

ARRIVAL & DEPARTURE GUIDE

Detailed arrival/departure and ground experience information to help you prepare for your next mission with us.

WSSS/SIN

Singapore Changi Airport

PREPARED BY
UNIVERSAL AVIATION

24/7 SUPPORT
+65 6484-4878



ARRIVAL PROCEDURES



PASSENGERS AND CREW ARRIVALS

MEET AND GREET

A Universal Aviation staff member will greet you on the ramp upon arrival. After passengers disembark, they will be loaded into a Universal vehicle and driven to the CIP Terminal. In the CIP Terminal, everyone will go through CIQ. A passenger and crew lounge is available for use. The lounges provide a private and quiet area for GA passengers and crew.

Both passengers and crew will have to fill out the [SG Arrival Card](#) prior to arriving at WSSS. After all passengers and crew clear customs and immigration, a staff member will escort them to their ground transportation vehicle on the landside of the CIP Terminal. Access to the CIP Terminal is controlled by security. Drivers will need to show proper identification at the security gate. Drivers can wait for their passengers in the parking lots located at the CIP Terminal landside.

You may reach the Universal team on our radio frequency, 131.025MHz.

LUGGAGE

HANDLED VIA A UNIVERSAL STAFF MEMBER AND PORTERS

Porters will transport your luggage from the aircraft to the CIP Terminal. Your luggage is never left unattended. A staff member will assist with processing all luggage through security and customs while passengers and crew watch. Upon clearing CIQ, a Universal staff member will escort all passengers and crew to their ground transportation vehicle landside. Everyone's luggage will be transported and loaded onto their ground transport vehicles.

PARKING

PARKING BAY

A parking bay will be assigned approximately 3hrs prior to arrival. Air traffic control will guide the crew to the parking bay upon arrival.

DISABILITIES

Depending on the passenger's mobility, they will be assisted by a trained Universal staff member and escorted to the CIP Terminal for CIQ clearance. Access ramps are at the CIP Terminal for those using mobility devices and wheelchairs.

PETS

DOGS AND CATS ARE ALLOWED IN SINGAPORE

Before you can [bring your pet to Singapore](#), you need to identify if the breed of the dog or cat is allowed in Singapore and review the exporting country's rabies risk category. Pets must have current vaccine records and a Veterinary Health Certificate. If applicable, you may need to obtain a [Dog License](#). After applying for the Dog License, you must apply for an [Import Animal License](#) via GoBusiness Licensing Portal. The Import Animal License is valid for 30 days from the date it was issued.

Five days before arriving in Singapore with your pet, you must schedule an appointment for a pet inspection. If you fail to schedule an appointment before arriving, you will be charged an additional \$80. Submit your request for a pet inspection via the [Intelligent Food Approval and Safety Tracking System \(iFAST\)](#).

ASSISTANCE DOGS

REQUIREMENTS TO ENTER SINGAPORE

An assistance dog is a dog trained to assist a person with a disability. The dog must fulfill specific requirements before it is recognized as an assistance dog eligible for import or export. Emotional dogs are not approved as assistance dogs and must comply with the standard requirements and procedures. Review the criteria from the Republic of Singapore and [The Animals and Birds ACT \(CHAP .7\)](#)

COVID-19 SAFETY

UPDATED 1 APRIL 2022

All fully vaccinated travelers can enjoy quarantine-free travel to Singapore with simplified COVID-19 measures. For the latest travel restrictions and entry requirements, please refer to the official [SafeTravel Website](#).

For any additional Covid-19 updates and regulations, contact your Universal Aviation representative.

DEPARTURE PROCEDURES

PASSENGERS AND CREW ARRIVALS

MEET AT THE CIP TERMINAL

Departing passengers and crew should be dropped off at the entrance of the CIP Terminal, where they will clear CIQ and security. A Universal staff member will stand curbside with porters to assist with luggage. Passengers and crew will be directed to the VIP and crew lounge, where they can enjoy light refreshments while waiting to board the aircraft. Once cleared from CIQ and the aircraft is cleared for boarding, everyone will be driven from the CIP Terminal to the aircraft for boarding.

LUGGAGE

HANDLED VIA UNIVERSAL STAFF MEMBERS AND PORTERS

A Universal porter will assist with all bags and luggage. Your luggage will always be escorted by our porters and never left unattended.

PETS

PERMITS AND INFORMATION

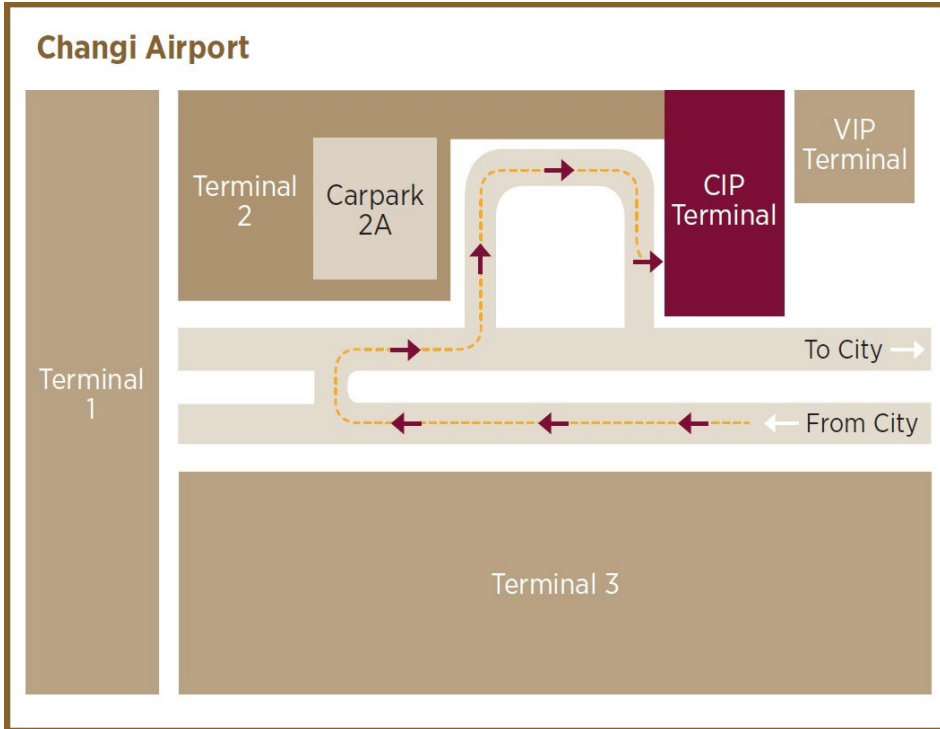
- Check the destination country's pet entry requirements.
- Obtain an export license within 30 days of leaving Singapore.
- Obtain a veterinary health certificate (if required)
- Bring the current pet's vaccination records.

PASSENGER GROUND TRANSPORTATION

ADDRESS FOR DRIVERS

SINGAPORE CHANGI AIRPORT
CIP Terminal, 60 Airport Boulevard
Singapore 819643

MAP FOR PICKUP AND DROP OFF AT CIP TERMINAL



USEFUL LINKS & RESOURCES

- [SINGAPORE CHANGI AIRPORT \(WSSS\) INFORMATION](#)
- [SG ARRIVAL CARD](#)
- [FOR OPERATIONS BASED IN ASIA-PACIFIC](#)
- [SINGAPORE'S SAFETRAVEL UPDATES](#)
- [SINGAPORE CUSTOMS REGULATIONS](#)
- [CHECK ENTRY VISA REQUIREMENTS](#)
- [BRINGING PETS TO SINGAPORE](#)
- [BRINGING AN ASSISTANCE DOG TO SINGAPORE](#)
- [FEASIBILITY-IQ – MISSION PLANNING INTELLIGENCE](#)
- [TRIP SUPPORT](#)