

1-866-407-6190 Singapore Airlines Chicago Office

Singapore Airlines provides passenger services in the **Chicago area** primarily through its **airport operations at Chicago O'Hare International Airport (ORD)**. The airline does **not operate a separate standalone downtown ticket office** in Chicago; rather, all ticketing, check-in, and customer support services are handled at **the airport or through official online/phone channels**.

Singapore Airlines Chicago Office (Airport-Based Services)

Airport:

Chicago O'Hare International Airport

10000 W O'Hare Ave, Chicago, IL 60666, USA

Singapore Airlines serves Chicago travellers out of **Terminal 5 (International Terminal)** at ORD, where international airline operations—including Singapore Airlines—are handled.

 **Note:** Singapore Airlines does not maintain a separate downtown Chicago ticketing office; passenger assistance is provided at the airport or via Singapore Airlines' U.S. contact centres and website.

Singapore Airlines Chicago Contact Information

U.S. Reservations & Customer Support:

 **+1-833-727-0118** — Singapore Airlines toll-free customer service (available 24/7)

Official Website:

 <https://www.singaporeair.com> — Singapore Airlines official portal for flight bookings, online check-in, manage reservations, flight status, KrisFlyer accounts, and customer support.

Airport Counters / Hours:

Singapore Airlines check-in counters at ORD generally open **3–4 hours before departure** and close shortly before the flight departs. Hours vary by schedule and season.

Singapore Airlines Operations at Chicago O'Hare (ORD)

Chicago is a key U.S. gateway for Singapore Airlines' international network. Flights operate between ORD and **Singapore Changi Airport (SIN)**, offering one of the airline's longest non-stop routes.

Terminal Information

- **Terminal: Terminal 5 (International)** — used for all Singapore Airlines check-in and departures at ORD.
- **Check-In Counters:** Located on the departures level of Terminal 5.
- **Baggage & Customer Desks:** Adjacent to check-in counters in Terminal 5 for passenger assistance.

ORD's Terminal 5 is dedicated to international carriers and provides customs and immigration services necessary for international departures and arrivals.

Services Available at Singapore Airlines ORD Counters

Passengers flying with Singapore Airlines at ORD can receive:

- ✓ **Flight reservations & ticketing assistance**
- ✓ **Airport check-in & boarding pass issuance**
- ✓ **Flight changes, refunds & rebooking**
- ✓ **Baggage drop, lost or delayed baggage support**
- ✓ **International travel document checks**
- ✓ **Special assistance requests** (wheelchairs, medical needs, families, children)
- ✓ **KrisFlyer loyalty program enquiries**
- ✓ **Seat selection & upgrades**

Staff at the ORD counters are trained to address complex international travel requirements, including visa, transit, and connecting flight questions.

International Flights from Chicago

Singapore Airlines operates **non-stop flights** from Chicago O'Hare to:

- **Singapore Changi Airport (SIN)** — Singapore

This route is among the airline's longest and provides a crucial direct connection between the U.S. Midwest and Southeast Asia. Passengers are advised to arrive at least **3 hours before international departures** to allow time for check-in, security, and customs/immigration procedures.

Alternative & Online Support Options

If visiting the airport is not convenient, Singapore Airlines offers key support channels:

- **24/7 U.S. Reservations:** +1-833-727-0118
 - **Online Help & Contact Forms:** Available via singaporeair.com
 - **Singapore Airlines Mobile App:** Manage bookings, online check-in, view flight status, select seats, request upgrades, and receive real-time notifications
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What You Can Do at Each Location

Location	Main Purpose
Singapore Airlines Counters – ORD Terminal 5	Airport check-in, baggage, boarding passes, travel-day assistance
Singapore Airlines U.S. Contact Centre (Phone/Online)	Booking changes, cancellations, refunds, general support
Official Website & Mobile App	Online check-in, trip management, KrisFlyer services, flight status

Summary

- **Singapore Airlines Chicago Office:** Airport-based – Chicago O'Hare International Airport (ORD)
- **Terminal:** Terminal 5 (International)
- **Customer Support Phone:** +1-833-727-0118 (U.S. toll-free)
- **Website:** <https://www.singaporeair.com>
- **Services:** Ticketing, check-in, baggage support, flight changes, loyalty program enquiries
- **Best for Passengers:** Use the ORD counters or official phone/online support for all travel needs