

## PARTICIPATION

Scoot (TR) is available on the following GDS provider:

- Amadeus (1A)
- Sabre (1S)
- Abacus (1B)
- Infini (1F)
- Galileo (1G)
- Apollo (1V)
- Worldspan (1P)
- TravelSky (1E)

## PRODUCT

- TR offers FlyBag and ScootBiz through the GDS.
- Economy FlyBag fares include 20kg baggage
- ScootBiz fares include 30kg baggage and hot meal onboard (*agent to contact the call center for meal choice or visit [Manage My Booking](#)*)

FARE TYPE	FLYBAG	SCOOTBIZ
Regular Classes	R F P A S Y B M H W N X O	Z C J D
Promotional Classes	E T V L	I

## BOOKING RESTRICTIONS

- **Fly & FlyBagEat** fares are **not** available through the GDS.
- **FlyBagEat** fares for GDS are available ***only*** to and from Jeddah market.
- TR does not accept waitlist bookings.
- TR does not accept Group bookings.
  - Refer Scoot's [Group Bookings Guide](#)
- TR does not support PNR addition of pax but supports reduction in party.
  - Tickets are non-refundable. Ticket for cancelled pax will not be refunded.
- TR does not support ticket revalidation, only ticket reissuance.
  - Supported Ticket format: SSR TKNE only
- Infant with Seat is not supported via GDS. Agent must contact Call Center to request for seat.
- Unaccompanied Minors are not accepted. PNRs must always contain an adult.
  - Refer to Scoot's [Conditions of Carriage](#)

## BOOKING PROCESS

### Passenger

- Passenger titles accepted are: MR / MRS / MS / MDM / MISS / MSTR
- Please ensure that all passengers' names have a title.
- Adult titles are MR(male), MRS and MS (female).
- Child titles are MSTR(male) and MISS(female).
- Child can be booked up to twelve (12) years of age.
- SSR CHLD must be included for the pax to qualify as a child passenger.
- Date of Birth for pax is mandatory.
- Infants can be booked up to two (2) years of age from flight departure date.
- Infants can be booked using the SSR INFT entry.
  - INFT should also be ticketed.
- If the Infant SSR cap is reached, request will be rejected.
- If a party has two passengers with the same name, differentiate them (e.g. adding different title or middle initial), as booking will be rejected if this occurs.
- For a passenger with **compound names**, remove the spaces if the name is listed as first name in the passport.
  - ex: James Robert Bryce-Buchanan should be listed as 1BRYCEBUCHANAN/JAMESROBERT MR
  - If the name Robert is listed as a middle name in the passport, it should be listed as 1BRYCEBUCHANAN/JAMES ROBERT MR
- For passenger with single name, enter same Last/First name
  - ex: Aminah  
1Aminah/Aminah MS
- For passenger with single initial as First name
  - ex: Jacob/A  
1Jacob/AJacob MR

### Contact Details

- Ensure that phone number and email address are included.

### Holds

- Fares can be put on hold up to 24 hours from booking creation time.
- The Holds from the first sector governs the entire booking.
- Original holds time remains the same, regardless of changes made to the booking before payment.

### Ticketing Time Limit

- Issuance of E-Tickets must be made within 24 hours.



## Changing your booking

- Refer to [BOOKING CHANGES](#) for more details

## PAYMENT TYPES

### Electronic Ticketing

Country	BSP Participant
Australia	Y
Singapore	Y
China	Y
Taiwan	Y
Thailand	N
Japan	Y
Korea	Y
Hong Kong	Y
Saudi Arabia	Y
Greece	Y
Malaysia	Y
Philippines	Y
India	N
Germany	Y

### Credit Card

Country	Visa	MasterCard	American Express
Singapore	Y	Y	Y
China	N	N	N
Japan	N	N	N
Australia	N	N	N
Thailand	N	N	N
Taiwan	N	N	N
S. Korea	N	N	N
Hong Kong	N	N	N
Saudi Arabia	N	N	N
Indonesia	N	N	N
Malaysia	N	N	N
Philippines	N	N	N
India	N	N	N
Germany	N	N	N



## NOTES:

- Travel Agent **must not** use NRCC or credit card payments until further notice from Scoot.
- Credit Card for BSP Link is currently *only* allowed in Singapore. Other countries will have to use Cash until further notice from Scoot.
- Scoot's partnership with Hahn Air (HR) enables Travel Agents to book TR flights using HR's ticket stock (169). For more info, please visit Hahn Air's website by clicking [here](#).
  - A YR fee of SGD24 is included when ticketing on HR tickets.

## Ticketless Transaction

### Credit card

- Starting 7<sup>th</sup> September 2017, TR will no longer allow ticketless transactions. Payments via SSR EPAY or SSR OTHS TR CC will **not** be allowed.

## BOOKING CHANGES

### Flight Changes

Flight, date and time changes can be made through the GDS.

- Flight change is allowed up to four hours before departure date.
- For any changes made to bookings less than 24 hours and not yet E-Ticketed, no fees will be charged. ONLY bookings which are confirmed and E-Ticketed are subject to change fees and fare difference.

To change a flight, you should:

- Delete the old and add the new flight in the same transaction in order to be charged correctly.
- End record and a confirmation response (HK status) should be received against the new flight.
- If flight has negative status (UC/NO), check the response. Airline response should contain the reason. Generally, it's because the class sold is not available, so kindly select another class.
- If you encounter any abnormal issues with the booking changes, contact [sales@flyscoot.com](mailto:sales@flyscoot.com) to investigate.
- For Ticketed transactions, tickets must be re-issued for the new flight.
- For changes done via Call Center; agents would just need to pay the penalty fee + the fare difference returned via the SSR OTHS line.
- Fees will be charged and collected via **OC** tax code

\* For more information on fees, kindly refer to [http://www.flyscoot.com/images/plan-your-trip/scoot\\_fees\\_chart\\_EN.pdf](http://www.flyscoot.com/images/plan-your-trip/scoot_fees_chart_EN.pdf)

## Name Changes

Name changes can be made through the GDS.

- Name Change is allowed up to four hours before departure date.
  - If a passenger has a compound name (more than 1 first name, ex: Wang, Xiu Ying), please see Booking Process > [Passenger guide](#) for compound name on GDS transaction.
- If the name change is done via Call Center, travel agent must check to ensure a sync message from the airline with correct name has been received.
- For any changes made to bookings less than 24 hours and not yet ticketed, no name change fee will be charged. ONLY bookings which are confirmed and E-Ticketed are subject to the change fee.
- Ticket reissuance is required if name change is done after ticketing.
- If name change is done via Call Center, agents would just need to pay the penalty fee + the fare difference returned via the SSR OTHS line.
- Name Change Fee will be charged and collected via **NC** tax code.

\* For more information on fees, kindly refer to [http://www.flyscoot.com/images/plan-your-trip/scoot\\_fees\\_chart\\_EN.pdf](http://www.flyscoot.com/images/plan-your-trip/scoot_fees_chart_EN.pdf)

\* You may refer to Scoot's GDS Quick Change Guide for more information on Name Changes [http://www.flyscoot.com/images/plan-your-trip/agents/gds\\_quick\\_change\\_guide.pdf](http://www.flyscoot.com/images/plan-your-trip/agents/gds_quick_change_guide.pdf)

## REFUNDS

### Fares

- Scoot fares are not refundable. Cancellations, refunds and credits are not permitted at any time – should you require assistance, please write to [sales@flyscoot.com](mailto:sales@flyscoot.com)
- Flight date, time and/or name changes are permitted up to four hours before departure for a fee, plus any applicable fare difference

### Taxes

- Please do not cancel the booking as that would nullify the transaction and refund cannot be processed. Please contact our Call Centre or write to:  
Scoot Tigerair PTE LTD  
Changi Airport Post Office, PO Box 89  
Singapore 918143

## SSR

- The following special services can be requested on TR through the GDS with an SSR entry:

SSR	Description
INFT	Adding an infant under 2 years of age to a booking.
CHLD	Adding a child passenger to a booking. Please refer to Booking Process > <a href="#">Passengers</a>
DOCS	Adding passenger passport data to the booking. (ex: Approved non-standard identity documents used for travel, Identity Card, Passport Card, Passenger Passport)
DOCA	Passenger Address information (ex: Residence address, Destination address)
DOCO	Passenger Other travel related information (ex: Visa Number, Redress Number, Known Traveler Number)
OTHS	Other Requests
TKNE	Ticket Electronic



## ANCILLARY SERVICES

Ancillaries can be booked and/or purchased through Manage My Booking or Scoot's Call Centre. Special Assistance is strictly via Call Center:

- Additional baggage allowance
- Seats
- Meals
- First On Board
- Early Check-in
- Scoot In Style
- Wi-fi
- Snooze Kit
- Special Assistance e.g. Supplementary Oxygen, Wheelchair, Guest with Disabilities, Guest with Health Issues (*\*please provide necessary specification for equipment-related assistance and degree of such assistance required*)

For a list of Scoot's Call Center numbers, you may contact us at the most convenient number listed in <http://www.flyscoot.com/index.php/en/contact-us>

## SEATING

All Scoot flights have allocated seating. Seat preferences for FlyBag fares can be requested through Manage My Booking or the Call Centre for a fee.

Seat preferences for ScootBiz fares are free of charge and can be assigned via Manage My Booking or requested via the Call Centre.

NB: Call Centre will only execute SSR request made by travel agent for all GDS bookings.

## FARES & SCHEDULES

Fares are loaded through ATPCO by our Planning team. ATPCO generally takes 3 – 5 days to action updates.

Updates to schedules are sent by our Schedules team to OAG and Innovata. They should display in all GDS providers as soon as GDS systems have updated their schedules (24 to 72 hours)