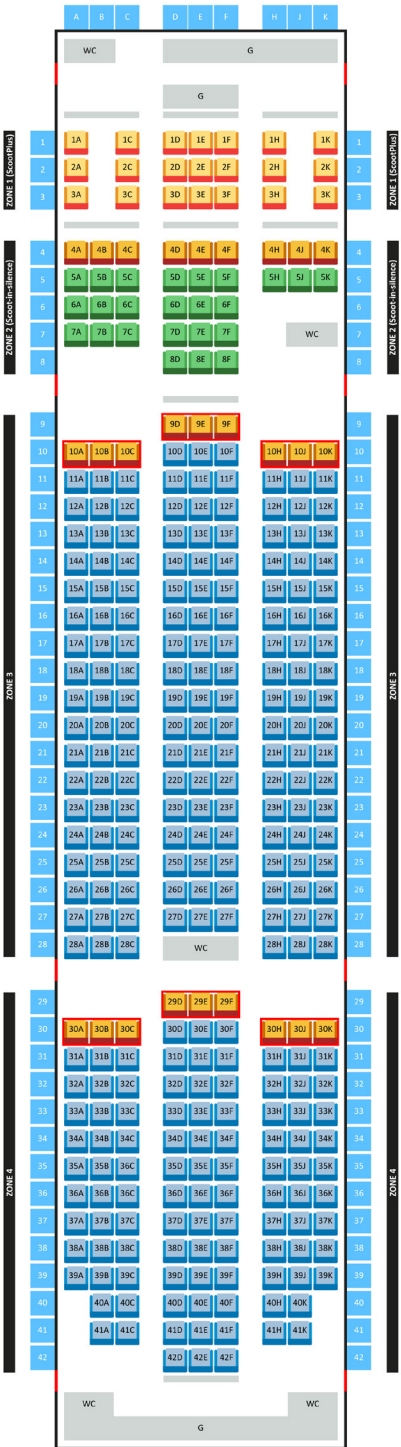
**WHEELCHAIR**

Check them in as checked baggage<sup>†</sup> at no extra charge

(<sup>†</sup>they will not be part of your baggage allowance)

# SEAT MAP B787-8

## 787-8 SEAT PRODUCT INFORMATION



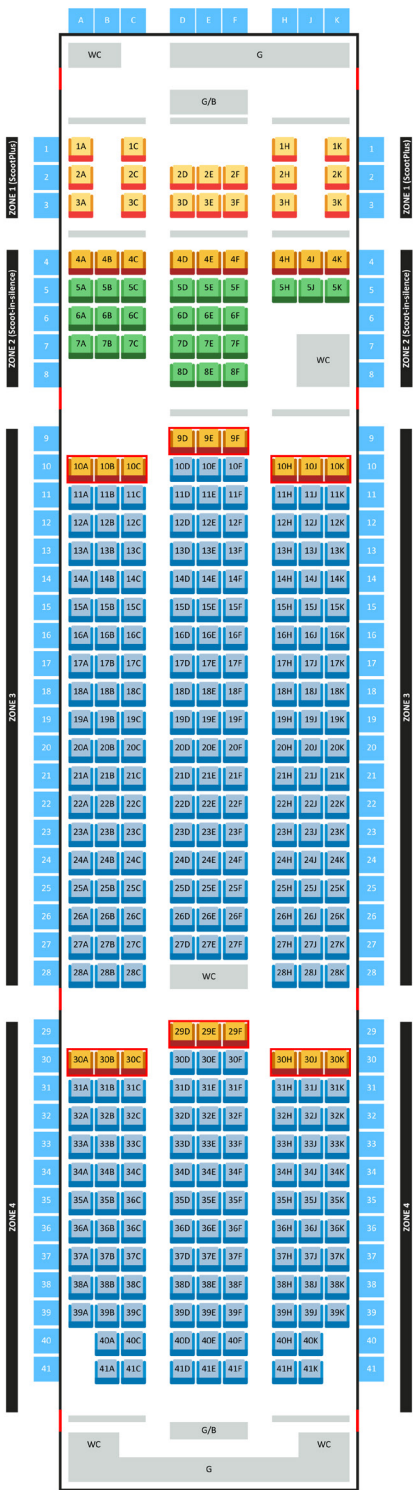
SEAT TYPE	SEAT COUNT	PITCH	WIDTH	RECLINE	COVER DRESSING	OTHER FEATURES	MANUFACTURER
ScootPlus (over 180cm)	4	54.4"	18.5 - 19.5"	6°	Black leather	4-way adjustable headrest; legrest	TMCO
ScootPlus (over 180cm)	3	58.9"	18.5 - 19.5"	6°	Black leather	4-way adjustable headrest; legrest	TMCO
ScootPlus (over 180cm)	14	38"	18.5 - 19.5"	6°	Black leather	4-way adjustable headrest; legrest	TMCO
Stretch (over 180cm)	9	48"	16.2 - 17.2"	6°	Blue fabric with yellow patterns	4-way adjustable headrest	ZODIAC
Stretch (over 180cm)	6	51"	16.2 - 17.2"	6°	Blue fabric with yellow patterns	4-way adjustable headrest	ZODIAC
Stretch (all other stretch seats)	12	34"	16.2 - 17.2"	6°	Blue fabric with yellow patterns	4-way adjustable headrest	ZODIAC
Standard	24	30 - 31"	16.2 - 17.2"	6°	Blue fabric with yellow patterns	4-way adjustable headrest	ZODIAC
Standard	236	30 - 31"	16.2 - 17.2"	6°	Blue fabric plain	None	ZODIAC
Emergency Exit Row	—	—	—	—	—	—	—
All Economy	314	—	—	—	—	—	—
<b>TOTAL</b>	<b>336</b>						

Note: This area in front of ROWE may be used as a passageway

G Galley  
WC Washroom

# SEAT MAP B787-8B

## B787-8B SEAT PRODUCT INFORMATION



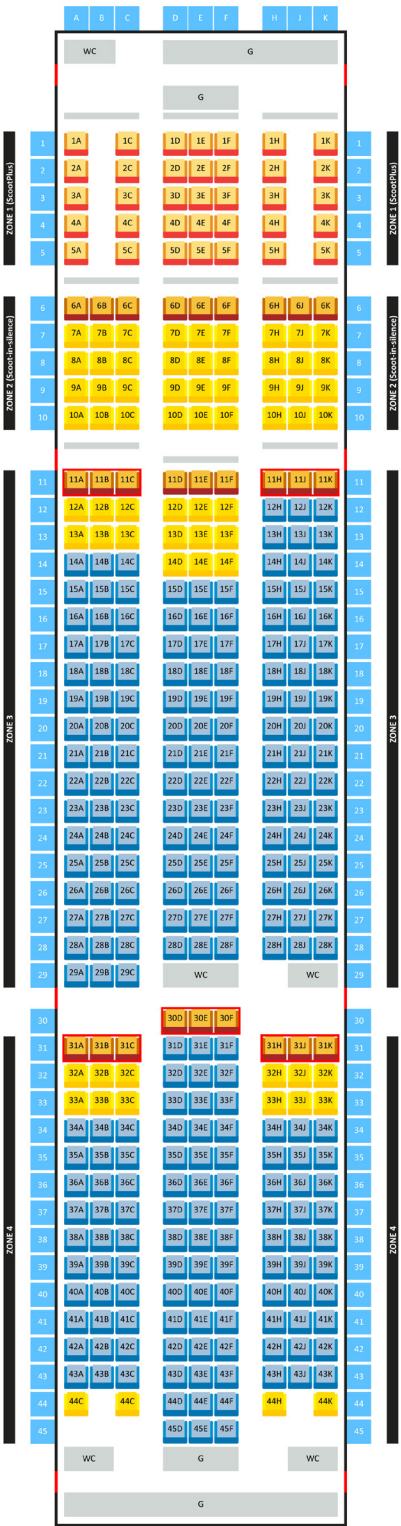
SEAT TYPE	SEAT COUNT	PITCH	WIDTH	RECLINE	COVER DRESSING	OTHER FEATURES	MANUFACTURER
ScootPlus (seat 1A-1K)	4	54.4"	18.5 - 19.5"	6°	Black leather	4-way adjustable headrest; legrest	TIMCO
ScootPlus (seat 2A-2K)	3	58.9"	18.5 - 19.5"	6°	Black leather	4-way adjustable headrest; legrest	TIMCO
ScootPlus (seat 3A-3K, 4A-4K, 5A-5K, 6A-6K, 7A-7K, 8A-8K, 9A-9K, 10A-10K, 11A-11K, 12A-12K, 13A-13K, 14A-14K, 15A-15K, 16A-16K, 17A-17K, 18A-18K, 19A-19K, 20A-20K, 21A-21K, 22A-22K, 23A-23K, 24A-24K, 25A-25K, 26A-26K, 27A-27K, 28A-28K, 29A-29K, 30A-30K, 31A-31K, 32A-32K, 33A-33K, 34A-34K, 35A-35K, 36A-36K, 37A-37K, 38A-38K, 39A-39K, 40A-40K, 41A-41K)	11	38"	18.5 - 19.5"	6°	Black leather	4-way adjustable headrest; legrest	TIMCO
Stretch (seat 1A-1K, 2A-2K, 3A-3K, 4A-4K, 5A-5K, 6A-6K, 7A-7K, 8A-8K, 9A-9K, 10A-10K, 11A-11K, 12A-12K, 13A-13K, 14A-14K, 15A-15K, 16A-16K, 17A-17K, 18A-18K, 19A-19K, 20A-20K, 21A-21K, 22A-22K, 23A-23K, 24A-24K, 25A-25K, 26A-26K, 27A-27K, 28A-28K, 29A-29K, 30A-30K, 31A-31K, 32A-32K, 33A-33K, 34A-34K, 35A-35K, 36A-36K, 37A-37K, 38A-38K, 39A-39K, 40A-40K, 41A-41K)	9	48"	16.2 - 17.2"	6°	Blue fabric with yellow patterns	4-way adjustable headrest	ZOOIAC
Stretch (seat 1A-1K, 2A-2K, 3A-3K, 4A-4K, 5A-5K, 6A-6K, 7A-7K, 8A-8K, 9A-9K, 10A-10K, 11A-11K, 12A-12K, 13A-13K, 14A-14K, 15A-15K, 16A-16K, 17A-17K, 18A-18K, 19A-19K, 20A-20K, 21A-21K, 22A-22K, 23A-23K, 24A-24K, 25A-25K, 26A-26K, 27A-27K, 28A-28K, 29A-29K, 30A-30K, 31A-31K, 32A-32K, 33A-33K, 34A-34K, 35A-35K, 36A-36K, 37A-37K, 38A-38K, 39A-39K, 40A-40K, 41A-41K)	6	51"	16.2 - 17.2"	6°	Blue fabric with yellow patterns	4-way adjustable headrest	ZOOIAC
Stretch (seat 1A-1K, 2A-2K, 3A-3K, 4A-4K, 5A-5K, 6A-6K, 7A-7K, 8A-8K, 9A-9K, 10A-10K, 11A-11K, 12A-12K, 13A-13K, 14A-14K, 15A-15K, 16A-16K, 17A-17K, 18A-18K, 19A-19K, 20A-20K, 21A-21K, 22A-22K, 23A-23K, 24A-24K, 25A-25K, 26A-26K, 27A-27K, 28A-28K, 29A-29K, 30A-30K, 31A-31K, 32A-32K, 33A-33K, 34A-34K, 35A-35K, 36A-36K, 37A-37K, 38A-38K, 39A-39K, 40A-40K, 41A-41K)	3	48.5"	16.2 - 17.2"	6°	Blue fabric with yellow patterns	4-way adjustable headrest	ZOOIAC
Stretch (seat 1A-1K, 2A-2K, 3A-3K, 4A-4K, 5A-5K, 6A-6K, 7A-7K, 8A-8K, 9A-9K, 10A-10K, 11A-11K, 12A-12K, 13A-13K, 14A-14K, 15A-15K, 16A-16K, 17A-17K, 18A-18K, 19A-19K, 20A-20K, 21A-21K, 22A-22K, 23A-23K, 24A-24K, 25A-25K, 26A-26K, 27A-27K, 28A-28K, 29A-29K, 30A-30K, 31A-31K, 32A-32K, 33A-33K, 34A-34K, 35A-35K, 36A-36K, 37A-37K, 38A-38K, 39A-39K, 40A-40K, 41A-41K)	9	34"	16.2 - 17.2"	6°	Blue fabric with yellow patterns	4-way adjustable headrest	ZOOIAC
Standard	24	30 - 31"	16.2 - 17.2"	6°	Blue fabric with yellow patterns	4-way adjustable headrest	ZOOIAC
Emergency Exit	260	30 - 31"	16.2 - 17.2"	6°	Blue fabric plain	None	ZOOIAC
Emergency Exit Row	—	—	—	—	—	—	—
Galley/Crew Bank	—	—	—	—	—	—	—
All Economy	311	—	—	—	—	—	—
TOTAL	329	—	—	—	—	—	—

\*Note: 41ACDEFH have zero recline and the area in front of 9DEF may be used as a pathway

G Galley  
WC Washroom

# SEAT MAP B787-9

## 787-9 SEAT PRODUCT INFORMATION



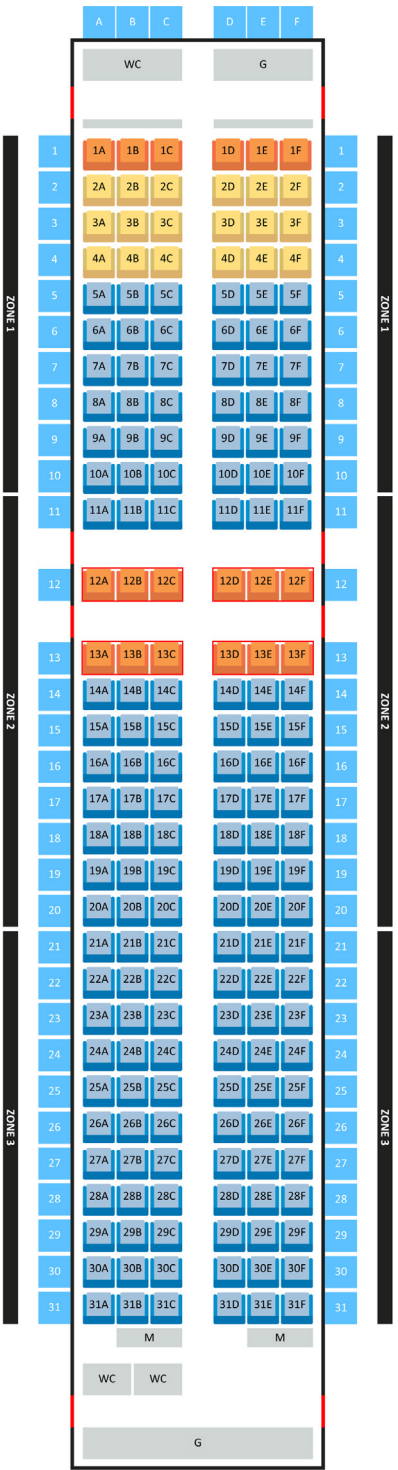
SEAT TYPE	SEAT COUNT	PITCH	WIDTH	RECLINE	COVER DRESSING	OTHER FEATURES	MANUFACTURER
ScootPlus (dark blue)	4	53"	18.5 - 19.5"	6°	Black leather	4-way adjustable headrest; legrest	TMCO
ScootPlus (dark blue)	3	53.9"	18.5 - 19.5"	6°	Black leather	4-way adjustable headrest; legrest	TMCO
ScootPlus (light blue)	28	38"	18.5 - 19.5"	6°	Black leather	4-way adjustable headrest; legrest	TMCO
Stretch (dark blue)	9	48"	16.2 - 17.2"	6°	Blue fabric with yellow patterns	4-way adjustable headrest	ZODIAC
Stretch (dark blue)	3	48.5"	16.2 - 17.2"	6°	Blue fabric with yellow patterns	4-way adjustable headrest	ZODIAC
Stretch (dark blue)	3	57"	16.2 - 17.2"	6°	Blue fabric with yellow patterns	4-way adjustable headrest	ZODIAC
Stretch (light blue)	12	34"	16.2 - 17.2"	6°	Blue fabric with yellow patterns	4-way adjustable headrest	ZODIAC
Super	67	33 - 34"	16.2 - 17.2"	6°	Blue fabric with yellow patterns	4-way adjustable headrest	ZODIAC
Standard	246	31"	16.2 - 17.2"	6°	Blue fabric plain	None	ZODIAC
Emergency Exit Row	—	—	—	—	—	—	—
All Economy	340	—	—	—	—	—	—
TOTAL	375	—	—	—	—	—	—

G Galley WC Washroom



# SEAT MAP A320NEO

## A320NEO SEAT PRODUCT INFORMATION



SEAT TYPE	SEAT COUNT	PITCH	WIDTH	RECLINE
Stretch* (Seat 1ABC DEF)	6	54.5"	17.6"	4.0°
Stretch* (Seat 12ABC DEF)	6	37 - 38"	17.6"	4.0°
Stretch* (Seat 13ABC DEF)	6	33 - 35"	17.6"	4.0°
Front	18	29"	17.6"	4.0°
Standard	150	28"	17.6"	4.0°
Emergency Exit Row	—	Rows 11, 12, 31 - Non-recline seats		

TOTAL

186

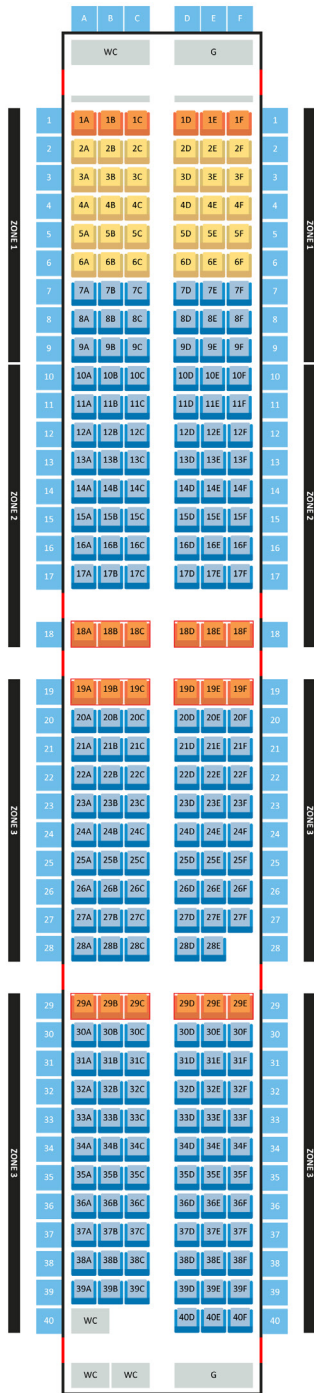
\*Stretch seats contain more legroom

G Gallery  
WC Washroom  
M Moment



# SEAT MAP A321NEO

## A321NEO SEAT PRODUCT INFORMATION



SEAT TYPE	SEAT COUNT	PITCH	WIDTH	RECLINE
Stretch+ (Seat 1ABC DEF)	6	54.5"	17.6"	4.0"
Stretch* (Seat 18ABC DEF)	6	38"	17.6"	4.0"
Stretch+ (Seat 19ABC DEF)	6	38"	17.6"	4.0"
Stretch* (Seat 29ABC)	3	58"	17.6"	4.0"
Stretch+ (Seat 29DEF)	3	51"	17.6"	4.0"
Front	30	29"	17.6"	4.0"
Standard	182	28"	17.6"	4.0"
Emergency Exit Row	—			

TOTAL

236

Rows 17, 18, 28 - Non-recline seats  
Rows 39ABC, 40 - Limited-recline seats

\*Stretch seats contain more legroom

G Gallery  
WC Washroom

# SEAT MAP EMBRAER E190-E2

## E190-E2 SEAT PRODUCT INFORMATION







SEAT TYPE	SEAT COUNT	PITCH	WIDTH	RECLINE
Stretch* (Seat 1AC)	2	43.9"	18.3 - 19.3"	4°
Stretch* (Seat 1DF)	2	55.7"	18.3 - 19.3"	4°
Stretch* (Seat 11ACDF)	4	39"	18.3 - 19.3"	2°
Front	12	29"	18.3 - 19.3"	4°
Standard	92	29"	18.3 - 19.3"	4°
Emergency Exit Row	—			

TOTAL

112

G Galley  
WC Washroom

# FARE TYPES

 BASIC	 VALUE	 FLEX	 ScootPlus*
<ul style="list-style-type: none"><li>• Pre-assigned seat</li><li>• Hand carry baggage of up to 10KG</li></ul>	<ul style="list-style-type: none"><li>• Free seat selection</li><li>• Hand carry baggage of up to 10KG</li><li>• 20kg check-in baggage</li></ul>	<ul style="list-style-type: none"><li>• Free seat selection</li><li>• Hand carry baggage of up to 10KG</li><li>• 20kg check-in baggage</li><li>• Unlimited flight date/time changes</li></ul>	<ul style="list-style-type: none"><li>• Free seat selection with wide premium leather seats and double legroom</li><li>• Hand carry baggage of up to 15kg</li><li>• 30kg check-in baggage</li><li>• Free (pre-cupped) water</li><li>• Priority check-in &amp; boarding</li><li>• Choice of meals + non-alcoholic beverage</li><li>• In-seat power and 30MB Wifi</li></ul>



\*Applicable to B787 aircrafts only.

# SCOOTPLUS\*



## COMFORT WITHOUT THE UNCOMFORTABLE PRICE TAG

Stretch out in comfort on ScootPlus as you enjoy benefits such as priority check-in and boarding and enhanced in-flight services.

### UPSIZE YOUR...

#### SEAT

Stretch out and relax in 22' wide plush leather seats with 38" seat pitch and even more recline for an enhanced flight experience.

#### BAGGAGE

30kg checked-in baggage allowance and 15kg of cabin baggage.

#### MEAL PLAN

A wide selection of meals and beverages to choose from. Plus, enjoy a complimentary welcome drink.

#### BOARDING EXPERIENCE

Priority check-in and boarding.

#### CONNECTIVITY

In-seat power to charge your devices and 30MB WI-FI so you can stay connected.



\*Applicable to B787 aircrafts only.



# ECONOMY CLASS SEATS



## TOP BUNDLE DEALS

Enjoy value travel tailored to your specific needs. Reserve a seat, add anything from tasty meals to baggage allowance, Wi-Fi access, extra legroom and more!

We've bundled the most popular options so you can settle your trip in just a few clicks.



### BASIC

- Pre-assigned seat
- Hand carry baggage of up to 10kg



### VALUE

- Free seat selection
- Hand carry baggage of up to 10kg
- 20kg check-in baggage



### FLEX

- Free seat selection
- Hand carry baggage of up to 10kg
- 20kg check-in baggage
- Unlimited flight date/time changes

## ECONOMY CLASS SEAT OPTIONS



### SCOOT-IN-SILENCE\*

Enjoy fewer distractions and adjustable headrests in our dedicated quiet cabin.



### SUPER SEATS^

Upsized legroom with up to 34" pitch.



### STRETCH SEATS

Roomiest seats in Economy with at least 34" pitch.

\*Applicable to B787 aircrafts only.

^Applicable to B789 aircrafts only.



# ECONOMY CLASS SEATS



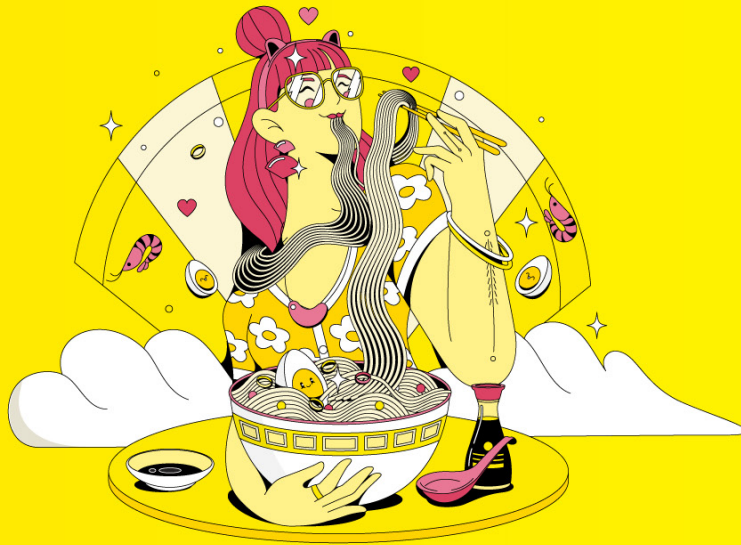
## AIRBUS 320 ECONOMY SEATS

Sit back and relax in a plane that boasts 18" wide leather seats and 28" seat pitch for a roomy and comfortable journey.

Reserve your preferred seat when booking flights - choose a window seat, one by the aisle or one next to all your travel companions.



# SCOOT CAFÉ



## Scoot Café

Satisfy your inflight cravings from Scoot Café's wide range of hot meals, snacks and beverages!

From Singapore flavours like laksa to familiar Western favourites like roasted chicken\* or simple snacks and beverages, we've got you covered with plenty of options.

Pro tip: pre-purchase meals online so you can secure your preferred selection and be served on-board first!

### HOT MEALS



Allergen: 

### LIGHT MEALS



Allergen: 

Check out our new and improved variety of selections

**HERE!**

\*For flights departing from Singapore only.

# ONBOARD SHOPPING EXPERIENCE



In the mood of some retail therapy? Do it from the comfort of your seat! Our Scootalogue is sure to satisfy the needs with a wide variety of products from Scoot memorabilia to cosmetics, fragrances, chic accessories, liquor and more.

Check out the latest issue of our Scootalogue [here!](#)

To add a little extra comfort during the flight, guests may purchase a Snooze Kit even before boarding their flight. The kit consists of a Scoot polar fleece blanket, neck pillow and eye mask.



(Dimension of blanket: 100cm x 150cm)

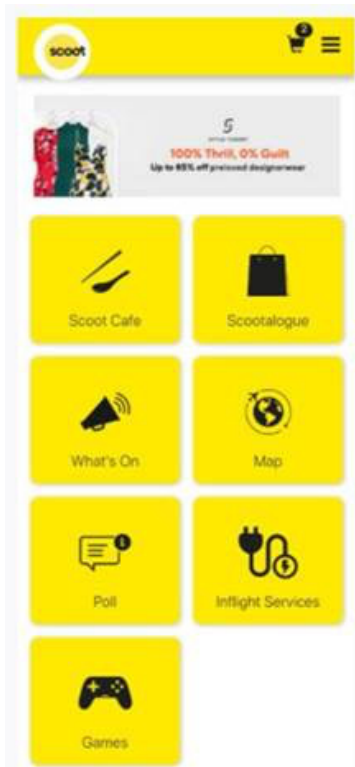


# SCOOOTHUB



## Get your inflight fix while you're soaring at 35,000 feet!

Prefer a contactless browsing experience? Access the ScootHub inflight portal when you scan the QR code while cruising at 35,000 feet.



### WHAT CAN YOU DO ON THIS PORTAL?

- Browse the Scoot Cafe menu, select and make payment for inflight meals
- Shop our duty free Scootalogue
- Enjoy inflight entertainment with our selection of fun games
- Access the route map in real time and follow your flight progress

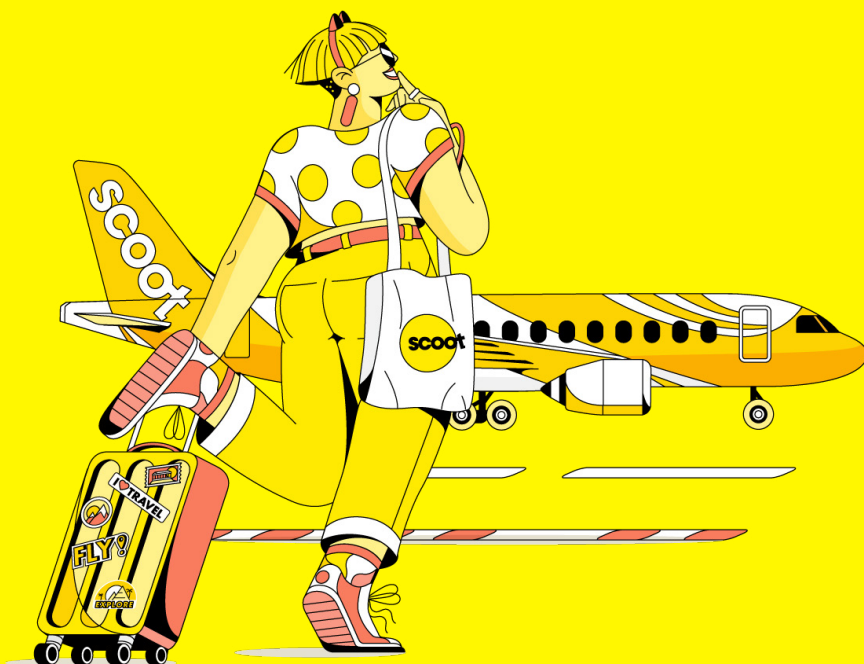
### HOW CAN YOU ACCESS THIS PORTAL?

1. Enable flight mode on your device (Not required for B787).
2. Scan the QR code to enable WIFI and a pop-up portal window will appear when connected.
3. Or manually enable the WIFI & connect to the network "ScootHub".

If the portal page does not appear, please type [www.scoothub.sg](http://www.scoothub.sg) in your web browser to access.



# Wanna Talk Business?



# BOOKINGS

**FIT  
(<10 PASSENGERS)**

**SKYAGENT  
WEB PORTAL**

Visit <https://www.flyscoot.com/en/plan-your-trip/flights/payment-channels> to explore available payment options.

**GROUPS  
(> 10 PASSENGERS)**

**GROUPS ONLINE  
BOOKING SYSTEM**

**API**

**DIRECT CONNECT**

**TRAVELFUSION**

**GDS**

**ABACUS**

**AMADEUS**

**GALILEO**

**INFINI**

**TRAVELSKY**

**SABRE**

Payment via:

BSP

*For GDS booking, only e-ticketing and ticketing on Hahnair options (applicable only for Scoot's offline markets) are available. All Scoot Authorized BSP agents are required to be registered in SkyAgent*

# PAYMENT METHODS

CREDIT CARDS ACCEPTED HERE:

**VISA | MASTERCARD | AMERICAN EXPRESS | JCB**

Apply for  
**Agency Credit**



**Click Here**

Sign up for a Groups portal account with your SkyAgent email address, to access our Online Agency Top Up Portal! If you have an existing Groups Online Portal account, you can sign in with the Travel Admin's username and password [here](#).

For more information, refer to our Online Agency Top Up Portal [User Guide](#).



**Local bank transfer:**

3 to 5 working days

**Telegraphic Transfer:**

3 to 5 working days

**Cheque:**

3 to 5 working days

\*excluding weekends/Public Holidays

# FEES

## IMPORTANT INFO

- Change fee applicable for Name/Date/Time<sup>1</sup>
- Cancellations or Refunds - Strictly not permitted
- Pre-purchase Checked-in Baggage available from 20KG

<sup>1</sup>Applies per passenger, per flight with fare difference applicable

- **Amounts must be paid in the currency in which the original booking was made. Services rendered at the airport may incur additional service fees.**

**FOR LATEST INFORMATION OF THE FEES, VISIT THE WEBSITE:**

**Scoot:** <https://www.flyscoot.com/en/plan-your-trip/flights/fares-fees>

# 3 GOLDEN RULES OF TRAVEL PREPAREDNESS

At least 6 months  
validity on your  
passport. With less than 6  
months validity, we may not  
be able to fly you to your  
destination.

Obtain the necessary  
visas and travel permits  
for the country you are  
traveling to.

Buy comprehensive  
travel insurance

**CUSTOMER NOTIFICATION &  
CONDITION OF CARRIAGE:**

1

Please ensure that your clients are made aware of the relevant fare terms and conditions prior to making a booking for them.

2

For every booking made at [www.flyscoot.com](http://www.flyscoot.com) you will be sent an itinerary receipt by email (PDF format).

3

The itinerary contains important information for the customer regarding our conditions of carriage and the document must be presented to the customers.

# CONTACT US

email to:

[Sales Operation Team \(sales@flyscoot.com\)](mailto:sales@flyscoot.com)

for GDS, Group bookings and SkyAgent



contact us:

[Scoot Call Centre](#)

for all other enquiries.

