

1. ***What is MICE?***
To complement Scoot Standard Group product, we are offering MICE product for passengers who do not mind paying more for a package with more flexibility and services.
2. ***What is the minimum group size for MICE booking?***
Minimum group size of 20 passengers (***travelling on the same date**).
Infant who does not occupy a seat is not counted towards the total number of passengers.
3. ***Can I request for ScootPlus seats for my groups?***
Yes, seats are upgradeable to ScootPlus, subject to an additional fee. (**Only applicable for 787 fleet**)
Please email to mice@flyscoot.com to check for seat availability and fee.
4. ***What are the benefits for MICE booking instead of Group booking?***
MICE product offers:
 - 20kg checked-in baggage allowance
 - Standard seat assignment
 - 1 combo meal
 - First-on Board (Priority boarding)
 - Scoot Snooze Kit (**Only applicable for first sector**)
(Consist of: Warm Woven fleece blanket, Dream-inducing terry cloth-lined eye mask, comfortable neck pillow)
 - One time waiver of Name change / Travel Date / Flight fees
 - Upgradable for passengers to ScootPlus (**Only applicable for 787 fleet**)
 - Inflight Welcome Announcement for Delegates
(Subject to local Airport and CAA regulation and operational constraint)
5. ***How much do I have to pay for children and/or infant?***
Children above 24 months old = Full Adult Fare
Infant who wishes to occupy a seat = Full Adult Fare
Infant who does not occupy a seat, please refer to Scoot fares and fees chart.
6. ***Where can I gather more information on fares and fees?***
Fares and fees are correct at the point of quotation and are subject to changes without prior notice.
For more information on fares and fees, please contact mice@flyscoot.com.
7. ***Is the fares and fees negotiable?***
MICE fare is non-negotiable with limited inventory on each flight and the seat availability depends on prevailing passengers load factor.
8. ***Can I remove secondary products from the MICE bundle to reduce fare?***
No, secondary products are considered FOC items from the MICE product bundle and there will not be any fare reduction if any secondary product is not required from the bundle.
9. ***I have participants travelling from multi-cities. Do I still enjoy MICE product and fare?***
If the minimum MICE group size of 20 is met for at least one origin boarding point, MICE products are available for other boarding point, with valid documentation proof and subject to availability of MICE inventory.
10. ***Where can I book the MICE product?***
Please email to mice@flyscoot.com to request for quotation of MICE product.

11. *Can I pre-select specific seats for my groups?*
Standard seat assignments are auto-generated by the system and changes in seats are not allowed. However, you can choose to upgrade seats with more legroom, subject to additional fee. Please contact mice@flyscoot.com for the upgrade fees.
12. *Are offered meals halal-certified?*
Only hot meals are halal-certified.
13. *What are the choices of hot meals, snacks and/or drinks?*
The available choices are according to our seasonal menu. The menu can be found on our website or requested through email.
14. *Is food and beverage purchased elsewhere allowed to be brought onto the aircraft?*
No, only food and beverage purchased from Scoot will be allowed on board.
15. *Why is the initial deposit non-refundable?*
Once the seats are secured for your booking Scoot will not be able to sell the seats. Therefore, there will be losses incurred for Scoot if any confirmed bookings are being cancelled.
16. *What is the wastage policy?*
Minimum group size of 20 pax must be met.
Up to 20% wastage of the group size is permitted and unused seats must be released at least 30 days before departure date.
17. *What is the payment terms?*
30% deposit payment within 7 days upon confirmation.
30% balance payment at 30 days before departure.
40% balance payment at 10 days before departure.
For bookings made less than 30 days to departure, full payment would be required at time of booking confirmation. All payments are all non-refundable.
18. *What currencies are accepted for payment?*
Currency of each booking is based on Point of Origin. If you prefer to pay in another currency, please email to mice@flyscoot.com. Currency exchange rate given will be based on Scoot reservation system at the point of request.
19. *What time can I check in?*
Scoot's check-in counters open 3 hours before scheduled departure. They close 60 minutes before scheduled departure with no exceptions.
20. *Is Web check in available for MICE booking?*
[Web check in](#) is available between 48 hours and 1 hour before departure. Should your booking consist of Special Service Requests or bookings with (an) infant(s), you will not be able to check in online and retrieve your Mobile Boarding Pass. Please proceed to the service counter at the airport to check in for your flight.
21. *Do I get KrisFlyer tier benefits for MICE bookings?*
No, KrisFlyer & PPS Club tier benefits are not applicable to MICE bookings.
22. *Who can I contact if I have other enquiries which are not addressed in this FAQ?*
Please email to mice@flyscoot.com and we will reply within 1 working day.