

scoot

S A L E S G U I D E 2 0 2 1

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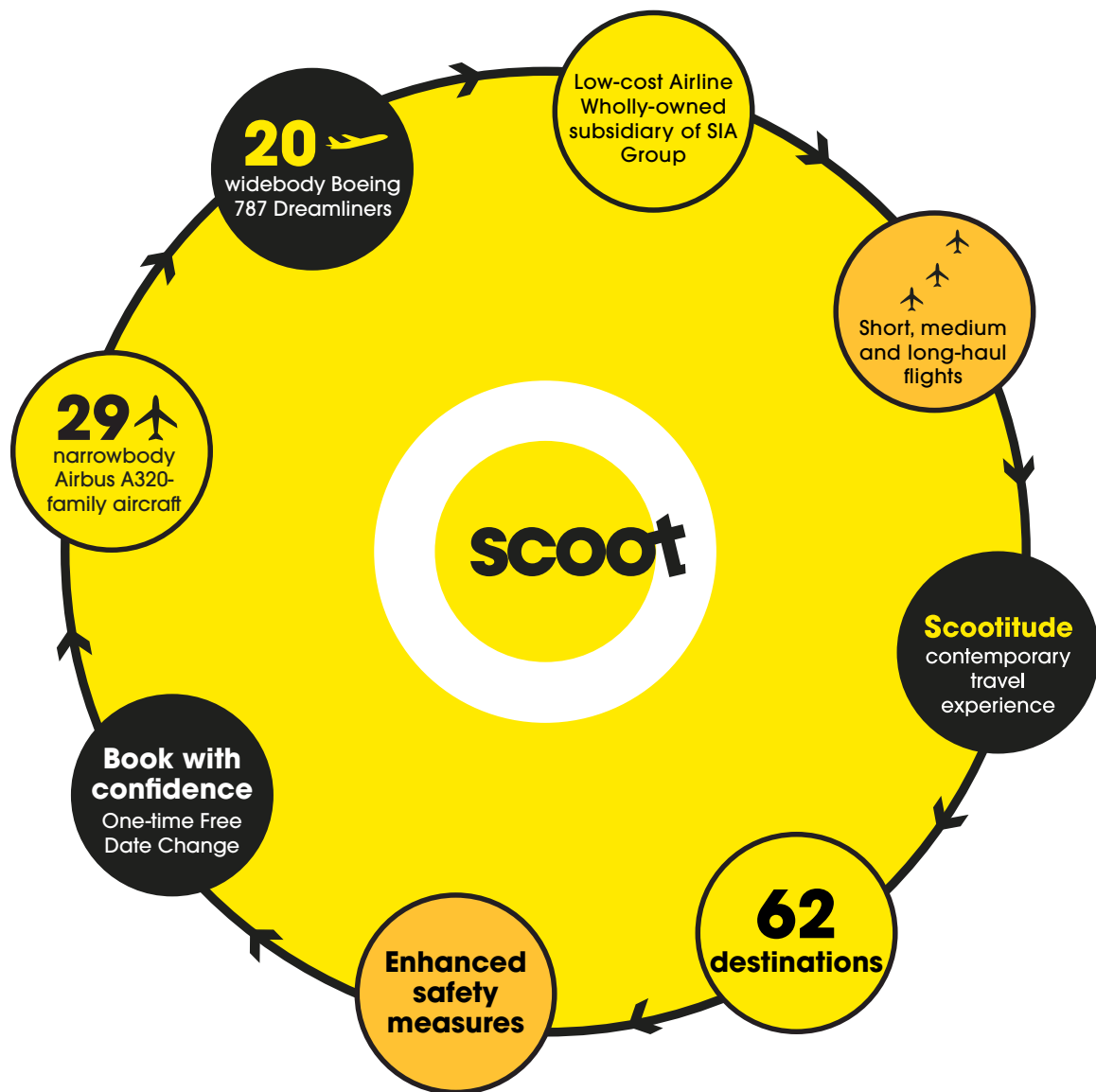
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about SCOOT



interline partners



NOK AIR



australia



**CEBU
PACIFIC**



AEGEAN
A STAR ALLIANCE MEMBER



OLYMPIC

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

about SCOOT

2011

SIA established Scoot to compete in the growing low-cost segment

2012

Scoot mounts first-ever inaugural flight to Sydney

2015

Gained title of world's first all-787 operator

2017

- Launched first low-cost long-haul flight to Athens
- Flew 50 millionth passenger
- Merger of Scoot and Tigerair under the Scoot brand

2018

- First Airline in Asia to Launch Transactional Chatbot
- SilkAir announces plans to transfer 17 destinations to Scoot
- Launched first flight on A320neo aircraft

2019

- "Best Low-Cost Carrier" awards at the TTG Travel Awards 2019 and Travel Weekly Asia 2019 Readers' Choice Awards
- Started operations at Singapore Changi Airport Terminal 1
- Flew 65 millionth passenger



YOUR SAFETY MATTERS

Our Additional Precautionary Measures At A Glance

For information on the latest safety measures, click [here](#).

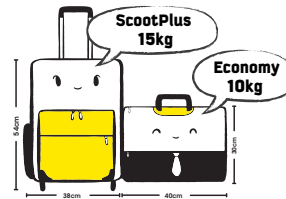
Before Your Flight



Health Declaration Form



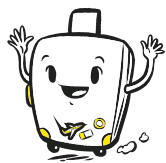
Facilitate Contact Tracing



Ensure That Your Cabin Baggage Does Not Exceed the Permitted Allowance



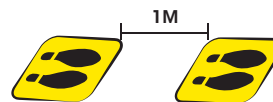
Check-In Online



Use Self-Service Baggage Kiosk



Temperature Screening



Safe Distancing



Bring and Wear A Mask

During Your Flight



Enhanced Cabin Cleaning



Passenger Care Kit



Crew Precautionary Measures



HEPA Air Filters



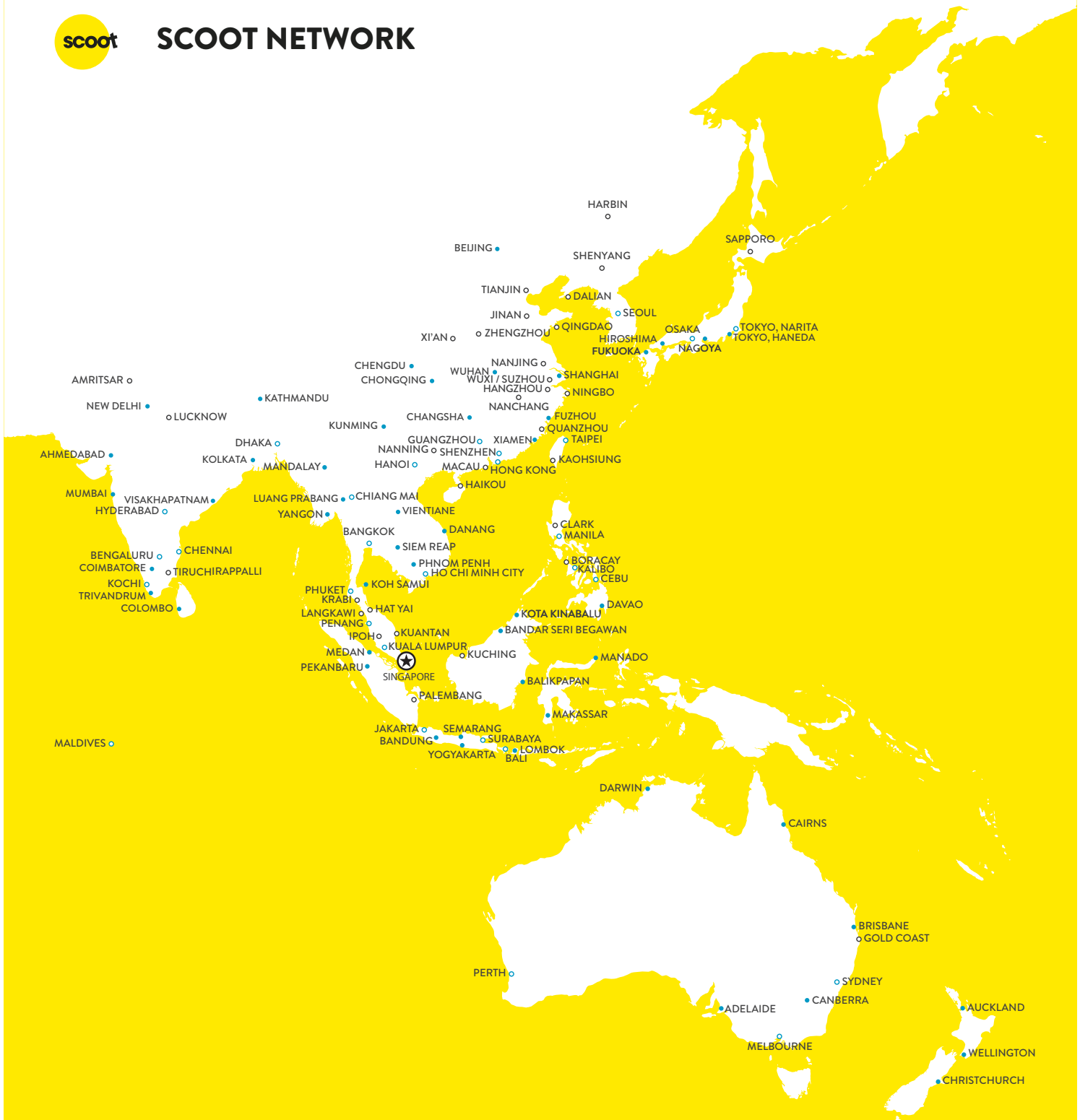
Temporary Suspension of Products/Services



Limited Inflight Service



Removal of Seatback Literature



To find out which routes are currently in operation, please refer to our website at www.flyscoot.com.

- ★ Scoot Base
- Flights operated by Scoot
- ◐ Flights operated by Scoot and Singapore Airlines / SilkAir
- Flights operated by Singapore Airlines / SilkAir



BOEING 787 DREAMLINER™



20
IN FLEET

5
ON ORDER

ABOARD OUR FLEET



BOEING 787-9



BOEING 787-8



BOEING 787-8
(with Crew Bunk)

35 
SCOOTPLUS

21 
SCOOTPLUS

18 
SCOOTPLUS

340 
ECONOMY

314 
ECONOMY

311 
ECONOMY

AIRBUS A320/A320NEO/A321NEO



ABOARD OUR FLEET



AIRBUS 320



AIRBUS 320NEO



AIRBUS 321NEO

22



in fleet

4

in fleet

29

on order

16



on order

180



standard seats

186



standard seats

BOARDING / ADD-ONS

BE AT THE AIRPORT


120
minutes
BEFORE DEPARTURE

CHECK-IN CLOSES


60
minutes
BEFORE DEPARTURE

Scot's check in counters open 3 hours before scheduled departure for B787 flights, and 2.5 hours before scheduled departure for A320 flights. They close 60mins before scheduled departure with no exceptions.

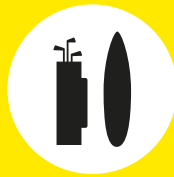
All customers are strongly advised to arrive at the airport at least 120mins before departure so they may complete check-in procedures on time.



Scoot-to-Gate



Scoot Café



Sports Equipment



Extra Cabin Bag



Max Your Space



BoardMeFirst



seat selector



Super



Stretch



ScootinSilence



In-seat power



Snooze kit



Baggage Upsize



Wi-Fi

*Note: Due to Covid-19, Scot will be temporarily suspending the following products and services to minimise contact between crew and customers, and to facilitate effective contact tracing:

- Board Me First (priority boarding)
- Extra Cabin Bag
- Online Seat Selection
- Inflight seat upgrade
- Meals and beverages will not be available for purchase onboard, however, they can be purchased online and must be preordered before your flight.
- Snooze Kit

BAG IT UP!

BAGGAGE ALLOWANCE RANGE

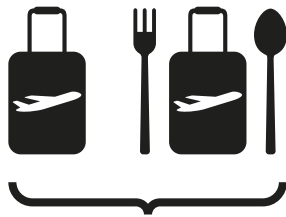


[minimum]



[maximum]

COMPLIMENTARY BAGGAGE



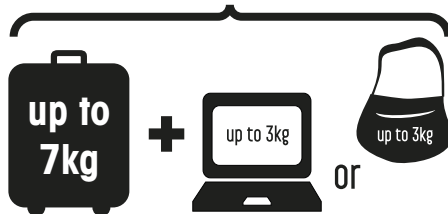
FlyBag & FlyBagEat
(20kg inclusive)



ScootPlus
(30kg inclusive)

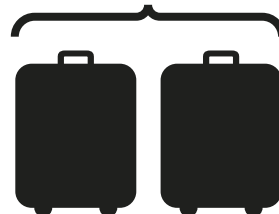
CABIN BAGGAGE

not exceeding
10kg*



Economy

up to 2 pieces
not exceeding
15kg



ScootPlus

*To ensure safe distancing among passengers during security screening, boarding and disembarkation, only one small piece (max 3kg) of carry-on baggage is currently allowed. The remaining cabin baggage (up to 7kg for Economy and up to 12kg for ScootPlus) must be checked in at no additional cost. For more information on Scoot's Covid-19 safety measures, please visit our [website](#).

EXTRA CABIN BAG*



Extra Cabin Bag (for a small fee) lets you bring an extra 7kg cabin bag along for the ride, in addition to your standard 10kg cabin bag allowance.

EXCESS BAGGAGE

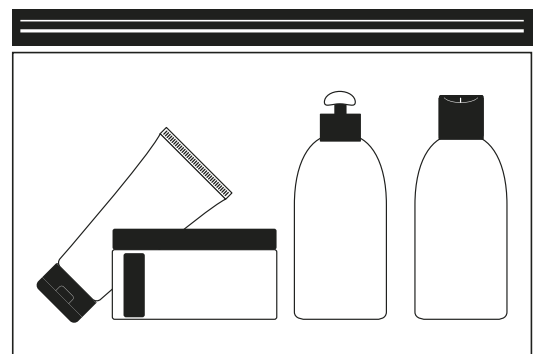
Excess baggage fees are charged at the airport if the actual weight exceeds the pre-purchased baggage allowance.

LIQUIDS

Carriage of liquids, aerosols and gels (LAGs) in hand-carry luggage on all flights departing from Changi Airport are strictly prohibited. The guidelines on hand-carried luggage are:

Guidelines on liquids, aerosols and gels in hand-carried luggage:

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



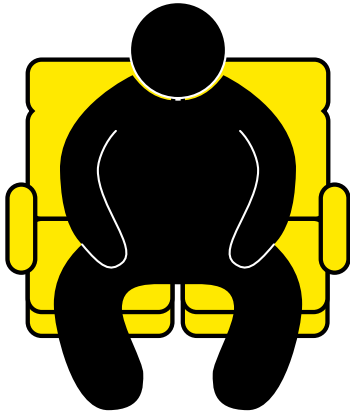
1 litre transparent resealable bag

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

Scoot: http://www.flyscoot.com/images/before-you-fly/travel-info/dangerous_goods.pdf

EXTRA ROOM

MAX YOUR SPACE*



If you are a guest of size & don't feel comfortable in a single seat:

**BOOK 2 SEATS
TOGETHER**

(*Standard seat allocation fees will be charged.)

GET IN TOUCH WITH OUR CUSTOMER SERVICE

SPECIAL ITEMS

NOT PERMITTED IN OUR CABINS

**STROLLER
WALKER**

STRETCHER

Check them in as checked baggage[‡] at no extra charge

([‡]they will not be part of your baggage allowance)

SEAT MAP B787-8

787-8 SEAT PRODUCT INFORMATION



SEAT TYPE	SEAT COUNT	PRICE	WIDTH	COUCH	COVER DRESSING	OTHER FEATURES	MANUFACTURER
Scoop	27	\$8 inches	14.5 - 14.7	0	Sea fabric	4-way adjustable headrest w/heat	TRC
Scoop	27	\$4 inches or more (Business)	12	0	Sea fabric w/lt. yellow pattern	4-way adjustable headrest	TRC
Scoop	30	\$1 - \$1.5 inches*	12	0	Sea fabric w/lt. yellow pattern	4-way adjustable headrest	TRC
Scoop	285	\$0 - \$1 inches	18	0	Sea fabric grey	4-way adjustable headrest	TRC
All Company	314						
TOTAL	314						

*Price depends on location in Business Premium Plus. Not shown because of low price per seat. Seats are available for purchase in a limited number.

SEAT MAP B787-8B

B787-8B SEAT PRODUCT INFORMATION (WITH CREW BUNK)



SEAT TYPE	SEAT COUNT	WIDTH	DEPTH	RECLINE	COVER DRESSING	OTHER FEATURES	MANUFACTURER**
Business	19	22 inches	18.5 - 23.0"	6°	Dark leather	4-way adjustable headrest, legrest	TRACO
Premium	27	22 inches or more (subleased)	18"	6°	Blue fabric with yellow pattern	4-way adjustable headrest	3009C
Economy	142	22 - 31 inches*	18"	6°	Blue fabric with yellow pattern	4-way adjustable headrest	3009C
Emergency Exit	---	---	---	---	Blue fabric (pitch)	None	3009C
Emergency Exit Row	---	---	---	---	---	---	---
Rows w/ Crew Bunk	---	---	---	---	---	---	---
All Economy	142	---	---	---	---	---	---
TOTAL	208	---	---	---	---	---	---

*Pitch varies between 27" and 31" inches depending on seat location.
**Manufacturer information is for reference only and does not constitute a warranty.
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SEAT MAP B787-9

787-9 SEAT PRODUCT INFORMATION



SEAT TYPE	SEAT COUNT	PRICE	WIDTH	COLOUR	COVER DRESSING	OTHER FEATURES	MANUFACTURER
Standard	26	\$8 inches	11.5 - 14"	0'	Dark leather	4-way adjustable headrest, night light	BOEING
Flex	27	\$6 inches from Standard	12"	0'	Dark leather with yellow perforated	4-way adjustable headrest	BOEING
Flex	47	\$5 - \$6 inches*	12"	0'	Dark leather with yellow perforated	4-way adjustable headrest	BOEING
Standard	26	\$7 inches	12"	0'	Dark leather	4-way adjustable headrest	BOEING
All Economy	240						
TOTAL	326						

*Based on manufacturer's price list. Prices are subject to change without notice.

SEAT MAP A320

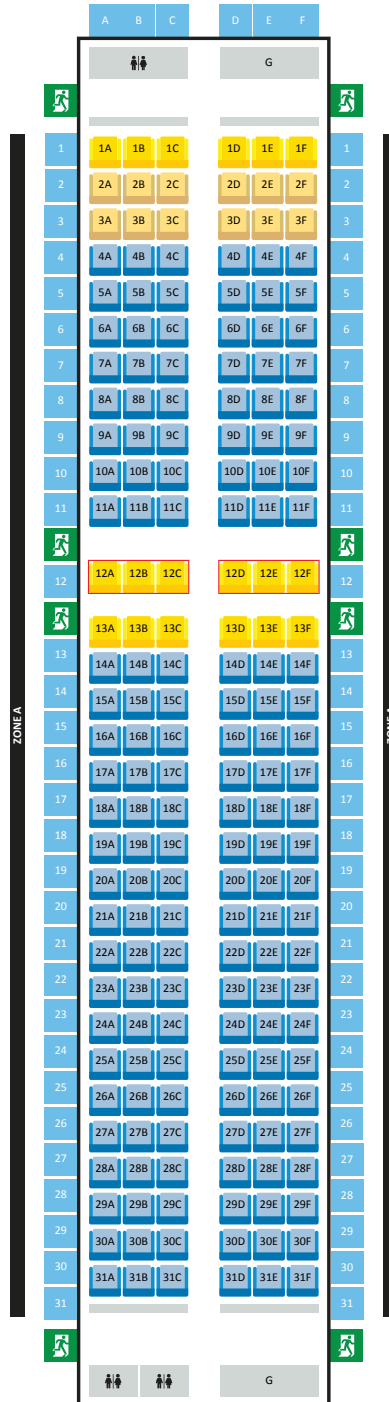
A320 SEAT PRODUCT INFORMATION



SEAT TYPE	SEAT COUNT	ROW NO.	PITCH (INCHES)	WIDTH (INCHES)	ZONE
Front	18	2-4	Approx 28.5"	Approx 18"	A
Standard	144	3-12 / 14-30	Approx 28.0"	Approx 18"	A / B
Exit Rows	12	12 & 13	Approx 38"	Approx 18"	A / B
Extended Legroom	8	1			A
TOTAL	180				

SEAT MAP A320NEO

A320NEO SEAT PRODUCT INFORMATION







LEGEND

- Front
- Standard
- Stretch
- Exit door
- Emergency Exit Row
- G Galley
- Lavatory with diaper change table

Disclaimer:
Seat map is not drawn to scale. Refer to the actual seat map during booking for the most up-to-date information.

FARE TYPES

 Fly	 FlyBag	 FlyBagEat	 ScootPlus[§]
<ul style="list-style-type: none">• Flight fare• Hand carry baggage of up to 10KG	<ul style="list-style-type: none">• Flight fare• Hand carry baggage of up to 10KG• 20KG checked baggage	<ul style="list-style-type: none">• Flight fare• Hand carry baggage of up to 10KG• 20KG checked baggage• 1 standard meal	<ul style="list-style-type: none">• Flight fare• Free seat selection• 30KG checked baggage• 15kg cabin baggage• Choice of meals + non-alcoholic beverage• Priority check-in & boarding

1. Wi-Fi and in-seat power are not available on our Airbus 320 aircraft.
2. You can select any seat on your flight on an Airbus 320 aircraft on a first-come-first-serve basis.
3. For flights on Airbus 320 aircrafts that are below 90 minutes, you will be served a set of light refreshment.
4. Priority check-in and boarding may not be available at certain airports. (§ In alignment with enhanced health and safety measures that Scoot has implemented, this service will not be available till further notice)

FOOD & BEVERAGES



HOT MEALS



LIGHT MEALS

Check out our new and improved variety of selections [HERE!](#)



Scoot Café

Pre-purchasing of meals is the best way to ensure that guests will be able to enjoy their preferred selection, and will be served on-board ahead of other guests.

ON BOARD SHOPPING EXPERIENCE



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

Check out the en vogue items in our latest issue of Scootalogue*!

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



(Dimension of blanket: 100cm x 150cm)

SCOOOTHUB - SOLUTION FOR A CONTACTLESS INFLIGHT EXPERIENCE



Get your inflight fix while you're 35,000 feet high!

Order your meals and shop our exciting catalog from your own device by accessing our new ScootHub inflight portal.



WHAT CAN YOU DO ON THIS PORTAL?

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

**To be available by the first quarter of 2021.*

HOW CAN YOU ACCESS THIS PORTAL?

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

If the portal page does not appear, please type www.scoothub.sg in your web browser to access.

wanna talk
business?

BOOKINGS

**FIT
(<10 PASSENGERS)**

**SKYAGENT
WEB PORTAL**

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

**GROUPS
(> 10 PASSENGERS)**

**GROUPS ONLINE
BOOKING SYSTEM**

API

DIRECT CONNECT

TRAVELFUSION

GDS

ABACUS

AMADEUS

GALILEO

INFINI

TRAVELSKY

SABRE

Payment via:

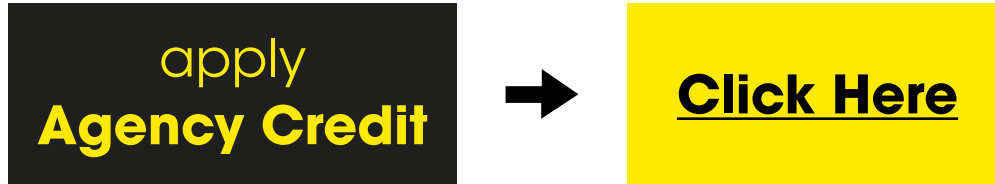
BSP

*For GDS booking, only e-ticketing and ticketing on Hahnair options are available.
All Scoot Authorized BSP agents are required to be registered in SkyAgent*

PAYMENTS

CREDIT CARDS ACCEPTED HERE:

VISA | MASTERCARD | AMERICAN EXPRESS | JCB



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

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



Local bank transfer:	3 to 5 working days
Telegraphic Transfer:	3 to 5 working days
Cheque:	3 to 5 working days

FARE & FEES

IMPORTANT INFO

- Change fee (for Name/Date/Time): - From SGD60¹
- Cancellations or Refunds - Strictly not permitted
- Check-in Baggage Pre-purchase - From 20KG at SGD24

¹Applies per passenger, per flight with fare difference applicable

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

FOR LATEST INFORMATION OF THE FEES, VISIT THE WEBSITE:

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

3 GOLDEN RULES OF TRAVEL PREPAREDNESS

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

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

Buy **comprehensive** travel insurance

CUSTOMER NOTIFICATION & CONDITION OF CARRIAGE:

1

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

2

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

3

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

TALK TO US

email to:

sales@flyscoot.com

(for FIT and Groups booking & enquires)



contact us:

Scoot Call Centre

<http://www.flyscoot.com/en/help/contact-us>

