

SMS Service Terms and Conditions

What is SMS Service?

SMS Service is a way we use to keep you updated in real time on departure times, possible delays or cancellations (starting 7 days before departure). This SMS Service is only for additional information.

What do you need to do?

The only thing you need to do is enter your mobile phone number when you make a booking, so that we can keep you updated on departure time(s) and the status of your flight(s).

* Please note: the SMS service is not available if one or more parts of the journey are being made by train.

How does the SMS Service work?

- The SMS Service provides you with real-time information about your flight.
- You are automatically updated with the flight's status.
- The service covers almost all flights worldwide.
- The SMS Service is included in the premium service package. We do not charge you for receiving SMS messages. It is possible that your phone service provider may apply charges for each message you receive (to find out more, contact your phone provider).

What SMS messages will I receive?

- After registering for the SMS Service you receive a welcome text with your flight details.
- In the welcome message there is a link to a personalised mobile web-page that can be accessed 24/7 (whenever you have access to the network) which has the following data:
 - Current flight times, both departure and arrival
 - Direct link to on-line check-in
 - Check-in desks
 - Departure terminal and gate
 - Arrival terminal and gate
 - Baggage carousel information
 - Weather forecast for the next 3 days at your destination
- Starting 7 days before departure we monitor the flight for any potential delays or cancellation. From then on you may receive reports on the flight's status.
- You will receive a notification if the departure time changes by more than 15 minutes compared to the last time communicated or if the flight is cancelled.
- You will receive an SMS 72 hours before your first flight.

For more information you can contact us via +65 3138 9161.

What do I need to do if there is a change, cancellation or delay?

If your flights are changed or cancelled by yourself or the airline before the date of departure, the SMS service no longer applies.

In case of delays or cancellation of your flight while you are travelling, we ask you to contact the relevant airline company to determine the exact status of the flight. If that is not possible, then you can contact us on our service number +65 3138 9161.

A delay does not automatically mean that you can check in later for the delayed flight.

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