SCOOT CONDITIONS OF CARRIAGE

PREFACE

It's very important to Scoot that the Conditions of Carriage governing our relationship are clear and understood. We therefore strongly encourage you to read this document and to seek any necessary clarification from us prior to making your purchase. Further information can be found on our website www.flyscoot.com or by calling our guest Call Centre. Please note that, upon completing the purchase process, you will be deemed to have read, understood and accepted these Conditions of Carriage.

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1 – DEFINITIONS

Accompanying Guest means a paying passenger of at least eighteen (18) years of age, who, in our reasonable opinion, can travel independently and is able to and will provide the appropriate assistance and supervision as required for the guest they are accompanying.
Airline Designator Code means the two characters or three letters that identify particular air carriers. Scoot's code is TR.
Authorised Agent means a sales agent or airport operations agent who has been appointed by Scoot to represent Scoot in the sale of air passenger transportation on Scoot flights and/ or handle airport operations such as check-in and baggage services.
Baggage or **baggage** means your personal property accompanying you on your trip. It consists of both your Checked Baggage and Cabin Baggage.
Baggage Allowance means the amount of Cabin Baggage and Checked Baggage you're allowed to take on Scoot operated flights without additional charge.
Baggage Identification Tag means the numbered baggage document issued to you that corresponds to the tag attached to each item of Checked Baggage.
Notice Of Refusal Of Carriage means a notice issued under 8.4 below.
Booking means the details held in Scoot's Reservations system that describes your travel itinerary and particulars.
Booking Reference means the reference issued by us or our Authorised Agent which identifies the Booking you have made with us.
Cabin Baggage (sometimes referred to as carry-on or unchecked baggage) means the baggage you may take into the cabin of the aircraft. Please be aware of the allowable Cabin Baggage weight, dimensions and contents stipulated in these Conditions.
Call Centre means the telephone contact centre operated by Scoot to facilitate telephone Bookings and enquiries. The telephone numbers are listed at www.flyscoot.com.
Carrier means an air carrier or airline.
Check-In-Deadline means the time specified by the airline by which you must have completed check-in and received your boarding pass. Please be aware that guests presenting for check-in after this deadline will not be allowed to board and, depending on the conditions applicable for the Fare Product purchased, may forfeit their ticket without refund, at Scoot's sole discretion.

Checked Baggage means that part of your Baggage, including any excess baggage, which Scoot has taken into its custody for carriage in the hold of the aircraft and for which Scoot has issued a Baggage Identification Tag.
Conditions of Carriage or **Conditions** means these General Conditions of Carriage and includes the conditions of contract or terms and conditions of carriage as set out in your Itinerary and Receipt.
Convention means whichever of the following apply:

- The Convention for the Unification of Certain Rules Relating to International Carriage by Air, signed at Warsaw, 12 October 1929 (the Warsaw Convention);
- The Warsaw Convention as amended at The Hague on 28 September 1955;
- The Warsaw Convention as amended at The Hague and by Additional Protocol No. 4 of Montreal (1975);
- The Guadalajara Supplementary Convention (1961);
- The Convention for the Unification of Certain Rules relating to International Carriage by Air, signed at Montreal 28 May 1999 (the Montreal Convention);
- Any other applicable protocols or conventions and any enabling legislation.

Damage includes, but is not restricted to, death of, wounding of, or bodily injury to a Passenger and loss of, damage to, or destruction of baggage. Additionally, it means damage occasioned by delay in the carriage by air of Passengers or Baggage.
Denied Boarding means a refusal to accommodate a passenger on a scheduled flight although he or she has a valid Ticket with a confirmed reservation on that flight, and Ticket in turn means the itinerary and receipt issued by or on behalf of Carrier and contained in Carrier's database, containing the Passenger's name and flight information, and including all notices contained therein, these General Conditions of Carriage and Carrier's Regulations.
Fare Product describes the bundle of products and services. Scoot offers a range of Fare Products comprising, at the most simple, air transportation for a single person between two specified cities, to more complex Fare Products that include seat and/or services before, during and/or after flight.
Fare Rules means the terms and conditions applicable to your Booking. Fare Rules can differ between Fare Products, and can be found at www.flyscoot.com.
Fees Chart means the current list of all fees assessed by Scoot. Fees Chart can be found at www.flyscoot.com.
Guest, passenger, you, your, yourself means any person with a Booking who is to be carried, or who is carried, on an aircraft except members of the crew.
Groups Policy means Scoot's terms and conditions applicable to bookings of 10 or more Guests.
Itinerary means a document or documents we or our Authorised Agents issue to Guests travelling on a Booking which includes the Guest's name, flight information and notices.
Scoot, we, us, our for the purposes of these Conditions of Carriage means Scoot Pte. Ltd. (Registration No. 200312665-W) and shall include all employees and agents acting on behalf of Scoot.
Scoot Customer Promise (or Our Promise to You) means the list of guarantees that Scoot makes to you. The Scoot Customer Promise can be found at www.flyscoot.com.
Scoot Regulations means rules, other than these Conditions, published by Scoot at www.flyscoot.com and in effect on date of commencement of carriage or issuance of ticket depending on the applicability, governing carriage of passengers and/or baggage and shall include applicable tariffs in force.
Special Drawing Rights (or SDRs) means the composite unit of currency that is the official unit of exchange of the International Monetary Fund.

2 – APPLICABILITY

2.1 – GENERAL APPLICATION

These Conditions of Carriage apply to the transportation of passengers and baggage for any flight where Scoot – represented by the Airline Designator Code TR – appears on a Booking, except as provided in 2.10, 2.11 and elsewhere in these Conditions.

2.2 – FREE / DISCOUNTED FARE TRAVEL

Unless we state otherwise, these Conditions also apply to free and discounted travel on Scoot, including travel obtained through the use of frequent flyer miles or other loyalty or award programs.

2.3 – RIGHT TO AMEND

We reserve the right to amend these Conditions, Scoot Regulations, fares, Fare Products, Fare Rules, fees and Fees Chart and fee terms at any time without prior notice. Amendments will only impact bookings made or changed after introduction of the amendment unless the amendment was mandated by a government or other regulatory authority or is necessary for safety or security.

2.4 – NO VARIATION

No Scoot employee or any other person is authorised to vary any of these Conditions. However, this does not affect our right to waive any Fare Rules or amount payable. A waiver on one occasion does not constitute a waiver on any other occasion.

2.5 – TERMS GOVERNING TRANSPORTATION

Your transportation on any Scoot flight is subject to all of the following:

a) A Booking and all associated and applicable Fare Rules as stated in your Itinerary;
b) These Conditions of Carriage as stated in your Itinerary;
c) Singapore laws, any international Conventions, or other laws/ government regulations that may apply to the flight(s) in question that cannot be waived by agreement of the parties; and
d) Any applicable Scoot Regulation, including but not limited to denied boarding, schedule change or cancellations policies;

2.6 – OVERRIDING LAW

In the event that any provision within these Conditions is inconsistent with any applicable laws, government regulations, orders or requirements that apply to your travel with Scoot, and cannot be waived by agreement of the parties, such provision shall not apply. Even if a provision is invalid, it shall not affect the validity of any other provision.

2.7 – CONDITIONS PREVAIL OVER PROCEDURES

If any of these Conditions of Carriage is inconsistent with any Scoot procedures, these Conditions will prevail to the extent of the inconsistency.

2.8 – ADDITIONAL SERVICES AND TRANSPORTATION

a) We act only as your agent where we make any arrangements or issues any bookings, tickets or vouchers for third-party services and/ or transportation provided by a third party (other than a scheduled flight);
b) The terms and conditions of the third-party service provider will apply. Where these include limitations of liability that are lower than the limitations of liability in these Conditions of Carriage (see Section 13), the lower limitation will apply to all non-Scoot travel arrangements;
c) If Scoot arranges travel for you on a flight operated with another Carrier's Airline Designator Code, we do so only as an agent for the other Carrier and the other Carrier's conditions of carriage will apply.

2.9 – LANGUAGE

While Scoot may translate these Conditions into other languages, the English version of the Conditions shall prevail over any other translations of these Conditions.

2.10 – CODESHARE SERVICES

a) The rules contained in Scoot's Conditions of Carriage with respect to ticketing will apply to Scoot's Codeshare services on flights operated by another carrier. However, each Codeshare partner has terms and conditions with respect to the operations of its own flights and may differ from those set forth in Scoot's Conditions of Carriage with respect to flights operated by Scoot. Those terms and conditions, which are found in the partner's contract of carriage for that partner's flights, are incorporated into Scoot's Contract of Carriage by reference and apply to Codeshare services provided by Scoot on a flight operated by that partner, which supersede Scoot's rules that would be otherwise applicable. Terms and conditions that may differ between Scoot and the partner include, but are not limited to:
    - unaccompanied minors;
    - baggage acceptance;
    - allowance and liability;
    - irregular operations;

- Denied Boarding compensation;
- check-in time limits;
- carriage of animals;
- oxygen service; and
- refusal to transport.

b) On codeshare flights to/from the United States where we are the marketing carrier, the Tarmac Delay Contingency Plan of the operating carrier will govern.

2.11 – Interline Services

At times you may also travel on services which we sell but which are operated by other carriers under those carriers' flight numbers and Airline Designator Codes. Travel on other carriers will be governed by the operating Carrier's conditions of carriage except that Scoot's conditions of carriage will apply in case of disruption of carriage where the operating Carrier is Singapore Airlines.

2.12 – CHARTERS

If carriage is performed by Scoot under a charter agreement, these Conditions of Carriage apply unless we advise you otherwise.

3 – TRAVEL PREPARATION / GUEST INFORMATION

3.1 – PLANNING

a) It is your sole responsibility to make all necessary travel arrangements, and to ensure compliance with all laws, government regulations and orders associated with all points of travel. Prior to making a Booking, you must consider and obtain information about topics, such as, but not limited to:
   i. Entry requirements – including valid passport, visas and identifications;
   ii. Medical requirements – including inoculations/ vaccinations; and
   iii. Destination information – including risks to health and safety.

b) Scoot may provide assistance with the information referenced in 3.1.a, but this in no way releases you of full and exclusive responsibility in these matters;

c) We recommend that you consult local consular offices, local governments and government tourism boards for the information referenced in 3.1.a.

d) Scoot may market or offer certain products or services provided by third parties, to assist you with 3.1.a, but this in no way releases you of full and exclusive responsibility in these matters. In the event that you fail to make all necessary travel arrangements or ensure compliance with all laws, government regulations and orders associated with all points of travel or, are denied entry by immigration officials at your destination, notwithstanding any payment for such products or services, Scoot will not refund any fare or associated fees, charges and taxes for travel to the point of refusal of entry or deportation. Any payment for such products or services are governed by that third-party provider's terms and conditions.

3.2 – TRAVEL INSURANCE

As travel involves many risks, we strongly recommend that each Guest purchase is covered by travel insurance, which can provide coverage in events such as:

a) Plans change/ trip cancellation;
b) Medical and hospital expenses;
c) Personal injury and death; and
d) Delayed, damaged or lost Baggage.

3.3 – CHILDREN FLYING WITH SCOOT

a) Scoot defines an infant as any Guest who is under two (2) years of age on the date of travel. Infants must be at least eight (8) days old to travel and must travel with an Accompanying Guest who is at least 18 years old. If an infant travels in the lap of an Accompanying Guest, then the infant's transportation may be booked for a fee as per the Fees Chart. An infant must be at least six (6) months of age on the date of travel to occupy a seat. If an infant occupies a seat (see 3.6), then the prevailing fare will apply. An infant must be less than two years of age (less than 24months) for the entirety of the itinerary. If the infant turns two years old before the return trip, fare, tax, fee and charges apply.

b) Proof of age is required at time of check in.
c) Scoot does not allow or provide bassinets in aircraft cabins.
d) Only forward-facing child safety seats are permitted on board and they must be secured for safety reasons. Only infants between six (6) months and under two (2) years and children under three (3) years of age on the date of travel can use a child safety seat on board. Child safety seats are not provided by Scoot. If you use a child safety seat on board, you will secure the child safety seat yourself as the Scoot crew will not be available to assist you. Scoot will not be liable or responsible for any injury or accident or loss or damage resulting from an unsecured or inadequately secured child safety seat.
e) Scoot defines a child as any Guest who is at least two (2) years of age, but under twelve (12) years of age, on the date of travel. The prevailing fare applies for the transportation of any child.
f) Scoot accepts for carriage Unaccompanied Minors subject to prior arrangement for Unaccompanied Minor Service and any applicable conditions, in accordance with these Conditions of Carriage. To the extent permitted by applicable laws, Scoot is not liable to any Unaccompanied Minor for any loss or expense arising out of the failure by the Unaccompanied Minor or his/her parent or legal guardian as the case may be, to make such prior arrangement or comply with the applicable conditions. Scoot defines Unaccompanied Minors as any Guest who is at least twelve (12) years of age, but under eighteen (18) years of age, on the date of travel.
    i. Subject to the waiver described in 3.3f) v. below, Unaccompanied Minor Service is mandatory.
    ii. Unaccompanied Minors must check-in before the check-in deadline and follow the instructions for Airport which are set out in the Unaccompanied Minor's Itinerary or on Scoot's website.
    iii. Prior arrangement for Unaccompanied Minor Service must be made with Scoot for each distinct sector (e.g. each of the first flight and any onward or return sector) of the Unaccompanied Minor's journey. Accordingly, Scoot's Unaccompanied Minor Service Request Form must be completed and submitted to Scoot for each distinct sector and, the respective originals of the forms must be produced at the relevant check-in and at the gate and for connecting flights, at the relevant transfer points and at the gate.
    iv. Unaccompanied Minor Service is only available on itinerary consisting of flights operated by Scoot alone, and connecting itinerary consisting of flights operated between Scoot and Singapore Airlines.
    v. The parent or the legal guardian of the Unaccompanied Minor may waive the Unaccompanied Minor Service by completing and submitting to Scoot, Scoot's Unaccompanied Minor Service Waiver Form for each distinct sector (e.g. each of the first flight and any onward or return sector) of the Unaccompanied Minor's journey. An original of the completed and submitted Form must be produced at check-in and at the gate and for connecting flights, at the gate.
    vi. Documentation or identification of the parent or legal guardian of the Unaccompanied Minor may be requested at check-in, transfer points or at the gate for verifying the details reflected on the Unaccompanied Minor Service Request Form or Unaccompanied Minor Service Waiver Form (as the case may be).
    vii. An Unaccompanied Minor travelling with Scoot's Unaccompanied Minor Service Waiver Form must be at the boarding gate at least sixty (60) minutes prior to the scheduled departure time of the Unaccompanied Minor's flight.
    viii. Scoot may in the exercise of its reasonable discretion, or on the occurrence of any of the reasons, including but not limited to those set out below, (a) refuse to transport an Unaccompanied Minor; and/or (b) remove an Unaccompanied Minor from a flight even if the Unaccompanied Minor has already boarded:
        - If the booking of the Unaccompanied Minor's flight was not made at least forty-eight (48) hours in advance of the Unaccompanied Minor's travel.
        - If an incomplete Unaccompanied Minor Service Request Form is submitted to us or an original of the completed and submitted Form is not produced at check-in, at the transfer point between connecting flights, at the gate, or when reasonably requested.
        - If an incomplete Unaccompanied Minor Service Waiver Form is submitted to us or an original of the completed and submitted Form is not produced at check-in, at the gate, or when reasonably requested.
        - If there is any discrepancy in the information contained in the completed and submitted Unaccompanied Minor Service Request Form or Unaccompanied Minor Service Waiver Form (as the case may be) against the Unaccompanied Minor's travel documentation.

- If there is any discrepancy in the information contained in the completed and submitted Unaccompanied Minor Service Request Form or Unaccompanied Minor Service Waiver Form (as the case may be) against the details contained in the documentation or identification of the parent or legal guardian of the Unaccompanied Minor.
- If the documentation or identification of the parent or legal guardian of the Unaccompanied Minor cannot be produced when requested.
- If an Unaccompanied Minor travelling with Scoot's Unaccompanied Minor Service Waiver Form is not at the boarding gate at least sixty (60) minutes prior to the scheduled departure time of the Unaccompanied Minor's flight.

g) The infant ratio is restricted to one infant Guest per Accompanying Guest.

h) Parents are reminded to bring all necessary items for the care of infants and children (such as baby food) as these are not available on board.

3.4 – YOUR HEALTH

Scoot may refuse to carry you if we believe your transportation would be unsafe for you or other guests. Prior to making a Booking, you must inform us if you believe you suffer from any illness, disease or condition that would jeopardise the safety of you or other guests should you fly.

a) In the following circumstances, you are required to tell us at least three (3) days in advance of travel:
   i. If you suffer from any disease which is, or you believe may be, actively contagious and communicable;
   ii. If you have an allergy to nuts or nut products;
   iii. If, because your behaviour or your physical or mental state, carrying you could have a material adverse effect on the welfare and comfort of other guests or crew members;
   iv. If you could pose a potential hazard to the safety of the flight or its punctuality;
   v. If you would require medical attention and/or special equipment to maintain your health during the flight;
   vi. Scoot cannot provide any advice on your fitness to fly. If you propose to travel with a known, pre-existing medical condition, you must do so only on the written advice of your own medical doctor or health professional.

b) Scoot requires that you are well enough to travel under your own power or are accompanied by a Guest who can provide you with any necessary assistance (see 3.5.a).

c) Scoot accepts pre-approved portable oxygen concentrators (POC) that will fit into the limited space beneath the seat provided you make a request for special assistance via the Call Centre at least two (2) days before the flight departure date. Details of the acceptable POC model types are listed on our website.

d) If you are pregnant, the following precautions must be observed:
   i. For any travel after the first 28 weeks of pregnancy, please produce on request a certificate or letter from a registered medical practitioner or registered midwife dated within 10 days of the first flight, advising:
      - the estimated date of delivery;
      - whether it is a single or multiple pregnancy;
      - the number of weeks of pregnancy and
      - the fitness to travel.
   ii. In addition

      if you are having no complications with your pregnancy, and subject to provision of a certificate or letter from a registered medical practitioner or registered midwife per 3.4.d) i., you may travel up to the end of the 36th week of pregnancy for single pregnancies or up to the end of the 32nd week for multiple pregnancies (for example, twins).

   Please Note:
   - We do not represent that travel is safe for you at any particular point during your pregnancy. Please obtain independent medical advice prior to your flight. The periods mentioned above are only our minimum requirements;
   - Some countries place limitations on the entry of non-national pregnant women. Please check with the relevant embassy or consulate before you travel to ascertain the limitations.

e) Infants must be at least eight (8) days old to travel and must travel with an Accompanying Guest who is at least 18 years old.

f) Scoot does not commit to, nor guarantee a total nut-free flight. Passengers on our flights may be served meals and snacks containing nut or nut derivatives. We will not be able to guarantee against accidental cross-contamination that may occur within flight kitchens in our network and the possibility of residues of nut or other nut oils being passed on to the upholstery and other surfaces, or circulated via the air conditioning systems. You are required to take all necessary precautions bearing in mind the risk of exposure.

3.5 – SPECIAL ASSISTANCE

a) Scoot will not allow a Guest to travel without an Accompanying Guest unless, in the exercise of our reasonable discretion, the Guest can travel safely without assistance or supervision. We do not have the systems, staff or facilities required to assume responsibility for such assistance or supervision.

b) Acceptance for carriage of incapacitated persons, persons with an illness or other people requiring special assistance is subject to prior arrangement with us. Guests with reduced mobility who require assistance at the airport, including wheelchair and ambulift services, as well as guests who intend to travel with their own wheelchair, are required to notify us at least 48 hours before the scheduled departure via a Scoot Call Centre. Failure to notify us in advance may result in the service being unavailable on your arrival at the airport and/ or you being refused carriage as provided in 8.1(l) below. We are not liable for any unavailable services or special assistance and/or for any additional costs incurred for the use of special assistance facilities that the Guest may require without the necessary prior notification to us at least 48 hours before the scheduled departure.

c) If you intend to travel with your own wheelchair, you must notify us at least 48 hours before departure through a Scoot Call Centre. For safety reasons you will not be allowed to use your own wheelchair within the departure and arrival immigration areas. You will need to check in your wheelchair as checked baggage upon departure; your wheelchair will not count towards your baggage allowance. Upon arrival, your wheelchair will be delivered to you at the arrival baggage belt. If you require mobility assistance at the airport, you will need to notify us at least 48 hours before the scheduled departure via a Scoot Call Centre. Absent such notification, we may not be able to carry you and/ or your wheelchair.

d) Subject to applicable law you may be charged a fee for the provision of special assistance services, which will be payable by you, either at the airport directly to a third-party service provider, or to Scoot in advance through a Scoot Call Centre. The services may not be available on all routes due to such factors as local airport limitations.

e) While Scoot does not accept animals for transport (see 6.2), service dogs are permitted in the cabin provided advance notice is given at the time of Booking or at least 48 hours before your departure date, whichever is earlier. You must bring absorbent mat(s) and a suitable muzzle. You must also present upon request, the relevant entry certificates and/or approvals obtained by destination country. Failure to notify us in advance may result in the number of permitted service dogs having reached its limit and the service dog being refused carriage. The service dog may also be refused carriage if you do not bring the absorbent mat(s) and a muzzle, or fail to present the relevant entry certificates/ approvals obtained by destination country. As the Guest with service dog needs to be escorted from the check-in counter to the gate, and/or from the aircraft to the arrival hall, a Meet-And- Assist service is required and subject to applicable laws, a fee may be payable;

f) Guests with visual impairment may travel on Scoot flights, either independently or accompanied by an adult travel companion/caregiver. A Meet-And-Assist service is mandatory if the Guest is travelling unaccompanied, and subject to applicable laws, a service fee may be charged;

g) If you require any special assistance or wish to notify us of health conditions per 3.4, you must make your Booking via a Scoot Call Centre, or contact a Scoot Call Centre, either immediately following receipt of your Itinerary, or at least 48 hours before your departure date, whichever is earlier. Guests requiring special assistance or any services described in 3.5 may not book them by any other method.

3.6 – EXTRA SEAT

a) For Guests requiring or wanting more than one (1) seat, advance notice must be provided at least three (3) days before departure through a Scoot Call Centre. Scoot will charge the prevailing fare for each additional seat. In order to ensure adjacent seats are available, advance seat assignment will also be

required and charged at the rate listed in the Fees Chart. The booking is subject to seat availability and must be made via a Scoot Call Centre.

3.7 – SEAT ALLOCATION

Although we will attempt to accommodate your seat reservation request, we reserve the right to change your seat at any time, even after you have boarded the aircraft, for safety, security, and/or operational reasons.

3.8 – PERSONAL DATA

You hereby acknowledge and agree that your personal data (including health information where necessary) has been given to us for various purposes including for making bookings for carriage and providing you with confirmation of that booking, providing and developing ancillary services and facilities, facilitating immigration and entry requirements and procedures and other administrative, operational and regulatory aspects of your carriage and travel, as well as making available such data to government agencies who may share such personal data with other government agencies or any other third parties which is beyond our control. For these purposes, you authorise us to retain such data and to transmit and disclose it to our own offices and to other companies including other carriers and/or, the providers of such services or the relevant government agencies, in whatever country they may be located. The collection, use and disclosure of such data will be in accordance with Scoot's Privacy Policy which is available on www.flyscoot.com. However, please note that government regulations in various countries worldwide may require that we provide information on or permit access to your data or passengers' data, which we will do in accordance with the terms of Scoot's Privacy Policy and applicable law.

4 – FARES/ FEES

4.1 – FARE COVERAGE

The fare paid is only valid for transportation on the flight(s) specified in your Booking between the origin airport specified and the destination airport specified. The fare is not valid for ground transportation between airports, to/from airports or between airports and city terminals.

4.2 – FARE RULES

Some provisions of Scoot fares differ depending on the Fare Product selected; please see the Fare Rules applicable to the Fare Product for more detailed information. Other provisions are common to all Fare Products and are listed below:

- Subject to applicable law, Scoot fares, including any applicable payment processing fee, are non-refundable and cannot be downgraded, except in circumstances such as denied boarding, downgauging of aircraft, downgrading due to flight overbooking, a significant schedule change (flight retiming of 2 hours or more), flight cancellations, flight disruptions, safety, security and/or operational reasons;
- Subject to applicable law, where a downgrading is involuntary due to flight overbooking, Scoot will provide a reasonable refund of the fare difference in accordance with Scoot's policy.
- If you do not travel, Scoot may refund certain taxes and charges to you provided that:
  1) Subject to applicable law we do not remain obliged to remit the tax or charge to the body (e.g. airport or government) on whose behalf we collected it;
  2) Subject to applicable law, you submit a request in writing within 90 days of the date of travel specified in the Booking to the address listed in 14.1;
  3) Subject to applicable law, a reasonable administration fee, as listed in the Fees Chart, will be deducted from the amount. If the administration fee exceeds the amount of refund, no refund will be paid.

4.3 – TAXES AND CHARGES

You must pay all taxes, charges, surcharges and fees (herein referred to as "Taxes and Charges") imposed by a government, municipal, carrier or airport authority. You must also pay the administration fees and charges of Scoot in relation to your Booking. Taxes and charges will usually be stated separately on your ticket. If any Taxes or Charges change after we have issued your Itinerary, and you make any changes to your Booking, you will have to pay for any increase. Similarly, if any Taxes or Charges you pay to us when

you make the Booking are abolished or reduced prior to your flight, you will be entitled to claim a refund of the difference remaining after a reasonable administration fee is applied.

4.4 – FEES

Subject to applicable law, payment for any product or service offered and provided by Scoot is non-refundable. Any payment for products or services marketed or offered by Scoot, but provided by a third party, are governed by that provider's terms and conditions.

4.5 – RULE EXCEPTION

Following any of the extreme or tragic circumstances listed below, Scoot may, at its sole discretion, exempt the Guest from the terms of 4.2 and 4.4, and the Guest may cancel a Booking and a receive a voucher equal to the Itinerary value – excluding any amounts for third party products and services – valid for twenty-four (24) months for travel to be booked within this validity period:

- In the case of the death or serious injury of an immediate family member (defined as spouse, child, sibling, parent, grandparent or grandchild), or death or serious injury of the Guest, a full refund in voucher will be provided, excluding any amounts for third party products and services. A full refund will be provided – excluding any amounts for third party products and services – in case of the death of the Guest before he boards the flight. Scoot may, in its sole discretion, require documented evidence, such as, but not limited to a medical or death certificate, or proof of relationship;
- In the case of immobility/ medical condition resulting in the Guest being unable to travel, Scoot may, in its sole discretion, require documented evidence, such as, but not limited to a medical certificate which clearly states that guest is unfit for travel;
- In the case where the Guest has obtained a refund from a travel insurer, the Guest may not seek a further refund from Scoot. Scoot also reserves the right to cancel any voucher previously issued to you and recover the cost of the redeemed voucher, if any, in the event of any double claims/ refunds and you accept that Scoot has no liability to you.

4.6 – CURRENCY

Fares, fees and any applicable charges and taxes are payable in the currency prescribed with our published fares, unless we state otherwise.

5 – BOOKING/ PAYMENT

5.1 – BOOKING CONFIRMATION

A Booking is completed when confirmed in writing by Scoot or an Authorised Agent. We will provide an Itinerary for a Booking made directly with Scoot. If requested, an Authorised Agent should be able to provide you with an Itinerary. Unless specified otherwise, a Booking is only confirmed when payment has been received by Scoot in full. In addition to a Booking, you must check in, receive a boarding pass and provide all necessary documentation (such as a passport) in order to board a Scoot flight. You may also be required to produce any credit card used in making a Booking.

5.2 – PAYMENT

Scoot or its Authorised Agent will inform you what payment methods are accepted. Payment must be made at the time of booking, except as permitted by select payment methods or the Groups Policy. If a period of time is permitted between booking and payment, we or our Authorised Agent will specify the amount of time to you. Any Booking for which payment is not received in full by the specified deadline will be cancelled; where partial payment has been made, you will forfeit any fare and any applicable fees and charges without refund, and you accept that Scoot has no liability to you. Scoot may, at its sole discretion reinstate a Booking at a fee and any applicable fare difference.

If we have reason to suspect that a booking has been made using fraudulent payment methods, we reserve the right to refuse processing of such payment or cancel the booking without prior notification. Such actions are taken to protect the security of our customers and prevent fraudulent activity.

5.3 – BOOKING VALIDITY

The Booking is prima facie evidence of the contract for carriage between a guest and Scoot. Carriage of a guest is entirely subject to the Conditions of Carriage and any authorised direction given by or on behalf of Scoot to the guest.

Open bookings are not permitted. You must confirm specific flight(s) and dates(s) for any Booking. The Booking is only valid for the Guest(s) named and the flight(s) specified in the Itinerary.

5.4 – BOOKING TRANSFERABILITY

A Booking is not transferable to another person unless permitted in the Fare Rules and subject to payment of fees and any applicable fare difference. Where permitted, a booking may only be transferred if the flight journey has not begun. You may not otherwise sell, barter or gift your Booking. We will refuse to carry any person who presents her/ himself for travel under your Booking who is not you. Furthermore, all associated fares, fees and charges will be forfeited. The name(s) of Guest(s) must match the name(s) on official government document(s) such as your passport.

5.5 – BOOKING CHANGES

Free and/ or open-ended changes are not permitted. Other terms and conditions governing changes to a Booking depend on the Fare Product selected and specified in your Booking. Please see the Fare Rules for more details. Generally, where changes are permitted, the extent of the change may be limited, and the change may be subject to the payment of fees and any applicable fare and/or product or service fee difference. If a Booking is changed there will be no refund even if the new fare and/or product or service fee may be lower, except where required by law or government regulation. For any and all interline fare products whereby a portion of the journey is operated by a partner carrier under their Designator Code, no changes to flight date, time, or city pair may be made.

You are liable for the safekeeping of your Booking reference and any amendments made through its use, for example, through a Manage My Booking function, with or without your knowledge or consent. Scoot will not be held liable for any loss, damage or expense incurred through any unauthorised disclosure or use of your Booking reference.

6 – BAGGAGE

6.1 – BAGGAGE ALLOWANCE

a) A limited amount of Cabin Baggage may be carried on board provided it complies with these Conditions (see 6.2 and 6.3) and Fare Rules of the Fare Product selected and specified on your Itinerary (see Fare Rules). Infants not occupying a seat have no Cabin Baggage allowance.
b) Checked Baggage allowance varies by Fare Product. Certain Fare Products do not include any Checked Baggage allowance, while others include a minimum free Checked Baggage allowance. Your Checked Baggage allowance is determined by the Fare Product selected and specified on your Itinerary. For additional details, please see the Fare Rules. Checked Baggage must comply with these Conditions. Infants not occupying a seat have no Checked Baggage allowance.
c) If Scoot permits/ requires the purchase of extra seat(s), no Cabin Baggage or Checked Baggage allowance is included with the extra seat(s).
d) For interline journeys, baggage allowances are assigned for each distinct sector of your journey. Any excess baggage allowances may be added, and subject to separate fees and charges, on a per sector basis.

6.2 – PROHIBITED ITEMS

Scoot will not accept for transport or carry, and you must not attempt to bring the following items on board as Cabin or Checked Baggage:

- Items not properly packed in suitcases or other suitable containers in order to ensure safe carriage with ordinary care and handling;
- Items prohibited by any applicable national or international law, regulation or order;
- Weapons of any type, including ammunition;

- Explosives, flammable or non-inflammable gas (such as aerosol paints, butane gas, lighter refills), refrigerated gas (such as filled aqualung cylinders, liquid nitrogen), flammable liquids (such as paints, thinners, solvents), flammable solids (such as matches, fire lighters), organic peroxides (such as resins), poisons, infective substances (such as viruses, bacteria), radioactive material (such as radium), corrosive materials (such as acid, alkali, mercury, thermometers), magnetic substances, oxidizing materials (such as bleaches);
- Items which are likely to endanger the aircraft or persons or property on board the aircraft, or items that may become or are dangerous, such as those items specified in the International Air Transport Association (IATA) Dangerous Goods Regulations. Further information is available from Scoot on request;
- Items we reasonably determine are unsuitable for carriage because they are dangerous, unsafe or because of their weight, size, shape or character, or which are fragile or perishable;
- Human or animal remains;
- Animals (other than service dogs on flights as described in Section 3.5);
- Brief cases and attaché cases incorporating dangerous goods such as lithium batteries or pyrotechnic devices; and
- Disabling devices such as mace, pepper spray, etc., containing an irritant or incapacitating substance are totally forbidden.

If we discover that you are carrying forbidden items, we may do whatever we consider appropriate and what is reasonable in the circumstances, including disposing of the item without notifying you. Scoot will not be responsible for any loss or damage caused to any prohibited items if they are brought on board despite being forbidden items.

6.3 – CABIN BAGGAGE RESTRICTIONS

a) All Cabin Baggage must comply with applicable size and weight restrictions. Unless we state otherwise **here** or, unless we advise you otherwise, each Economy and ScootPlus passenger are limited to 2 pieces of cabin baggage with combined weight not exceeding 10kg and 15kg respectively. There is no cabin baggage allowance for infant. Regardless of class, you are only allowed one piece of the cabin bag which must not exceed dimensions of 54cm x 38cm x 23cm (total linear dimensions cannot exceed 115cm). This cabin bag must fit the enclosed storage compartment in the aircraft cabin. The other smaller cabin baggage must not exceed the dimensions of 40cm X 30cm X 10cm and must be able to fit under the seat in front of you. You must not include in Cabin Baggage knives, sharp objects or cutting implements of any kind and any length, whether of metal or other material, knitting needles, and sporting goods, must be packed in your Checked Baggage. They cannot be carried in your Cabin Baggage or on your person. If they are, the articles will be removed without notice to you and not returned. Unless we state otherwise **here** or, unless we advise you otherwise, odd-sized items within applicable size and weight restrictions can be brought on board as Cabin Baggage and stored in the overhead compartment, subject to space availability. The weight of the item will count as part of the Cabin Baggage allowance. If the item cannot fit in the overhead compartment, it will need to be checked in and may be subject to excess baggage fees payment as stated in the Fees Chart, or strapped to a seat and secured safely if it complies with applicable size and weight restrictions for Cabin Baggage, in which case an extra seat must be purchased at the prevailing fare for one guest and seat selection fee as listed in the Fees Chart, subject to a maximum of two (2) items per aircraft. All odd-sized items must be appropriately packed in a soft or hard shell case.

b) Guests carrying hypodermic needles must declare them at the security screening point. Where possible, documentation or identification to confirm the Guest's medical condition must be produced. Medication must have a professionally printed label identifying the medication or a manufacturer's name or pharmaceutical label affixed. Please contact Scoot should you have a question.

c) Scoot does not accept any responsibility for items which we refuse to carry. We will not be responsible for, or have any liability in respect of, articles removed from your Baggage by airport security personnel acting in accordance with any applicable regulations.

d) You must ensure that your Unchecked Baggage is sufficiently robust and well secured to withstand the usual and normal rigours of carriage by air without sustaining damage (except fair wear and tear) and that it is properly locked.

e) Special items may not be carried on board as part of Cabin Baggage, but may be taken as Checked Baggage and do not constitute part of the Checked Baggage allowance as stated in 6.1.b. Special items include:
   i. Bassinet;
   ii. Car Seat;
   iii. Stroller;
   iv. Walker;
   v. Crutches*; and
   vi. Wheelchair.
   *may be permitted as hand carry, however carriage is subject to the item meeting requirements in 6.3 a) as well as security screening and acceptance by local authorities.

f) Scoot reserves the right to examine the contents of any cabin baggage, irrespective of the type or category of cabin baggage, inclusive of baggage falling under the paid extra cabin bag category. Guests are advised to board the aircraft early.

g) For interline journeys, the cabin baggage policy of the respective operating Carrier applies to each flight sector.

6.4 – CHECKED BAGGAGE RESTRICTIONS

a) You must not include in your Checked Baggage:
   i. Fragile, delicate or perishable items;
   ii. Computers;
   iii. Items with a special value, such as money, jewellery, precious metals, silverware;
   iv. Negotiable papers, share certificates, securities or other valuable documents;
   v. Cameras;
   vi. Personal electronic equipment;
   vii. Electronic cigarettes;
   viii. Commercial goods or business documents; or
   ix. Passports and other travel documents.

b) As Scoot's liability is limited (see 6.5, 13 and 14), we will not be liable for any inconvenience costs, expenses, or loss or damage you suffer as a consequence of the item being damaged, delayed or lost if you have ignored our requirements and included the items as Checked Baggage, with or without our knowledge. Such items should be carried as Cabin Baggage, but you must still comply with all relevant weight and size limitations.

c) All Checked Baggage must comply with applicable size and weight restrictions. For information on the maximum allowable dimensions for non-standard or bulky baggage, please refer here. Items that are, in our assessment, awkwardly shaped, oversized, or bulky, including sports equipment, and that exceed the standard baggage dimensions may be subject to additional fees as outlined in our Fees Chart, or may be refused carriage altogether. Scoot accepts no responsibility for items we decline to carry or that are not accepted as Checked Baggage. Additionally, we are not liable for any items removed from your baggage by airport security personnel acting in accordance with applicable regulations.

d) You must ensure that your Checked Baggage is sufficiently robust and well secured to withstand the usual and normal rigours of carriage by air without sustaining damage (except fair wear and tear) and that it is properly locked.

e) For health and safety reasons, Scoot reserves the right not to accept any individual item as Checked Baggage that exceeds 32 kg.

f) We do not provide Checked Baggage transfers between Scoot flights or between Scoot flights and those of another Carrier, except otherwise specified in 9.5. It is your responsibility to use a baggage transfer service or claim your Checked Baggage and re-check it for your next flight. To re-check your Checked Baggage you will be required to clear all immigration and customs procedures at the connection airport. It is your responsibility to ensure you have all required valid travel documentation (including but not limited to passport, visa, and health requirements).

6.5 – VALUABLES

Scoot does not offer or provide any excess valuation or insurance services. We will not be liable for any costs, expenses, loss or damage you suffer as a result of damage or loss to your valuables.

6.6 – EXCESS BAGGAGE

In the interests of safety, you must not take on board more Cabin Baggage than allowed (see 6.1). If you check in with more Checked Baggage than your Checked Baggage allowance, we may, at our sole discretion and subject to the aircraft's load, accept the excess for a fee. See the Fees Chart for details.

6.7 – SEARCHES/ SECURITY

a) For safety and/or security reasons, Scoot, airport or government staff/ officers may:
   i. Require you to submit to clothing and body searches;
   ii. Require you to submit your Baggage to searches or inspections; and
   iii. Search or inspect your Baggage with or without you present.
b) As a result of a search, or if you refuse to submit yourself or your Baggage to a search, we may refuse to carry you and your Baggage, and may deliver your Baggage to government or airport officers. In the event we refuse to carry you after your refusal, your ticket may be forfeited without refund, in Scoot's sole discretion.
c) If a search or screening causes damage to you, or a search, screening or x-ray causes damage to your Baggage, we will not be liable for the damage in excess of the limits of any applicable Convention or laws.

7 – CHECK-IN/ BOARDING

7.1 – CHECK-IN DEADLINE

Check-in deadlines apply and may be strictly enforced. You must check-in before the Check-in Deadline and follow the instructions for Airport or Web Check-in which are set out in your Itinerary or our website. You may also be required to produce any credit card used in making the Booking. Unless specified otherwise, for connecting flights, you will need to check in for each flight sector by the stated deadline. You will be required to clear all immigration & customs procedures at connection airports. It is your responsibility to ensure you have all required valid travel documentation (including but not limited to passport, visa, and health requirements).

7.2 – BOARDING PASS AND BAGGAGE TAGS

We will issue you a boarding pass and baggage tag(s) for any Checked Baggage. Please ensure you keep these documents with you until you complete your travel with Scoot.

7.3 – BOARDING DEADLINE

You must be at the boarding gate at least forty-five (45) minutes prior to the scheduled departure time of your flight.

7.4 – REFUSAL TO TRANSPORT

Failure to meet the deadlines specified in 7.1 and/ or 7.3 may result in Scoot being unable to accept you for transport. In such case, your fare and all associated fees and charges may be forfeited without refund, in Scoot's sole discretion.

8 – REFUSAL OF CARRIAGE

8.1 – RIGHT TO REFUSE CARRIAGE

Even if you are in possession of a Booking, Scoot may refuse to transport you and your baggage in the exercise of our reasonable discretion, including for any of the following reasons (we may also remove you from a flight even if you have already boarded):

a) If carrying you or your Baggage may put the safety of the aircraft or the safety or health of any person in danger or at risk;
b) If carrying you or your Baggage maycause material discomfort to any other person ;
c) If carrying you will violate government laws, regulations, orders or an immigration direction from a country to which you are travelling or are to depart from;
d) If you do not appear to be properly documented, do not have valid travel documents (including but not limited to passport, visa or health requirements), if your travel documents are damaged or appear to have been tampered with, if you seek to enter a country through which you may be in transit, or for

which you do not have valid travel documents, or if you destroy your travel documents during flight or refuse to surrender your travel documents to the flight crew, against receipt, when so requested;

e) If you refuse to submit to any health assessment(s) and/or medical screening(s) required by Scoot, a relevant Carrier (the air carrier issuing your ticket, the air carrier that carries or undertakes to carry you and/or your baggage under the ticket or performs or undertakes to perform any other services related to such air carriage), and/or the relevant state or country to be flown from, into or over, or you appear to have symptoms of or have a communicable disease or any other condition (or there is reason to believe there was exposure to such disease or condition) that could pose a direct threat to the health or safety of other persons, or you have failed to comply with the instructions of Scoot, a relevant Carrier and/or the relevant state or country to be flown from, into or over to prevent the spread of any communicable disease or other condition (whether suspected or actual);
f) Because you have refused to allow a security check to be carried out on you or your Baggage;
g) Because you do not have a Booking;
h) If you fail to comply with any applicable law, rule, regulation or order or these Conditions;
i) If you fail to complete the check-in process or arrive at the boarding gate by our specified deadlines (see 7.1 & 7.3);
j) Because you have not obeyed the instructions of our ground staff or a member of the crew of the aircraft relating to safety or security;
k) Because you have not complied with our medical requirements (see 3.4);
l) Because you require special assistance or special assistance and handling and you have not previously notified us of this or made prior arrangements with us for the special assistance and handling that you require and the special assistance equipment, facilities, or personnel are not available within the airport terminal or providing so would cause serious inconvenience to other passengers on the flight (see 3.3 and 3.5);
m) If you are, or we reasonably believe you are, drunk or under the influence of alcohol or drugs;
n) If you are, or we reasonably believe you are, in unlawful possession of drugs;
o) If we reasonably believe your mental or physical state is a danger or risk to you, the aircraft or any person in it;
p) If you have used threatening, abusive or insulting words towards our ground staff or a member of the crew of the aircraft or otherwise behaved in a threatening manner;
q) If you have committed a criminal offence during the check-in or boarding processes or on board the aircraft;
r) If you have deliberately interfered with a member of our ground staff or the crew of the aircraft carrying out their duties;
s) If you have put the safety of either the aircraft or any person in it in danger
t) If you have made a threat;
u) Because you have been issued with a Notice of Refusal of Carriage. The Notice of Refusal of Carriage will state the date when the ban comes into effect;
v) Because you cannot prove to our reasonable satisfaction you are the person specified in the Booking on which you wish to travel;
w) The applicable fare or any charges or taxes payable have not been paid; or credit arrangements agreed between us and you (or the person paying the fare) have not been adhered to;
x) The credit card by which you paid for the fare has been reported lost or stolen;
y) The payment of your fare or the booking of your Seat involves any fraud or other unlawful activity;
z) Because your Booking:
    1) Is not paid for;
    2) Has been transferred;
    3) Has been acquired from someone other than us or an Authorised Agent;
    4) Contains an alteration which has not been made by us or an Authorised Agent or has been mutilated or is otherwise unreadable; or
    5) Is counterfeit or otherwise invalid;
aa) Because you have been issued a Notice of Refusal of Carriage by Scoot which has not been cancelled, regardless of whether you have obtained a valid Ticket or not.

8.2 – NO RECOURSE

a) You acknowledge and agree that in respect of any of the situations specified in 8.1, you shall forfeit the fare and any applicable fees and charges without refund; and

b) Scoot is not liable to any person for any refund or loss or expense whatsoever arising from or in connection with a refusal of carriage pursuant to 8.1, whether arising in tort, contract or otherwise howsoever.

8.3 – OVERBOOKING

Airline flights may be overbooked. This means there is a slight chance that there may be more reservations than available seats on your flight or class of travel. In these circumstances, we may need to deny boarding to one or more passengers, or downgrade the class of travel (i.e. from ScootPlus to Economy). If you are denied boarding due to overbooking and none of the situations outlined in 8.1 apply, Scoot will make every effort to ensure you are transported to the destination specified in your booking as soon as possible ("Remedial Measures"). You may also have additional rights in accordance with local law or government regulation or in accordance with our policy if there is no applicable law ("Remedial Rights"). For the avoidance of doubt, the Remedial Measures and Remedial Rights will not apply to you if you fail to meet the check-in and boarding requirements in section 7.

8.4 – NOTICE OF REFUSAL OF CARRIAGE

Scoot may, at its sole and absolute discretion, refuse to enter into any contract of carriage in relation to any future travels or bookings by issuing you with a written notice stating that Scoot has decided not to engage in future transactions with you ("**Notice of Refusal of Carriage")**

Scoot may, but shall not be required to, impose a time limit and/or impose any further requirements on you as a condition precedent to cancelling a Notice of Refusal of Carriage and/or permitting any future travels or bookings by you.

Once a Notice of Refusal of Carriage has been issued to you and is in force, you may not buy a Ticket, whether directly or indirectly, and Scoot shall have the absolute right to refuse transport to you or your baggage, even if you have a valid Ticket.

No refund shall be given in the event that you have (or anyone has on your behalf) purchased a Ticket while a Notice of Refusal of Carriage is in force against you.

9 – SCHEDULE CHANGE/ DISRUPTION

9.1 – SCHEDULE TIMES

a) While Scoot will make its best effort to transport you at the date(s)/ time(s) indicated on your Itinerary, we cannot guarantee schedule times. Schedules are subject to change at any time and do not form part of your contract with Scoot under these Conditions.

b) Your Itinerary, either provided by Scoot or our Authorised Agent, will state scheduled departure date(s) and time(s). Should these need to change, Scoot or our Authorised Agent will make a reasonable effort to contact you in a reasonable amount of time prior to departure provided you have given us or our Authorised Agents your contact information such as a valid email address and mobile number. Scoot and/or our Authorised Agents will not be liable to you for any loss that you may suffer if our attempts to reach you are unsuccessful. Prior to your flight, it is your responsibility to ensure that your flight date and time have not changed. Except as provided for by any applicable Convention or applicable law, we will not be liable to you for any losses that you may incur if you fail to do so.

9.2 – SCHEDULE CHANGES: YOUR OPTIONS

To the extent permitted by applicable laws, if Scoot has to make a significant schedule change (flight retiming of 2 hours or more) or cancellation more than 24 hours before your scheduled departure time, other than a cancellation due to an uncontrollable circumstance governed by clause 9.4, we or our Authorised Agent will attempt to notify you per 9.1.b and provide you with one of the following options:

- Rebooking at no additional charge to another flight on the same carrier between the same origin and destination within fourteen (14) days of the changed flight in the Booking, or if Scoot will no longer serve the destination, rebooking at no additional charge to another destination within a specific date range as advised by Scoot;
- A voucher at least equal to the Itinerary value – excluding any amounts for third party products and services – valid for twenty-four (24) months for travel to be booked within this validity period;
- Refund to the original mode of payment for the unused itinerary, excluding any amounts for third party products and services;
- Any other options set out in a Scoot schedule change or cancellations policy applicable in your jurisdiction;

9.3 – DELAYED/ CANCELLED FLIGHTS (CONTROLLABLE CIRCUMSTANCES)

To the extent permitted by applicable laws, where a flight is delayed or cancelled due to circumstances within Scoot's control, and the circumstances are not governed by clause 9.2, this clause 9.3 will apply.

In the event that a Scoot flight is delayed or cancelled less than 24 hours before departure, we will try our best to put you on the next available Scoot flight between the same origin and destination as soon as possible, at no additional cost.

Alternatively, Scoot may provide you with one of the following options:

- Rebooking at no additional charge to another flight on the same carrier between the same origin and destination within fourteen (14) days of the changed flight in the Booking, or if Scoot will no longer serve the destination, rebooking at no additional charge to another destination within a specific date range as advised by Scoot;
- A voucher at least equal to the unused itinerary value – excluding any amounts for third party products and services – valid for twenty-four (24) months for travel to be booked within this validity period;
- Refund to the original mode of payment for the unused itinerary, excluding any amounts for third party products and services;
- Any other options set out in a Scoot schedule change or cancellations policy applicable in your jurisdiction;

Except as provided in a Convention or applicable law (including any provisions on flight disruptions applicable in your jurisdiction), we are not responsible for any costs or expenses you incur as a result of a controllable delay or cancellation. We strongly recommend that you carry comprehensive travel insurance for all your travels.

9.4 – DELAYED/ CANCELLED FLIGHTS (UNCONTROLLABLE CIRCUMSTANCES)

To the extent permitted by applicable laws, where a flight is delayed or cancelled due to an uncontrollable circumstance, this clause 9.4 will apply regardless of when the delay or cancellation occurs or is notified to you. In the event of any inconsistency between this clause 9.4 and clause 9.2 in respect of an uncontrollable circumstance, this clause 9.4 will apply, subject always to any rights or remedies available to you under applicable laws.

Uncontrollable circumstances include but are not limited to weather conditions at point of origin or destination or en-route to other ports, industrial action caused by staff not directly employed by Scoot, air traffic control requirements/ restrictions, or closure of runways.

If your flight is cancelled due to an uncontrollable circumstance, we will try our best to put you on the next available Scoot flight between the same origin and destination as soon as possible, at no additional cost.

Alternatively, Scoot may provide you with one of the following options:

- Rebooking to another flight on the same carrier between the same origin and destination within fourteen (14) days of the changed flight in the Booking, subject to any applicable Fare Difference, or if Scoot will no longer serve the destination, rebooking (subject to any applicable Fare Difference) to another destination within a specific date range as advised by Scoot;

- A voucher at least equal to the unused itinerary value – excluding any amounts for third party products and services – valid for twenty-four (24) months for travel to be booked within this validity period;
- Any other options set out in a Scoot schedule change or cancellations policy applicable in your jurisdiction;

Except as provided in a Convention or applicable law (including any provisions on flight disruptions applicable in your jurisdiction), we will not pay any costs or expenses you incur as a result of the uncontrollable delay or cancellation. We strongly recommend you carry comprehensive travel insurance to cover all your travels.

9.5 – CONNECTING FLIGHTS

Scoot flights are sold on a per sector basis. If you wish to make connections with any other flights, whether operated by Scoot or another airline, please allow sufficient time to do so. For a seamless transfer of your baggage, you must be transferring between Scoot flights, or between a Scoot flight and a Singapore Airlines flight in the same itinerary. If you are traveling on separate itineraries, once you have disembarked from your arriving flight, you will have to clear Customs and Immigration, collect your checked baggage (if any), then proceed to the relevant departure hall check-in counter to check in for your on-going flight in accordance with the operating Carrier's policies. If your connecting flight is an international service, you must also clear Departure Immigration formalities.

Subject to 13.2, if you hold more than one ticket and such separate ticket(s) are not tickets connecting flights between Scoot and Singapore Airlines, Scoot and its partner airlines or any other carrier, will not be responsible for any costs or expenses you incur as a result of a missed connection with no exceptions even if your flights are in the same itinerary or if the misconnection was due to one of our flights being delayed. We strongly recommend you carry comprehensive travel insurance throughout your travels.

If your ticket(s) are tickets connecting flights between Scoot and Singapore Airlines in the same itinerary, and you miss your connection, Scoot will try its best to put you on the next available Scoot flight between the same origin and destination as soon as possible, at no additional cost. If we are unable to provide you with a flight, or if you postpone your travel, we will provide you with the options as stated in 9.3 or 9.4, depending on the circumstances.

Unless otherwise stated, guests who miss their connecting flights on Scoot or any other carrier due to incoming flight delay or late arrival are responsible to book a new onward flight at their own expense. Only guests whose bookings are in the same itinerary with the connecting journey for connections via Singapore, or Guests connecting with Virgin Australia, are entitled to be rebooked on the next available flight on the same carrier to their destination with associated rebooking fees and fare difference waived. This provision only applies for connecting flights in the same itinerary. It is the responsibility of the Guests to approach the respective connecting carrier's ground personnel for rebooking assistance in the event of a misconnection.

If your ticket(s) consist of multiple Scoot connecting flights in the same itinerary, and you miss or forfeit any one of the flights, you will not be permitted to complete your itinerary and there will be no rebooking assistance. Except where required by law or government regulation, or where stated in these Conditions, no refunds will be given for unused, or partly used, fares, ancillary products, associated fees, charges, surcharges and taxes, of your incomplete itinerary. The fare and associated fees and charges of your unused itinerary, will be forfeited without refund. Refunds for third-party products or services are governed by the provider terms and conditions and must be requested through the third-party service provider.

9.6 – CANCELLATION OF RETURN SECTORS

If you miss the first flight in a Booking that has onward or return sectors, we will cancel the remaining flights in your booking unless you call a Scoot Call Centre within 48 hours of the departure time of the flight that you missed. We will not be liable to you for any loss that you may suffer if you fail to do so. We strongly recommend that you purchase comprehensive travel insurance to cover all your travels.

We will attempt to notify you if your flight is affected as soon as possible after the missed flight via SMS and/ or email, which will include instructions on what needs to be done if you wish to retain the onward or return sectors in your Booking, provided you have given us or our Authorised Agent your contact information such as a valid email address and mobile number. Scoot or our Authorised Agent will not be liable to you for any loss that you may suffer if our attempts to reach you are unsuccessful. In any case, it is your responsibility to call a Scoot Call Centre to re-confirm your onward or return sectors if you miss the first flight in a Booking regardless whether you received a notification or otherwise.

10 – ARRIVAL/ POST-FLIGHT

10.1 – BAGGAGE COLLECTION

You must collect your Checked Baggage as soon as it is available for collection.

10.2 – BAGGAGE NOT FOUND

In the event that you cannot find your Checked Baggage, you must bring your Baggage Tag(s) to a member of Scoot staff, or our Authorised Agent as soon as possible and in accordance with the time limits established by any applicable Convention.

10.3 – BAGGAGE RELEASE

Only the Guest listed on the Baggage Tag(s) is entitled to collect the Checked Baggage. If you cannot produce the Baggage Tag(s) we will require the following in order to release the baggage to you:

- Produce adequate proof of entitlement to it;
- Undertake in writing to us that you will reimburse us for any loss, damage or expense incurred as a result of that release; and
- Comply with any other applicable directions given to you by us.

10.4 – DISPOSAL OF BAGGAGE BY SCOOT

a) You shall collect your Baggage as soon as it is available for collection at your destination. If you do not collect your Checked Baggage and you have not claimed it within fourteen (14) days after your flight, we will try to contact you if your baggage can be identified as belonging to you. If we cannot identify you or contact you after a reasonable effort, we may donate or otherwise dispose of it without notifying you and without liability on our part.

b) If we are able to identify and contact you and you claim your baggage, you may be charged a storage fee at the applicable airport rate.

c) We are not liable for any loss you may suffer if you leave Cabin Baggage on an aircraft when you disembark or if you leave any belongings in the airport terminal.

10.5 – COLLECTING THE WRONG BAG

If you happen to collect the wrong bag from the baggage carousel, it is your responsibility to immediately return the bag at your own cost to our staff or our Authorised Agent at the airport where you claimed the bag. You will be responsible for any costs associated with delivering the baggage to its rightful owner.

11 – REFUNDS

11.1 – NO REFUNDS

Except where required by law or government regulation, or where stated in these Conditions, no refunds will be given for unused, or partly used, fares, ancillary products, associated fees, charges, surcharges and taxes.

Should you not travel on your Booking, the fare and associated fees and charges will be forfeited without refund.

Refunds for third-party products or services are governed by the provider terms and conditions and must be requested through the third-party service provider.

12 – GUEST RESPONSIBILITY

12.1 – YOUR RESPONSIBILITIES

Scoot expects you to take a part in ensuring that you and your fellow Guests have a smooth and enjoyable travel experience; before, during and after your flight:

a) You assume sole responsibility for all pre-travel planning and valid travel documentation (including but not limited to passport, visa, and health requirements) (see 3.1).
b) You shall submit to any security checks, health assessments and/or medical screenings performed by government or airport officials, or Scoot.
c) If required, you shall attend inspection of your Baggage, checked or unchecked, by Scoot, customs or other government officials. You acknowledge that Scoot is not liable for any loss or damage suffered by you through failure to comply with this requirement.

12.2 – ONBOARD CONDUCT

In order to maximise the safety and comfort of you and all Guests, you must comply with the following requirements, and all other directions of any crew member on your Scoot flight(s), when on board:

- Stow Cabin Baggage under the seat in front of you or in the overhead lockers;
- Take care when you open overhead lockers, since Cabin Baggage may move during flight;
- Keep your seatbelt fastened when seated;
- Remain seated with your seatbelt securely fastened during turbulence;
- Stay seated as directed, in particular while the aircraft is moving on the tarmac;
- Do not operate any electronic devices including cellular telephones, laptop computers, tablets, recorders, radios, CD players, MP3 players, electronic games, laser products or transmitting devices, walkie-talkies, remote or radio-controlled toys that could interfere with the flight. If you fail to comply with our requests in this regard, we may retain the device until the end of the flight. Hearing aids and heart pacemakers are permitted;
- Do not smoke (see 12.5);
- If you drink alcohol, drink only in moderation and only alcohol served on your Scoot flight as part of our inflight bar service;
- Use infant restraints as directed; and
- Do not behave in a manner to which other Guests may reasonably object.

12.3 – SAFETY AND COMFORT

In our effort to maintain Guest safety and comfort, we may restrain or remove you from any flight and/or refuse further usage of Scoot's services, for example, if you:

- Conduct yourself so as to endanger the safety of the aircraft or any person or property on board;
- Obstruct, or fail to comply with any reasonable direction of, any crew member;
- Behave in a manner to which other Guests may reasonably object;
- Interfere with a crew member who is performing his or her duties aboard an aircraft; or
- Tamper or interfere with the aircraft or its equipment.
- Repeatedly file frivolous complaints before any judicial, arbitral or other authority and/or harass Scoot's staff or representatives in any manner.

If we find it necessary to offload you, you may be refused further carriage on Scoot, may be prosecuted for offences committed on board the aircraft, and may not receive a refund.

If you are found to have symptoms of or have a communicable disease or any other condition (or there is reason to believe there was exposure to such disease or condition) that could pose a direct threat to the health or safety of other persons, Scoot may take such measures as it deems necessary to prevent the spread of such disease or condition (whether suspected or actual), including isolating you on board the aircraft.

12.4 – DIVERSION COSTS

You are responsible for and will indemnify Scoot for any and all costs associated with a flight diversion or landing at an unscheduled airport as a result of your improper behaviour as described in 12.2 and 12.3 including, but not limited to, fuel, landing, take off and parking charges.

12.5 – SMOKING STRICTLY PROHIBITED

Smoking and use of electronic cigarettes are not permitted at any time on any Scoot flight.

12.6 – REFUSAL OF ENTRY

The below provisions apply in the event that you are denied entry by immigration officials at your destination:

a) Scoot will not refund any fare or associated fees, charges and taxes for travel to the point of refusal of entry or deportation;
b) You agree to pay the applicable fare and charges and taxes, whenever Scoot, under government order, is required to transport you to your point of origin or an alternative destination;
c) You are responsible to pay any fines, expenses or charges that result from a refusal of entry, deportation order, or failure to comply with any other laws, regulations, demands or orders. If Scoot incurs any costs for these same reasons, you agree to promptly reimburse Scoot for all amounts paid by Scoot, including reasonable attorneys' fees. In the event you fail to promptly reimburse Scoot, you authorise Scoot to charge your credit card for any such amounts;
d) You acknowledge that Scoot may apply towards such payment or expenditure the value of any unused carriage on your Itinerary, or any of your funds in our possession.

12.7 – COMPLIANCE, SECURITY INSPECTIONS

You are solely responsible for complying with all laws, regulations, orders, demands and requirements of any country, state or territory on any part of your journey, including stopover or connecting points and with these Conditions, notices and instructions given by us. You shall submit to any security or health checks by government or airport officials or by us. Scoot shall not be responsible in any way whatsoever to you in connection with obtaining necessary documents or complying with such laws, regulations, orders, demands, notices, requirements or instructions, whether given orally or in writing or otherwise, or for the consequences to you resulting from your failure to obtain such documents or to comply with the above.

13 – SCOOT LIABILITIES

13.1 – SCOOT CONDITIONS OF CARRIAGE

These Conditions along with those set out in your Booking and our website govern Scoot's liability to you. The liability of any other Carrier included in your journey is governed by that Carrier's conditions of carriage.

13.2 – GOVERNED BY CONVENTION

International Carriage will be governed by the Convention, where applicable, or under these Conditions of Carriage and applicable laws where the Convention does not apply. Our liability may be limited in respect of death or injury and for destruction or loss of, or damage to, Baggage, and for delay.

13.3 – NEGLIGENCE BY YOU

If we prove that any damage was caused by, or contributed to by you, our liability may be reduced in accordance with applicable laws.

13.4 – SCOOT LIABILITY FOR DEATH / INJURY

a) International Travel
    i. For any recoverable compensatory damages arising under Article 17 of the Montreal Convention (if the Montreal Convention applies to your journey) up to the sum of the equivalent of 151,880 SDRs (about SGD269,457), we will not exclude or limit our liability, provided that if in accordance with applicable law a different limit of liability is applicable such different limits shall apply. However, any liability we may have for damage will be reduced in accordance with applicable law by any negligence on your part that causes or contributes to the damage;
    ii. We will not be liable for damages arising under Article 17 to the extent that they exceed for each Guest is 151,880 SDRs (about SGD269,457), provided that if in accordance with applicable law a different limit of liability is applicable such different limits shall apply, if we prove that:
        1) Such damage was not due to the negligence or other wrongful act or omission of us or our agents; or

2) Such damage was solely due to the negligence or other wrongful act or omission of a third party.

b) General

i. Subject to 13.2, we are not responsible for any illness, injury or disability, including death, attributable to your physical condition or for the aggravation of such condition;

ii. Subject to inconsistency with any applicable statute, we shall not be liable for nervous shock, psychiatric or psychological injury, hurt feelings, distress, anguish, grief, anxiety, aggravation or the like, regardless of the cause or the basis of the claim.

13.5 – SCOOT LIABILITY FOR DAMAGED BAGGAGE

a) International Travel

i. For International Travel, Scoot's liability for loss, damage or delay to baggage is limited by applicable legislation or Convention according to the journey involved. Scoot's liability per passenger in the case of loss, damage or delay of baggage shall be limited to 1,519 SDR (approximately EUR 1,900) for checked and unchecked baggage where the Montreal Convention applies to the journey, and 17 SDR (approximately EUR 20) per kilogram for checked baggage and 332 SDR (approximately EUR 400) for unchecked baggage where the Warsaw Convention applies to the journey, provided that in either case, if in accordance with applicable law different limits of liability are applicable such different limits shall apply. For the purposes of the Convention, if the weight of the baggage is not recorded on the baggage check, it is presumed that the total weight of the checked baggage does not exceed the applicable free baggage allowance for the class of service concerned, as provided in Scoot's regulations. In the event of loss, damage or delay of part of the checked baggage, the liability limit of Carrier shall be reduced proportionately on the basis of weight to the part concerned.

b) General

i. Scoot will be liable only for major Damage occurring during carriage booked on our Airline Designator Code. If we check Baggage on the flight of another carrier, we only do so as agent for that Carrier. Nevertheless, with respect to Checked Baggage, you may also have a right of action against the first or last Carrier;

ii. Scoot is not liable for any Damage to your Cabin Baggage unless such Damage is caused by our negligence;

iii. Scoot is not liable for any Damage caused by your Baggage. You are responsible for any Damage caused by your Baggage to other persons or property, including our property;

iv. Scoot is not liable for normal wear and tear of Baggage such as small scratches, scuffs, dents, cracks and cuts; or for unsuitably packed, perishable, damaged or fragile baggage, for water damage to non-water resistant baggage or any damage to external fixtures such as handles, wheels, zippers or locks, including luggage tags, luggage belts, insignia or similar.

Except to the extent required by law, Scoot is not liable for Damage/loss/delay to contents of your Checked Baggage. This includes, but is not limited to, fragile or perishable items, items with a special value, such as money, jewellery, precious metals, computers, personal electronic devices, share certificates, bonds and other valuable documents, or passports and other identification documents.

13.6 – ITEMS ON LIMITED RELEASE

- Sporting Equipment including but not limited to large fishing rods, bicycles, scooters, surfboards, body-boards, snowboards and skis can be carried in the hold of the aircraft subject to space being available. Scoot is prepared to carry such items on a 'limited release' (i.e. entirely at your own risk for damage or delay) basis. You may want to purchase insurance to cover these items.
- Infant Equipment including but not limited to prams, buggies and car seats may be carried in the hold of the aircraft subject to space being available. Scoot may carry such items on a 'limited release' (i.e. entirely at your own risk for damage or delay) basis. You may want to purchase insurance to cover these items.
- Musical Instruments including but not limited bugle, clarinet, flute, piccolo, trumpet, violin or viola may be carried in the hold of the aircraft subject to space being available. Scoot may carry such items on a 'limited release' (i.e. entirely at your own risk for damage or delay) basis. You may want to purchase insurance to cover these items.

13.7 - SCOOT LIABILITY FOR DELAY

a) International Travel

i. For International Travel, Scoot's liability in the case of delay to a passenger's journey, is limited by applicable legislation or Convention according to the journey involved. For example, 6,303 SDR (approximately SGD 11,183) where the Montreal Convention applies to the journey.

13.8 – GENERAL

a) Scoot is not liable for any damage arising from its compliance with any laws or government regulations or your failure to comply with the same;

b) These Conditions (including any exclusion or limitation of liability) shall apply to and be for the benefit of Scoot's Authorised Agents, employees and representatives and agents to the same extent as they apply to us. The total amount that you can recover from Scoot, its Authorised Agents, employees, representatives and agents shall not be more than the total amount of Scoot's liability, if any;

c) Except where these Conditions of Carriage state differently, our liability shall be limited to proven compensatory damages, and in any event, we shall not be liable for (i) any loss of profits, revenue, contracts, sales, anticipated savings, goodwill and reputation; or (ii) indirect, consequential losses, or (iii) any form of non-compensatory damages.

d) Nothing in these Conditions of Carriage:

i. Except where stated otherwise by Scoot, gives up any exclusion or limitation of liability to which Scoot is entitled under any laws which may apply; or

ii. Gives up any defence available to Scoot under any laws which apply including against any public social insurance body or any person liable to pay, or who has paid, compensation for the death, wounding or other bodily injury of a Guest.

e) Liability for breach of condition or warranty: To the extent permitted by law, Scoot excludes all liability for any costs, expenses, losses or damages whatsoever that may arise in any way in connection with the carriage. If the Unfair Contracts Terms Act (Cap 396) or any similar law implies a condition or warranty that cannot be excluded, the liability of Scoot for a breach of the condition or warranty will be limited to either supplying the services again or paying the cost of having the services supplied again, as determined by Scoot in its absolute discretion.

14 – YOUR CLAIMS / FEEDBACK / QUERIES

14.1 – CLAIMS / FEEDBACK / QUERIES

Unless stated otherwise in these Conditions, Scoot requires all claims to be submitted within two (2) years of the date of travel specified in the Booking through any of the following channels:

- Scoot Call Centres
- Scoot's Webform

You may also submit any feedback, or direct any queries you may have, through the above channels.

14.2 – BAGGAGE CLAIMS

Acceptance of Baggage by the bearer of the Baggage Identification Tag without complaint at the time of delivery is prima facie evidence that the baggage has been delivered in good condition and in accordance with the contract of carriage between us.

We shall not be liable for baggage claims unless in the case of damage to Checked Baggage, you report the damage immediately to Scoot staff or our Authorised Agent prior to leaving the baggage claim area, and submit the claims for damaged baggage within seven (7) days of completing your journey with Scoot; and in the case of delay, unless the complaint is made at the latest within twenty-one (21) days from the date on which the baggage has been made available to you. Every complaint must be made in writing and postmarked within the times aforesaid.

All claims for damaged or delayed baggage are to be addressed to:

Scoot Baggage Claims

Charles Taylor Aviation
https://scootbaggage.myclaimshub.co.uk/

14.3 – CLOTHING

Any incident involving damage to your clothing worn or taken into the aircraft cabin must be immediately reported to our cabin crew.

14.4 – CLAIMS LIMITATION

Unless your right to claim for Damages has expired earlier as provided elsewhere in these Conditions, you will have no right to claim for Damages if court proceedings are not brought within two years from:

- The date of your arrival at your destination;
- The date the aircraft should have arrived; or
- The date on which your carriage stopped.

The method of calculating the period of limitation will be determined by the law of the court where the case is heard but in accordance with the provisions of the applicable law.