

Europe Singapore Pacific Joint Venture

Stronger Together

Singapore Airlines (SIA) and Lufthansa Group (LHG) launched a joint venture (JV) product in Singapore on 1st October 2017. Through the JV, passengers are assured of a consistent quality experience travelling with world class premium airlines and enjoy harmonized fares from Singapore to Germany, Austria, Switzerland and Belgium, with a wider and more flexible selection of flights on SIA and LHG. As members of the Star Alliance network, customers can choose to earn frequent flyer miles on either [KrisFlyer](#) or [Miles&More](#).



Germany - Singapore Vaccinated Travel Lane (VTL)



Introduction:

From 7th September 2021, as Singapore's effort to reopen our border safely, fully vaccinated travellers departing from Germany can now travel to Singapore without the need to serve Stay-Home-Notice (SHN) under a new Vaccinated Travel Lane (VTL) arrangement.

There will be designated VTL flights being operated from Frankfurt and Munich, to Singapore, which are subject to change without prior notice. Information relating to the VTL will be constantly updated on our websites. Kindly refer to the links below for more information on the VTL arrangement, its requirements and flight schedule for each airlines.

[Singapore Airlines](#) | [Lufthansa](#) | [SWISS](#)



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More about the Joint Venture

The scope of our JV connects Singapore to Germany, Switzerland, Austria and Belgium via 3 flight gateways – Frankfurt, Munich and Zürich.

Our synergies offer great benefits to our travelers through our expanded network, increased connectivity and seamless travel experience.

One fare, one ticket and limitless combination – we harmonized our price points so you can connect to over 30 cities with your choice of airport and onboard product. As members of Star Alliance, our travelers enjoy mileage accrual eligibility and perks according to your loyalty status.

Let us connect you to the world!

30 cities through Europe's leading gateways



Going beyond the crisis...

If you are a corporate traveler who would like to know about our corporate solutions, you have the option to enroll into our loyalty program [HighFlyer](#) and/or [PartnerPlusBenefit](#).

Learn more about our preferential corporates fares via our [JV Corporate Travel Program](#) or contact us at Commercial@singaporeair.com.sg.



Bringing Singapore closer to Germany:

Taking you to the skies again



We are offering more connections to bring you to more destinations in Germany; namely, Berlin, Bremen, Cologne, Dresden, Düsseldorf, Frankfurt, Hannover, Hamburg, Muenster, Munich, Nuremburg, Stuttgart, Paderborn and Westerland.

The latest flight information for each airline is available below:

[Singapore Airlines via Frankfurt/Munich/Zürich](#) | [Lufthansa via Frankfurt](#) | [SWISS via Zürich](#)



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Your Information Hub - to help you travel confidently

Because travelers are relying on knowledge to make better decisions

Your safety is always our priority.

On your next flight with us, you may notice that there are a few changes to your travel experience. These measures are taken to ensure the health and safety of our guests and employees and more details can be found in the links below. Lufthansa also has [flying reporter videos](#) which can give you a visual impression on how flying is like in this new era.

[Singapore Airlines](#) | [Lufthansa](#) | [SWISS](#)

Feeling uncertain about the entry regulations at your travel destination?

Travel is subjected to frequently changing governmental restriction. You may visit our travel advisory pages below for more information, but we would still advise for you to check with state advisories before scheduling trips as entry regulations/quarantine requirements may change at short notice.

From 24th October, 2021, Singapore has been classified by RKI as Covid-19 high risk area. Fully vaccinated travellers may still enter Germany quarantine-free but with a [Digital Entry Registration](#) before entering Germany. This is mandatory for all travellers (vaccinated or not) who spent the last 10 days in a high risk area. Persons who spent time in a high risk area 10 days prior to entry must be in a possession of negative test result before entry. Proof of vaccination or recovery from Covid-19 in the last 6 months will exempt 10 days of self-isolation and Covid-19 test requirement (72hr PCR or 48 hr for antigen).

Travellers from high risk areas who are not vaccinated have to isolate themselves at home for 10 days but can end the quarantine prematurely to 5 days on the basis of a negative test carried out no earlier than five days after entry. Children under the age of 12 who are entering Germany from high-risk areas may end quarantine automatically after five days even without submitting proof of a negative test result.

Quarantine requirement and Digital Entry Registration do not apply to travellers transiting in Germany from high-risk areas. This means transit in Frankfurt to VTL countries do not get affected by RKI's imposition of high risk rating on Singapore.

At all times, travellers should consult the website of the competent authorities at their travel destination in [Germany](#).

For more information on rules that apply to vaccinated travellers can be found on [here](#).

[Singapore Airlines](#) | [Lufthansa](#) | [SWISS](#)



Baggage rules: are there any changes? How many bags can I bring for hand-carry and check-in?

We recommend to only carry 1 piece of hand luggage of up to 7Kg in order to speed up the process at the security checkpoints, boarding and deplaning. This is to avoid crowding as much as possible.

Nothing has changed with the baggage handling process. Your bag will be tagged to your final destination on your single ticket.

For Singapore Airlines code-share and operated flights: you can check-in 30Kg for Economy Class, 35Kg for Premium Economy Class, 40Kg for Business Class and 50Kg for First Class.

For Lufthansa and SWISS code-share and operated flights: you can check-in 1PC x 23Kg in Economy Class and 2PC x 23Kg in Premium Economy Class, 2PCx 32Kg in Business Class and 3PC x 32Kg in First Class.

Unsure whether you should fly?

Flying has never been so flexible.

Singapore Airlines allows complimentary rebooking regardless of your choice of destination, travel period or fare type you will be able to make changes to your travel dates for free, regardless of your fare type for tickets issued before [31th December 2021](#).

For Lufthansa Group: in order to adapt travel plans flexibly at any time, new tickets issued as of 2th August 2021 until further notice, the fare rules have been filed with free changeability and unrestricted rerouting for all intercontinental fare families with the exception of "ZeroBag" fares.

Please note, however, that a fare difference may be applicable, and all fare conditions must be adhered to when rebooking or reissuing tickets. Cancellations are applicable as per fare conditions.



In the case of irregularities: we are here for you.

If you are a holding a ticket and our flights got cancelled involuntarily - we will assist you in finding alternative flight arrangements. Rest assured that we are keep such disruptions to a minimum.

If your flight is cancelled - You will receive a notification with alternative flights.

If the proposed flight alternatives are suitable - Confirm the flight details in the email and your new ticket will be sent to you automatically.

The proposed flight alternatives are not suitable, or no alternatives could be found - Your ticket's value remains valid in our system and can be used at a later stage.

If you booked your flight with a travel agent - Please contact them should your flight be cancelled.

Refund – Both [Singapore Airlines](#) and the [Lufthansa Group](#) has a flexible travel policy which can be found at on their respective websites.

#WeCare - Travel and Coronavirus

To help you navigate through these extraordinary times, we have prepared a digital brochure for you to stay abreast with updates and developments below.

Singapore Airlines

[Promise of Care Video](#)

Lufthansa Airlines

[Travel Briefing Guide](#)
[Safety Video](#)

SWISS

[Travel Briefing Guide](#)
[Safety Video](#)



Disclosure:

This is a digital brochure tailor-made to the needs of travelers from Singapore to Germany as a collaboration between the local sales teams of Singapore Airlines, Lufthansa Group and the German Embassy.

Due to the fast-evolving nature of the countries' responses to the COVID-19 outbreak, we cannot guarantee any accuracy and assume no liability for the topicality, correctness, completeness or quality of the information provided. Links to third party websites are offered only as a courtesy and accepts no responsibility for third-party information. The information is accurate and updated as of 3rd November 2021 and is subject to change. At all times, please refer to the links for the latest information.

Have further questions?

Do contact us on the following numbers:

Singapore Airlines: 24 hours Contact Centre, 6223 8888 or submit via our website [here](#).

Lufthansa Group: Service Centre, 6245 5600 or email lhg.agency.sg@dlh.de. This email address is not known to general public.

