

What is the checked baggage allowance on Singapore Airlines flights?

Your checked baggage allowance is based on the weight or piece concept, depending on your final destination.

Weight concept

For flights to and from all destinations, except the USA.

Class of travel Allowance	PPS Club members	KrisFlyer Elite Gold / Star Alliance Gold members
Suites and First Class	50 kg Additional 50 kg Total: 100 kg	Additional 20 kg Total: 70 kg
Business Class	40 kg Additional 40 kg Total: 80 kg	Additional 20 kg Total: 60 kg
Premium Economy	35 kg Additional 35 kg Total: 70 kg	Additional 20 kg Total: 55 kg
Economy Class		
Flexi	30 kg Additional 30 kg Total: 60 kg	Additional 20 kg Total: 50 kg
Standard	30 kg Additional 30 kg Total: 60 kg	Additional 20 kg Total: 50 kg
Value	25 kg Additional 25 kg Total: 50 kg	Additional 20 kg Total: 45 kg
Lite	25 kg Additional 25 kg Total: 50 kg	Additional 20 kg Total: 45 kg

Piece concept

For flights to and from the USA only.

Class of travel	Allowance	PPS Club members	KrisFlyer Elite Gold / Star Alliance Gold members
Suites and First Class	2 pieces, up to 32 kg each	2 Additional pieces, up to 32 kg each	1 Additional piece, up to 32 kg each
Business Class	2 pieces, up to 32 kg each	2 Additional pieces, up to 32 kg each	1 Additional piece, up to 32 kg each
Premium Economy	2 pieces, up to 23 kg each	2 Additional pieces, up to 23 kg each	1 Additional piece, up to 23 kg each
Economy Class	2 pieces, up to 23 kg each	2 Additional pieces, up to 23 kg each	1 Additional piece, up to 23 kg each

When you book a flight with us, your free baggage allowance will be indicated on your ticket. Click [here](#) for more information on your checked baggage allowance on our flights.

Booking online

Close All

Can I book a flight on singaporeair.com if I'm not one of the passengers?

Yes, you can. You may, however, have to be present at the airport check-in counter before departure to verify your credit/debit card. Remember to bring the physical credit/debit card together with a photo ID. Otherwise, that passenger may have to sign a Letter of Indemnity at the check-in counter or may be refused travel.

Can I book a flight on singaporeair.com for myself and other passengers?

Yes, you can. Simply select the number of passengers in the 'Search flights' section on singaporeair.com and go through the usual booking process.

You can also watch this video on how to make an online booking for a family holiday on singaporeair.com.

What is the maximum number of tickets I can book in one online transaction?

If you're booking a flight on Singapore Airlines, you can book a maximum of:

- 4 tickets in First Class;
- 6 tickets in Business Class;
- 6 tickets in Premium Economy Class; or
- 9 tickets in Economy Class

If your booking includes one or more flights operated by our partner airlines, you can book a maximum of:

- 2 tickets in First Class;
- 2 tickets in Business Class; or
- 4 tickets in Premium Economy/Economy Class

If your travelling party includes more people than the maximum allowed for each transaction, you can make multiple bookings online or [contact Singapore Airlines](#) to make your booking. However, the fares from the Singapore Airlines office may be different from those quoted online.

Can I book a child ticket online?

Yes, you can as long as the child ticket is booked with an adult ticket in one transaction. The child must be from 2 to under-12 years of age on the date of your flight, and the adult must be 18 years of age or older. In most cases, you'll enjoy a special fare for the child at a percentage of the adult fare.

Can I book an infant ticket online?

Yes, you can as long as the infant ticket is booked with an adult ticket in one transaction. The infant must be more than 7 days and under-2 years of age on the date of your flight, and the adult must be 18 years of age or older. In most cases, you'll enjoy a special fare for the infant at a percentage of the adult fare.

If you're travelling to the USA, you cannot book an infant ticket online if any of your selected flights are operated by Delta Air Lines (DL) or Alaska Airlines (AS). If you're travelling alone with two or more infants, make the necessary arrangements by [contacting Singapore Airlines](#).

Are there time restrictions for online bookings?

You can book online from up to 355 days before your flight departs to the time that all seats are sold or the flight is closed (typically a few hours before departure), whichever comes first.

I've flown part of my itinerary. Can I change any of the remaining flights?

Yes you can, as long as you've purchased a fare that allows changes to your flights.

My ticket was purchased from a travel agent. Can I change my itinerary on [singaporeair.com](#)?

No, only tickets purchased on [singaporeair.com](#) or from a [Singapore Airlines office](#) can be changed online and as long as you've purchased a fare that allows changes to your flights. To change the itinerary for a ticket you've purchased from your travel agent, get in touch with them directly.

Can I book a flight on [singaporeair.com](#) to and/or from a destination where Singapore Airlines does not operate?

Yes, as long as we have airline partners that operate to and/or from that destination.

What is a Singapore Airlines codeshare flight?

A Singapore Airlines codeshare flight has a four-digit flight number following the letters 'SQ', although the flight is operated by one of [our partner airlines](#).

I'm logged-in as a KrisFlyer member. Why are my bookings not shown in my account?

If you didn't provide your KrisFlyer or PPS Club membership number when you made a booking online, or provided the wrong KrisFlyer or PPS Club membership number to your travel agent, your booking won't show when you log in to your account. To ensure that KrisFlyer miles will be credited to your account, retrieve your booking using your Booking Reference or e-ticket number and last/family name, and add your KrisFlyer or PPS Club membership number when you check in, or when you manage your booking.

I've booked a flight for another passenger using my credit card. What happens if I'm asked to verify my credit card but can't be present for that passenger's check-in?

You will then need to verify your credit or debit card by [contacting Singapore Airlines](#). Otherwise, that passenger may have to sign a Letter of Indemnity at the airport check-in counter before departure or may be refused travel.

[> Special requirements for passengers travelling in Germany](#)

Where do I find fare promotions on [singaporeair.com](#)?

See how easy it is to find the best deals on our site.

Can I change my adult ticket to a student ticket?

It is not possible to change your adult ticket to a student ticket directly. Instead, as a KrisFlyer member with verified student status, you can make a new booking and request a refund for your adult ticket by following these steps:

1. Log in to your KrisFlyer account.
2. Search for fares on the student page and proceed to make a new booking.
3. After completing your new booking, please submit your original adult ticket for a refund

via [Manage booking](#). If your initial booking was made through a travel agent, kindly reach out to them directly for a refund.

Find out more about [KrisFlyer for students](#).

Can I reserve a bassinet seat for an infant who is not born yet?

Yes, you can. After completing your booking, please contact us for assistance with prebooking a bassinet seat.

Can I change my ticket from a higher to lower fare if I cannot find a preferred seat with my current fare?

As per fare terms and conditions, changing a ticket from a higher to lower fare is not allowed. If the fare conditions allow, you may instead request for a refund and rebook your ticket under [Manage booking](#).

My passport has expired. Can I make a booking with my old passport details?

You can make a booking without entering your passport details. You can then update your booking with the new passport details when checking in online 1.5 to 48 hours before your flight.

How can I add or update my name to my booking?

You can [contact us](#) to update your name in your booking. Please note that a service fee of USD 50 will apply.

Can I use PayNow to pay for my booking?

PayNow is accepted for bookings with flights departing from Singapore.

How can I book an open-jaw flight?

Yes, you can book an open-jaw flight with our [multi-city booking form](#).

Can I link two different bookings together?

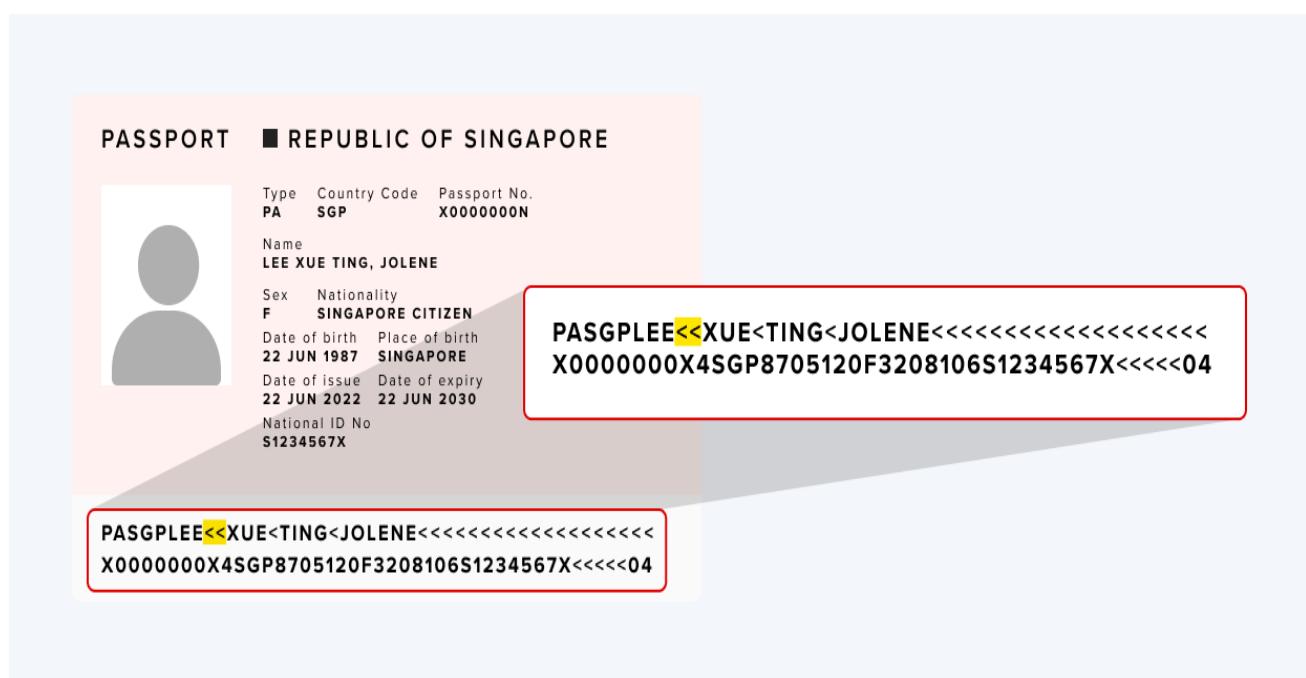
Yes, please [contact us](#) for assistance.

How should I fill in my name when making a booking online?

Enter your full name as written in your passport. Use only alphabetical characters (A to Z), with a maximum of 25 characters for your first / given name, and 30 characters for your last / family name.

Using passport's Machine Readable Zone (MRZ) will be the most accurate way to fill in your name correctly.

MRZ is located at the bottom of the biometric page.



Everything to left of the double chevron (<<) is your last name, and everything to the right is your first name. In the example, “Lee” is the last name, while “Xue Ting Jolene” is the first name.

If your MRZ does not contain a double chevron (<<), enter your full name as the last name, and select 'I do not have a first / given name in my passport'.

How should I fill in my name if my last name is too long and exceeds 30 characters?

If your last name exceeds 30 characters, follow these steps:

Step 1: If your first name is truncated in the MRZ, enter the truncated version in the First / Given name. If not, leave it as it is written in the MRZ.

Step 2: Enter as much of your name as possible in the Last / Family name field.

Step 3: Complete your booking, then [contact Singapore Airlines](#) for assistance.

Example:

Name on passport:

Shivakumar Kirmanichandrakalavatabineshrami

Passport MRZ:

**PASGPKIRMANICHANDRAKALAVTABINESHRAMI<<SHIVA
X0000000X4SGP8705120F3208106S1234567X<<<<04**

How to enter your name:

First/ Given name (as in passport)*

Shiva

I do not have a first/given name in my passport

Last/ Family name (as in passport)*

Kirmanichandrakalavatabineshra

I am under 18 years old

How should I fill in my name if my first name is too long and exceeds 25 characters?

If your first name is truncated in your MRZ, enter the truncated version in the First / Given name field.

If there is no truncated version, enter as much of your name as possible in the First / Given name field.

Complete your booking, then contact Singapore Airlines for assistance.

Example:

Name on passport:

Van Den Wijngaart Williambrordus Christian John Marko

Passport MRZ:

**PASGPVAN<DEN<WIJNGAART<<WILLIAMBRORDUS<CHRIS
X0000000X4SGP8705120F3208106S1234567X<<<<04**

How to enter your name:

First/ Given name (as in passport)*

Williambrordus Chris

I do not have a first/given name in my passport

Last/ Family name (as in passport)*

Van Den Wijngaart

How should I fill in my name if my name contains a middle name?

If your middle name appears in your passport MRZ, enter it in the First / Given name field.

However, if the middle name is not found in the MRZ, do not enter it. Just enter the first name and last name in their respective fields .

If middle name appears in MRZ:

Name on passport:

Joseph Santos Fernandez

Passport MRZ:

PASGPFERNANDEZ<<JOSEPH<SANTOS<<<<<<<<<

X0000000X4SGP8705120F3208106S1234567X<<<<04

How to enter your name:

First/ Given name (as in passport)*

Joseph Santos



I do not have a first/given name in my passport

Last/ Family name (as in passport)*

Fernandez

If middle name is absent in MRZ:

Name on passport:

Joseph Santos Fernandez

Passport MRZ:

PASGPFERNANDEZ<<JOSEPH<<<<<<<<<<<<

X0000000X4SGP8705120F3208106S1234567X<<<04

How to enter your name:

First/ Given name (as in passport)*

Joseph

I do not have a first/given name in my passport

Last/ Family name (as in passport)*

Fernandez

How should I fill in my name if I only have a last or first name only?

If you have a name that contains a last or first name only, or there is no single double chevron (<<) in your passport MRZ, then follow these steps:

Step 1: Select the check box “I do not have a first / given name in my passport”.

Step 2: Enter your name in the Last / Family name field.

Example:

Name on passport:

Tan

Passport MRZ:

PASGPTAN<<<<<<<<<<<<<<<<<<<<<

X0000000X4SGP8705120F3208106S1234567X<<<04

How to enter your name:

First/ Given name (as in passport)*



I do not have a first/given name in my passport

Last/ Family name (as in passport)*

Tan

How should I fill in my name if my last name contains a single letter only?

If your last name is made up of only one letter, double the letter in the Last / Family name field. For example, your last name is 'K', enter 'Kk' as your last name.

Example:

Name on passport:

John K

Passport MRZ:

PASGPK<<JOHN<<<<<<<<<<<<<<<<<<<

X0000000X4SGP8705120F3208106S1234567X<<<04

How to enter your name:

First/ Given name (as in passport)*

John

I do not have a first/given name in my passport

Last/ Family name (as in passport)*

Kk

My name has special characters and when I try to enter my name, I receive an error. How do I fix it?

If your name has special characters (e.g. @ - '_), please remove them when you enter your name. This will not affect your booking ticket.

Example:

Name on passport:

Ou-Yang Fu-Heng

Passport MRZ:

PASGPOU<YANG<<FU<HENG<<<<<<<<<<<<<<

X0000000X4SGP8705120F3208106S1234567X<<<<04

How to enter your name:

First/ Given name (as in passport)*

Fu Heng



I do not have a first/given name in my passport

Last/ Family name (as in passport)*

Ou Yang

My name has a suffix. How do I include it when filling in passenger's details?

If your name has a suffix, include it in the First / Given name field. For example, if your name is Scott Eriksson Jr, enter your first / given name as 'Scott Jr'.

Example:

Name on passport:

Scott Eriksson Jr

Passport MRZ:

PASGPERIKSSON<<SCOTT<JR<<<<<<<<<<<<<

X0000000X4SGP8705120F3208106S1234567X<<<<04

How to enter your name:

First/ Given name (as in passport)*

Scott Jr



I do not have a first/given name in my passport

Last/ Family name (as in passport)*

Eriksson

My name contains a patronym (bin, binte, s/o, d/o, etc.) How should I enter my name when filling in passengers' details?

If your name has a patronym and the double chevron (<<) is not present, follow these steps:

Step 1: Select the check box "I do not have a first/given name in my passport".

Step 2: Enter your full name in the Last/Family name field.

Name on passport:

Muhammed Fandi Bin Ahmad

Passport MRZ:

PASGPMUHAMMED<FANDI<BIN<AHMAD<<<<<<<<<

X0000000X4SGP8705120F3208106S1234567X<<<<04

How to enter your name:

First/ Given name (as in passport)*



I do not have a first/given name in my passport

Last/ Family name (as in passport)*

Muhammed Fandi Bin Ahmad

However, if your name exceeds 30 characters, fill in your name in the following manner:

First / Given: Patronym + Name after patronym

Last / Family: Name before the patronym

Example:

Name on passport:

Muhammed Fandi Bin Ahmad Alauddin

Passport MRZ:

PASGPMUHAMMED<FANDI<BIN<AHMAD<ALAUDDIN<<<<
X0000000X4SGP8705120F3208106S1234567X<<<<04

How to enter your name:

First/ Given name (as in passport)*

Bin Ahmad Alauddin

I do not have a first/given name in my passport

Last/ Family name (as in passport)*

Muhammed Fandi

I am under 18 years old

Secure My Fare

[Close All](#)

What is ‘Secure My Fare’?

‘Secure My Fare’ is a booking option available on the Singapore Airlines website and mobile app that gives you the opportunity to hold your booking and fare for up to 3 days. Now, you have more time to confirm your travel details without having to worry that the displayed fare might go up in price.

How can I make a ‘Secure My Fare’ booking?

When choosing your flights via the Singapore Airlines website or mobile app, you will be given the ‘Secure Fare’ option. Simply pay the holding fee, and your booking and fare will be secured for up to 3 days. You can then confirm your booking by paying the full fare within this hold period.

The holding fee is not deducted from the final cost of your ticket, and will not be refunded if the booking is not confirmed.

How do I know if my itinerary is eligible for ‘Secure My Fare’?

After choosing your flights, eligible itineraries will have a ‘Secure Fare’ button enabled for selection. Currently, ‘Secure My Fare’ is only available for:

- Flights operated by Singapore Airlines;
- Non-redemption bookings; and
- Premium Economy and Economy class bookings

Whether an itinerary is eligible or not will also depend on travel dates, origin/destination, and fare conditions.

How do I know the hold period for my ‘Secure My Fare’ booking?

‘Secure My Fare’ bookings usually have a hold period of 3 days, but this might vary depending on the itinerary and fare conditions (e.g. a promotional fare may have a shorter hold period of 1 day).

Your final hold period and payment deadline will be confirmed at the payment page.

In case you change your mind about a ‘Secure My Fare’ booking at the payment page, you will be

given an option to confirm and pay for your booking immediately without having to restart your booking.

Can I select my seats, make special requests or purchase any add-ons during my ‘Secure My Fare’ booking?

You will only be able to add more products to your journey after your booking is confirmed and fully paid. You may add these services and products via Manage Booking after the held booking is confirmed.

How much is the holding fee for a ‘Secure My Fare’ booking?

The holding fee is around SGD 5-20 per passenger, and can vary depending on the flights in your itinerary.

Your holding fee amount will be stated underneath the ‘Secure Fare’ button on the flight search page. The same information will be presented on the payment page before payment confirmation.

What forms of payment are accepted for payment of my holding fee?

After confirming passenger details, you will be directed to the payment page where you can pay your holding fee.

Payment of the holding fee must be by credit card only. The option to pay with KrisFlyer miles or direct debit is not available.

Can I pay my holding fee in a different currency?

When you pay with your credit card, you can choose from a range of available currency options after entering your card details. Do note that your bank will perform the relevant conversion at their prevailing exchange rate and may charge a conversion fee.

How will I know if my ‘Secure My Fare’ booking is successful?

Upon payment, you will be sent a Secured Fare confirmation email. This email will contain your 6-digit Booking Reference, and a reminder on your payment deadline.

An e-receipt for each passenger will also be auto-generated and attached to this confirmation email. Further reminders on your payment deadline will not be sent.

How can I view bookings that have their fare secured?

Log-in to Manage Booking using your booking reference number and last name to view such bookings.

You may also log-in to your KrisFlyer account if your ‘Secure My Fare’ booking was made using your membership number.

Can I change details of my ‘Secure My Fare’ booking?

Bookings that have their fare secured cannot be changed during the hold period. If you need to modify your booking, you should make a new booking instead and allow the original to expire. Your holding fee will not be refunded.

Can I cancel or refund my ‘Secure My Fare’ booking?

Bookings that have their fare secured will be automatically cancelled once the hold period has passed, so you may simply allow it to expire. Your holding fee will not be refunded.

For ‘Secure My Fare’ bookings made in the USA that include travelling to or from the USA, a full refund of the holding fee is applicable if cancellations are made within 24 hours of that holding fee payment. Please [contact Singapore Airlines](#) for assistance.

How do I confirm my booking for 'Secure My Fare'?

You may log-in to Manage Booking using your booking reference number and last name to complete full payment and confirm your on booking.

You may also log-in to your KrisFlyer account if your ‘Secure My Fare’ booking was made using your membership number.

Can I pay the fare amount using a different payment method or in a different currency from my holding fee?

Yes, you will be allowed to select different payment options and currency options when you confirm your booking. The option to Pay With Miles will also be available.

If you choose to pay by credit, do note that a credit card surcharge may apply in addition to your secured fare.

Your secured fare will be held in its original currency. If you choose to pay the full fare amount using a different currency, your bank will perform the relevant conversion at their prevailing exchange rate and may also charge a conversion fee.

What happens after I complete payment of the fare and confirm my booking?

Your ticket will be issued upon full payment of the secured fare. You may then proceed to add more products to your journey (e.g. seat selection, special requests, add-on purchases) via Manage Booking.

Rules on ticket changes, cancellations and refunds will be subject to your fare conditions.

Are waitlists prioritised based on frequent flyer status?

Waitlisted seats are allocated based on several factors. We regret that we cannot provide specific details on how we manage waitlist requests.

Visas and immigration

Open all

Do I need a visa to travel to my destination?

Each passenger must hold a valid passport (and visa(s), if required) to be allowed entry into each destination on the flight itinerary. We cannot be held responsible if a passenger is denied entry and/or deported by any local authority. Visit the [visas and immigration requirements](#) page for more important travel information and applicable regulations.

Booking alerts

Close All

What are booking alerts?

Booking alerts are automatic notifications on your itinerary, delivered to you via SMS and/or email. Alerts will be sent whenever you make changes to your booking (via email only), check in for your flight, and/or when there are updates to the status of your flight(s).

What are the types of booking alerts available?

When you fly with us, you'll receive any or all of these alerts via email or push notification (if trip is added to SingaporeAir App).

Check-in notification email and push notification

Delivered when online or mobile check-in is open, 48 hours before the time of your scheduled departure.

Check-in confirmation email

Delivered once you've completed your online web check-in.

Waitlist confirmation

Delivered if you're waitlisted for a flight, and a seat becomes available. This alert is available via email, if you've provided us with your email in your booking.

Flight disruption

Delivered if there's a cancellation, delay or change in your flight time.

This alert is available via the following ways:

- Via email and SMS, with the email address and mobile contact that you've provided us in your booking.
- Via push notification from the SingaporeAir mobile app, if you've added your flight to MyTrips in the mobile app
- Via WhatsApp, if you've subscribed to get flight updates.

Redemption waitlist reminders

Delivered if you're waitlisted for an award ticket. These alerts are sent periodically to update you on your waitlist status, and offer alternative options to secure your redemption booking. If you prefer not to receive notifications about your waitlist redemption bookings, you may change your preference by logging into your KrisFlyer account [here](#).

Redemption waitlist confirmation

Delivered if you're waitlisted for an award ticket or flight upgrade, and a seat becomes available. By choosing to receive the redemption waitlist confirmation alert, you'll also be signed up to receive the ticketing time limit alert, which prompts you to ticket your redemption booking by a specific date or it will be cancelled automatically.

Redemption waitlist cancellation

Delivered if you're waitlisted for an award ticket, and we are unable to confirm it two weeks before departure. The waitlisted flight will be cancelled and we will alert you via email.

I've signed up for booking alerts. Why didn't I receive them?

There are a number of reasons why you may not have received your booking alerts. For instance, you may have provided an invalid mobile phone number or email address. Perhaps your travel agent did not enter your KrisFlyer or PPS Club membership number when you made your booking. Or we may be experiencing some technical difficulties.

Will I receive booking alerts if I've booked a codeshare flight?

There are two types of codeshare flights: Those operated by Singapore Airlines and those operated by our codeshare partner. Booking alerts will only be sent to you for codeshare flights operated by Singapore Airlines.

Will I receive booking alerts if I change my flight?

Yes, you will receive booking alerts based on your new flights.

Waitlist Redemption Bookings

[Close All](#)

How do I manage my waitlist redemption bookings online?

Simply log in to singaporeair.com to manage your bookings and select alternative flights available for immediate ticketing. Alternatively, the email notification sent to your email address contains a link that will bring you directly to your booking.

Will I be able to cancel my waitlisted segments online?

To cancel any existing waitlisted redemptions online, please log in to singaporeair.com to retrieve your booking and click on "Cancel flights".

Can I make changes to a reserved segment for my redemption booking online?

Reserved segments are confirmed and available for ticketing. You may proceed to ticket the reserved segment online along with your entire itinerary, provided all other segments in the itinerary are available for confirmation. Other changes (such as flight number or date change) to a reserved segment are not available online.

I have made a waitlist redemption booking. Will I automatically receive periodic reminder emails regarding my waitlisted redemption? How often will these reminder emails be sent to me?

You will automatically receive periodic email reminders on your waitlisted redemptions from 18 July 2019 onwards. Notifications are sent at scheduled time intervals from the day of your flight departure. You will receive notifications at intervals of nine, six, three and one month, and three weeks before flight departure date.

Where will these reminder emails be sent to?

The reminder emails will be sent to the email address saved in your KrisFlyer membership profile. If you have inserted a different email address at the point of booking, the reminder emails will be sent to both email addresses.

Please ensure the email address in your KrisFlyer profile is updated to receive timely reminders on your waitlisted redemption bookings.

Can I opt out of receiving the reminder emails on my waitlist redemption bookings?

If you prefer not to receive notifications about your waitlisted flights, you may change your preference by logging into your KrisFlyer account and clicking on "Profile" followed by "Preference". Please note that this feature is not available on the Singapore Airlines mobile app.

When will I receive an update on the outcome of my waitlist redemption - whether it is confirmed or cancelled?

You will be notified on the outcome of your waitlist for all redemption awards including Saver and Advantage Awards by two weeks from flight departure date. At two weeks to the flight departure

date, any unsuccessful waitlist redemptions will be cancelled, and you will be informed via email.

If you are on a waitlist for a redemption upgrade, you will be able to hold on to your waitlist till flight departure day.

Does this mean that I will only know of my waitlist confirmation two weeks prior to the flight departure date?

Waitlists for redemption bookings can be confirmed at any time when seats become available and you will receive an email update on the waitlist redemption confirmation. However, if we are still unable to confirm your waitlist redemption on the flight at two weeks before departure, your waitlist will be cancelled and you will be notified via email.

When is the latest that I will be able to place myself on redemption waitlist for a flight?

Customers may waitlist for a redemption flight up to three weeks before the flight departure date. However, please note that there may be instances on popular flights where waitlisting is not available.

Why is waitlisting available up to 3 weeks before departure while cancellation for unsuccessful waitlists is at 2 weeks before departure?

The new redemption waitlist process seeks to give you greater certainty on your travels, with an outcome on your waitlist provided at least 2 weeks before your flight departure. You may place yourself on a redemption waitlist up to 3 weeks before flight departure. Thereafter, new waitlists will not be available as all existing waitlists will be reviewed to determine if they can be confirmed or cancelled, and members will be informed by 2 weeks to flight departure of the waitlist status.

Can I manage all types of redemption waitlist bookings online?

Currently, changes to itineraries for redemption upgrades and stopovers are not available online. Please contact KrisFlyer Membership services for assistance.

Can I confirm my flights if I have both a confirmed segment and a waitlisted segment?

You will be able to confirm your flights if your first segment has been confirmed and the second segment is on waitlist. However, please note that this will result in only your first segment being confirmed. The waitlisted segment will be removed should you proceed past the Review page.

SIA Gift Vouchers

Close All

I have received an SIA Gift Voucher. How do I redeem it?

If eligible, you will receive an email with the SIA Gift Voucher PDF attached. Instructions on how to redeem it can be found within the email or the Voucher PDF.

Where can I redeem the SIA Gift Voucher?

You can redeem the SIA Gift Voucher online on [KrisShop.com](#)  or on board your flight with Singapore Airlines.

Where can I view all my SIA Gift Vouchers?

You can view and manage all your SIA Gift Vouchers on the [Manage Voucher page](#). Enter your first name, last / family name, and your email address, or the Voucher's serial number, which can be found on your SIA Gift Voucher PDF.

If you received the SIA Gift Voucher as a reward based on your PPS Club / KrisFlyer activity, you can log in to your account and view vouchers under "Rewards and Vouchers" tab.

I accidentally deleted the email message with my SIA Gift Voucher. Is there a way to retrieve the email?

You can go to [Manage Voucher page](#) to access all your eligible Gift Vouchers and resend the email containing the SIA Gift Voucher PDF.

If the Gift Voucher was a reward based on your PPS Club / KrisFlyer activity, you can resend the email from the "Rewards and Vouchers" tab in your account.

When redeeming my SIA Gift Voucher, should I apply the 'voucher code' or 'voucher number' at KrisShop's checkout page?

Please apply the 16-character alphanumeric **Voucher Code** at checkout for your [KrisShop.com](#) purchases.

The 'Voucher Number' is a serial number that is used only for managing your Vouchers.

I have an SIA Gift Voucher of SGD 50. However, my total KrisShop purchase is below the voucher value. Do I get a refund for the unused value if I use the voucher?

SIA Gift Vouchers are for one-time use only.

Any remaining balance from the Voucher will not be refunded if your total spend on KrisShop is less than the Voucher value.

Meal Selection

[Close All](#)

Where do I go for meal selection?

Meal Selection can be done through Manage Booking on the Singapore Airlines website or on the SingaporeAir mobile app.

Can I pre-select from my flight's menu?

Yes, if you have a confirmed booking in Suites, First, Business and Premium Economy Class on our flights.

What can be pre-selected from the flight's menu?

As a Suites and First Class, Business Class, or Premium Economy customer, you can choose your preferred main course from the in-flight menu. On selected routes, you will also have the option to enjoy a specially designed menu crafted by our International Culinary Panel.

When can I pre-select my meals?

For passengers travelling before 1 December 2025

You may select your Book the Cook dishes from 4 months before your flight.

You may also select from the in-flight menu 15 days before your flight.

For passengers travelling from 1 December 2025

You will be able to view all available Book the Cook and in-flight menu main course six weeks before your flight.

[Special Meal](#) request may be done from the time of booking.

Other than my flight's menu, what other meal offering am I entitled to?

We offer Book the Cook for our Suites/First Class, Business Class and Premium Economy Class customers on selected routes.

Regardless of your cabin class, Special Meals are available whether they are for religious, or dietary needs. Special meals are also available for your young ones. All you need to do is make a request from our list of Special Meals via Manage Booking. Please note that some special meal options may not be available for your flight. If the available options do not cater to your dietary requirements, please contact Singapore Airlines for assistance.

Can I pre-select my meals on codeshare flights?

You can only pre-select your meals on codeshare flights that Singapore Airlines operates.

Is a fee payable for pre-selecting my meals?

There will be no payable fee. You may select your meals through Manage Booking on the Singapore Airlines website or on the SingaporeAir mobile app

How will I know if my meal selection has been confirmed?

Your meal selection will be automatically saved upon selection. You will also be able to view your selected meals via [Manage Booking](#) or the My Trips page on the [SingaporeAir app](#)

Can I change my mind about my meal choice?

Yes, you can change your meal selection from the in-flight menu and Book the Cook service up to 24 hours before departure. Modify your Special Meal selection anytime between 24 to 56 hours prior to your departure, depending on your Special Meal choice.

I have made a meal selection. If I changed my mind on board, will I still be able to choose from the flight's menu?

Yes, you may still choose from the in-flight menu. However, it will be subject to availability on board.

What will happen to my pre-selected meal if the flight is disrupted?

We apologise that due to the unforeseen circumstances, your meal selection may not be fulfilled due to operational reasons.

If I did not pre-select my meals, will I still be served a meal when I'm on board?

Yes, you will still be served a meal on board.

I am currently waitlisted on my flight booking. Will I be able to pre-select my meals?

No, unfortunately meal selection is only available for confirmed flight bookings. Waitlisted and reserved bookings are not applicable.

I am travelling on multiple flight segments and need to update my meal selection for a specific segment. How do I change my meal selection in Manage Booking?

If you received an email regarding a change to your selected meal(s), please visit [Manage Booking](#) to make changes to the meal(s) specified in the email.

If you encounter any errors while saving your selection, please remove all selected meals before making a new selection.

How do I change my meal selection in Manage Booking?

If you received an email regarding a change to your selected meal, please visit [Manage Booking](#) to make changes to the meal specified in the email.

Seat Selection

[Close All](#)

What is advance seat selection?

When making your booking with Singapore Airlines, you will have the option to select your seats in advance. Depending on the class of travel, the fare type you choose and your membership tier, you may be required to pay an advance seat selection fee.

If you choose not to select your seats in advance, you may enjoy complimentary seat selection from remaining available seats once online check-in is open, 48 hours before your flight departs.

Do I have to pay to select my seats in advance?

Passengers in Suites, First Class, and Business Class will enjoy complimentary seat selection at all times. Passengers in Premium Economy Class will enjoy complimentary standard seat selection, and may pay a fee to select Extra Legroom Seats.

The Economy Flexi fare type entitles passengers to complimentary seat selection in Economy Standard and Forward Zone Seats from time of booking. The Economy Standard fare (and Economy Value fare if booked on flights departing after 1 Apr 2024) allows passengers to select Economy Standard Seats in advance for free, while passengers who choose the Economy Lite (or Value fare type if departing on or before 31 Mar 2024) can select Standard, Forward Zone, or Extra Legroom Seats in advance for a small fee.

If you are a PPS Club, KrisFlyer Elite Gold or KrisFlyer Elite Silver member, you can select seats from certain categories in advance for free, in accordance with your membership tier, regardless of the fare type you choose. For more details, please click[here](#).

Do I have to pay to select seats for infants or children?

Passengers with children and/or infants in the same booking may select Standard Seats in advance for free. Passengers with infants are entitled to free selection of bassinet seats as long as these are available.

**Applicable only to flights operated by Singapore Airlines*

Do I have to pay a seat selection fee for each flight if I have multiple flights in my itinerary?

Advance seat selection is dependent on the fare type you choose, and for each segment of your trip.

How can I find out the fee amount for advance seat selection?

Advance seat selection fees will vary depending on the seat type selected and the flight.

For the fee list, please click [here](#)

How can I purchase a seat selection in advance?

There are three ways you can purchase a seat selection in advance:

1. During the booking process - The cost of your seat selection as applicable will be added to your total fare in your booking summary.
2. In the 'Manage Booking' section on [singaporeair.com](#) - Enter your booking reference number and last name, and make your selections and payment.
3. Get in touch with a Singapore Airlines ticketing office closest to you. [Find one here](#).

Will I be able to sit on an Emergency Exit Row seat?

In compliance with the flight safety guidelines of the Civil Aviation Authority of Singapore, passengers sitting in seats next to the emergency exit doors must:

- Be willing and able to assist in the unlikely event of an emergency;
- Be at least 15 years of age on the date of the first flight;
- Be fully able-bodied and have sufficient physical dexterity, strength and mobility to open, operate and pass through the emergency exit doors without assistance and without impeding others;
- Be able to follow written and/or verbal safety instructions and/or other instructions from cabin crew in English;

- Be in good health at the time of check-in, boarding, and during the flight;
- Not be pregnant;
- Not be a person who appears incapable of operating or assisting with the operation of the emergency exit, which may include an elderly or frail person;
- Not be a passenger with restricted mobility, which shall include persons with a physical or intellectual disability, persons who are using wheelchair or other assistive devices, and persons who are impaired due to any other cause as they may endanger themselves or others in the event of an emergency;
- Not have an amputated or prosthetic limb;
- Not travelling with or be directly responsible for the caring of children under the age of 15 years, infants, elderly, passengers with restricted mobility, persons who require safety assistance for emergency evacuation, a guide dog, or any other assistance animal;
- Not be a deportee or a prisoner in custody;
- Not under the influence of any intoxicating substance at check-in, boarding, and during the flight;
- Not require an extension seat belt; and
- Not use the Inflight Entertainment System during aircraft taxi, take-off or landing.

Passengers who select an Emergency Exit Row seat and do not meet any of these criteria at the time of check-in, boarding or during the flight, may be re-assigned to another seat with no refunds.

If I upgrade my fare type from Economy Lite to Economy Flexi, will I be refunded for the Standard Seat I paid for when I purchased the Economy Lite fare?

No, paid seat selections are not refundable.

I've selected my Standard Seat in advance; however, the aircraft has changed. Will I be allocated the same seat on the new aircraft?

Due to operational reasons, we may have to deploy other aircraft types in order to keep to the flight schedule. We will do our best to allocate you a similar seat. If you have paid for the seat selection, we will refund you in case we are not able to offer you the selected seat.

I've selected my Forward Zone Seat in advance; however, the aircraft has changed and I wasn't allocated the same seat. Can I get a refund of the paid seat selection fee?

Due to operational reasons, we may have to deploy other aircraft types in order to keep to the flight schedule. We will do our best to allocate you a similar seat in the same zone. If

you have paid for the seat selection, we will refund you in case we are not able to offer you the selected seat.

How do the changes to seat selection affect PPS Club, KrisFlyer Elite Gold and KrisFlyer Elite Silver members?

If you are a PPS Club, KrisFlyer Elite Gold or KrisFlyer Elite Silver member, you can select seats from certain categories in advance for free, in accordance with your membership tier, regardless of the fare type you choose. For more details, please click [here](#).

In addition, you may enjoy discounts on advance seat selection.

If you are a PPS Club member or Solitaire PPS Club supplementary cardholder, your travel companions on the same booking are entitled to 15% off Extra Legroom seats.

If you are a KrisFlyer Elite Gold member, you can enjoy 15% off Extra Legroom seats. Your travel companions on the same booking are entitled to 10% off advance seat selection.

If you are a KrisFlyer Elite Silver member, you can enjoy 10% off Extra Legroom seats and Forward Zone seats.

All other KrisFlyer members can enjoy 5% off advance seat selection.

Will my travel companions be eligible for the same KrisFlyer discounts accorded to me?

If you are a PPS Club member or a KrisFlyer Elite Gold member, your companions will also enjoy discounted advance seat selection and pre-purchased additional baggage, but to a lesser extent. To ensure your companions enjoy these discounts, please make sure that they are traveling under the same booking.

Are KrisFlyer discounts on advance seat selection applicable for Premium Economy Class?

Yes, they are. For Business and First Class, advance seat selection is complimentary today.

If my KrisFlyer membership status has changed, and I'm now eligible to select Standard and/or Forward Zone Seats for free, will I receive refunds for the seats I've purchased on flights I haven't yet flown?

No, the seat selections made in advance are non-refundable.

I've purchased an Economy Lite/Value fare and selected a Forward Zone Seat for free as a KrisFlyer Elite Gold member. However, I've recently been downgraded to KrisFlyer Elite Silver membership where Forward Zone Seat selection is payable. Do I get to keep my seat?

Yes, the selected seat will be yours even if your membership expires before the day of departure, as long as you do not make any changes to your seat or booking.

What are the new conditions for seat selection on redemption awards?

As a KrisFlyer member, you will continue to enjoy free seat selection with both Economy Class Saver and Advantage awards; however, free Forward Zone Seat selection will only be available for an Economy Class Advantage award.

There are no changes to seat selection conditions in other cabin classes.

Auto Check-In

[Close All](#)

What is auto check-in ?

Auto check-in is an opt-in service that automates the check-in process, so you can avoid the hassle of checking in manually. After you turn on auto check-in, we will automatically check you in at 48 hours before your scheduled flight departure, for all eligible passengers and flights in the booking. You will also receive an email to inform you whether the auto check-in was successful or not.

Am I eligible for auto check-in?

All passengers are eligible for auto check-in, except those who:

- are unaccompanied minors, that is, below 18 years old, and are not accompanied by an adult (above 18) passenger
- are travelling in a group of 10 passengers or more in the same booking

- have one or more preceding flights in the same booking, and have not been checked in for those flights
- are waitlisted for a flight, or whose booking includes flights that have not been confirmed or ticketed
- are flying on a flight operated by a partner airline (even if the flight code begins with SQ) for their first leg of their journey

How can I turn on auto check-in?

You can turn on auto check-in upon Booking Confirmation or via Manage Booking on the Singapore Airlines website. This must be done at least 48 hours before your flight scheduled departure time. To turn on auto check-in, you must also fill out the necessary passport and personal details for all passengers in your booking.

Can I turn on auto check-in if I have baggage to check in?

Yes, you can be automatically checked in even if you have check-in baggage. When you arrive at the airport, simply proceed to the automated bag drop or counter to check in your baggage.

Can I turn on auto check-in for selected flights or passengers?

No, any changes in the auto check-in status will affect all flights and all passengers in the booking.

For example, if you turn on auto check-in for a booking that comprises a round-trip for six passengers, all six passengers will be automatically checked in at 48 hours before the scheduled flight departure of the outbound flight, as well as the inbound flight if eligible.

If I make changes to my flights after turning on auto check-in, will I still be automatically checked-in for that flight?

No. You must turn on auto check-in for the new flight again.

Please note that if you make changes to your flight within 48 hours to departure, you will not be able to turn on auto check-in for that new flight.

Can I make changes to my booking if auto check-in is turned on?

Yes, you can. Simply visit Manage Booking to make changes to your booking as usual. You can select your seats in advance, change or upgrade your flights, choose your meals, purchase additional baggage allowance, or update passport and personal details.

What should I do if I do not want to be checked in automatically?

Auto check-in is an opt-in service done through [Manage Booking](#). If you do not wish to be automatically checked in, simply avoid turning this service on. If you previously turned on auto check-in but have changed your mind, you can turn it off via Manage Booking at least 48 hours before your flight scheduled departure time.

How would I know if I have been automatically checked in?

You will receive an email at about 48 hours to your scheduled flight departure to inform you whether you have been checked in successfully. If your auto check-in was not successful, you may try to [check in online](#), via the [SingaporeAir mobile app](#) or at the airport.

What seats will I be assigned with auto check-in?

If you have a confirmed seat selection, you will be assigned your selected seat. Otherwise, the system will automatically assign seats for you and your travel party based on availability. If you wish to change your assigned seats, you may do so via the [online check-in channel](#) after you have been automatically checked in.

What should I do if my auto check-in was unsuccessful?

If your auto check-in was unsuccessful, do proceed to check in online via Check-in channel, SingaporeAir mobile app, or at the airport. Before checking in, ensure you fill out the necessary passport and personal details for all passengers in your booking.

I've turned on auto check-in but did not receive any check-in confirmation. What should I do?

Auto check-in will take place at 48 hours before your flight. You may verify your check-in status via the [online Check-in channel](#) or the [SingaporeAir mobile app](#). If you have not been checked in, proceed to check in online or via the app.

I have been automatically checked in, but I wish to travel on another flight. What should I do?

You should cancel your check-in via the [online Check-in channel](#), then proceed to make the necessary changes using [Manage Booking](#) or [contact Singapore Airlines](#) to travel on a different flight.

I have been upgraded to a higher cabin class for my flight. Will this affect my auto check-in?

If your cabin class upgrade was confirmed more than 48 hours before your flight departs, we will automatically check you in based on your upgraded cabin class. If your cabin class upgrade was confirmed after you have been automatically checked in, you have to generate your digital or mobile boarding pass again using either the [online Check-in channel](#) or [SingaporeAir mobile app](#) respectively. You do not have to cancel your check-in, or to check-in online again.

Will I be automatically checked in for flights operated by a partner airline?

We will not be able to check you in automatically if the first flight in your itinerary is operated by a partner airline, even if the flight code begins with SQ (for example, SQ1234). However, if the first flight in your itinerary is operated by Singapore Airlines and you have a connecting flight that is operated by a partner airline which is eligible for through check-in, you will be automatically checked in for all your eligible flights.

Checking in

[Close All](#)

What is online/mobile check-in?

Online / Mobile check-in means checking in for your flight through our [website](#) or [SingaporeAir mobile app](#). Eligible passengers may also obtain a digital or [mobile boarding pass](#) when departing from selected cities.

Am I eligible for online/mobile check-in?

Online/mobile check-in is available to all passengers, except those who:

- Are unaccompanied minors, that is, below the age of 18, and not accompanied by an adult passenger (above the age of 18);
- Have one or more preceding flights in the same booking for which the passengers have not checked in

I have bags to check in. Can I still check in online?

Yes, you can check in on our website or through the SingaporeAir mobile app even if you have baggage to check in. On the day of your flight, proceed to the airport check-in counter or [automated bag drop](#) (at selected airports only) to check in your bags.

Why do I have to enter my passport information when I check in online?

For security reasons, immigration and customs authorities go through a comprehensive process of checking the personal details you provide before you arrive. It's important for you to ensure the information you provide is correct and up-to-date, as any inaccuracies may cause delays in immigration clearance and other inconveniences when you arrive at the airport. The passport details you provide should also be that of the passport you will carry with you when you travel.

How do I know whether I have completed my check-in successfully?

Your check-in is complete once you arrive at the Check-in Confirmation page online. You will also receive a check-in confirmation email if you checked in via the Singaporeair website.

What types of boarding passes are available?

There are four types of boarding passes:

1. Boarding passes that are printed and issued at the airport check-in counter;
2. Digital boarding passes in PDF format (Please only use the digital copy);
3. Mobile boarding passes, issued on your SingaporeAir mobile app;
4. Kiosk boarding passes, which are printed at the airport check-in kiosks (where available)

Why should I get a digital or mobile boarding pass?

Generating your boarding pass or downloading it to your mobile device before you go to the airport may help you avoid the queue at the check-in counter. If you have bags to

check in you can proceed to the self-service kiosk (at selected airports). If you do not have bags and do not require travel document verification, you may proceed directly to immigration.

What if I cannot generate or download my boarding pass?

If you're unable to generate or download your digital or mobile boarding pass, you can get your boarding pass from the airport check-in counter on the day of your departure. For the opening hours of Singapore Airlines check-in counters at airports around the world, [click here](#).

Where can I use a digital or mobile boarding pass?

You may be able to use the digital or mobile boarding pass for [these destinations](#), subject to regulatory requirement.

Should I still check-in online if I am unable to generate a digital or mobile boarding pass?

Yes, checking in online first may allow you to print your boarding passes at the kiosks, or proceed to dedicated counters in some airports. Furthermore, passengers who have not selected their seats will be able to do so at no additional charge during online check-in.

Can I get a digital or mobile boarding pass?

Upon successful online/mobile check-in, you can get a digital or mobile boarding pass if

- your origin/destination accepts a digital or mobile boarding pass and
- regulatory checks on travel documentation allow.

I've downloaded a mobile boarding pass. Why am I also given a printed boarding pass at the check-in counter at Changi Airport?

You may receive a printed boarding pass at the airport check-in counter if you've requested a change of seat or if operational factors, such as a change of aircraft, require it.

Where are the Singapore Airlines check-in kiosks located?

The Singapore Airlines check-in kiosks are located at various airports. Check out the [locations here](#).

Why can't I complete my check-in at the check-in kiosk?

You'll need to approach the airport check-in counter if:

- your passport or visa is not machine-readable
- you require extra document verification to enter the destination country (for instance, proof of marriage cert, proof of travel insurance, proof of accommodation)
- your booking is not confirmed, or you're on a waitlist
- you or the passenger you're checking in is an unaccompanied minor
- you've booked an extra seat (for instance, for a musical instrument)
- you require special assistance (for instance, you're travelling with a pet, you require medical assistance, or you've requested for the meet-and-assist service or wheelchair service)

Can I get boarding passes on behalf of my family, friends and/or colleagues who are travelling with me?

Yes you can, as long as their Booking Reference is the same as yours. You'll need to have their passport details ready. However, this doesn't apply to mobile boarding passes.

If they have a different Booking Reference, they'll have to check in separately.

Can I change my seat online after checking in?

Yes, you can change your seat after completing online check in, up to 1.5 hours before the flight departure time. If you have a digital or mobile boarding pass before the seat change, you have to generate a new boarding pass after changing your seat successfully.

If I've cancelled my check-in, can I check in again for the same flight?

Yes, you can check in again by going through the usual [check-in](#) process on [singaporeair.com](#) or through the [SingaporeAir mobile app](#).

With which airlines do Singapore Airlines have through check-in agreements?

Singapore Airlines has through check-in agreements with a host of [partner airlines](#). When you fly on a journey that begins with a flight on Singapore Airlines and continues with

flights operated by these partner airlines, you can get boarding passes for all flights on your journey. You can also have your bags tagged to your final destination, subject to the customs regulations of your first point of arrival.

Can I check in online or on my mobile device for a connecting flight operated by another airline?

Yes, you may do so if the connecting flight:

- comes after a Singapore Airlines-operated flight;
- is operated by a partner airline that has a through check-in arrangement with Singapore Airlines; and
- is open for check-in.

Can I check in online or on my mobile device for a codeshare flight?

Yes, you can check in for a codeshare flight with another partner airline if the flight:

- comes after a Singapore Airlines-operated flight;
- is operated by a partner airline that has a [through check-in arrangement](#) with Singapore Airlines; and
- is open for check-in.

It's less than 48 hours before my flight departs. Why is my flight still not available for check-in online or on my mobile device?

Should this happen, please try again later or check in at the airport.

Can I change my flight after checking in?

You should cancel your check-in via the online [Check-in channel](#), then proceed to make the necessary changes using [Manage Booking](#) or contact [Singapore Airlines](#) to travel on a different flight.

What is the Passenger Reconciliation System (PRS) at Singapore Changi Airport?

The PRS verifies your flight and boarding pass information, and determines whether you're cleared to enter the transit area without further checks. If you hold a digital, mobile or kiosk boarding pass, the airport police officer will guide you to scan them at the PRS before you proceed to immigration.

Can I use the Passenger Reconciliation System (PRS) at Singapore Changi Airport?

You can use the PRS if you:

- hold a kiosk boarding pass; or
- hold a mobile boarding pass; or
- hold a digital boarding pass.

What is Electronic System for Travel Authorization (ESTA)?

ESTA enables you to travel to the USA, as long as you're a citizen of an eligible country under the Visa Waiver Program (VWP). Submit your application on the [ESTA website](#) .

When I travel to Australia or New Zealand, why do I have to go to the airport check-in counter even when I'm not checking in a bag?

All travellers to Australia and/or New Zealand (except citizens) need a visa to visit either of these countries. The Australia and New Zealand immigration authorities require all airlines to ensure that their passengers are holding valid visas and passports before they're allowed to travel. For more information, visit the [Australian Government's Department of Immigration and Border Protection website](#)  or the [New Zealand Immigration Service website](#) .

How do I check in online on singaporeair.com?

Let us show you how easy it is to check in online.

How do I check-in online as a group on singaporeair.com?

Group check-in can be [done here](#). You will need to enter the first and last names of the passengers who are checking in, and the last four digits of their e-ticket numbers.

How can I through-check my baggage to my final destination if I am travelling on separate tickets?

Where through-checks are possible, you may request for it by informing our check-in counter staff at the airport. This service is only available if:

1. Your ticket(s) have been booked on our [selected partner airlines](#).

2. Through-check is permitted by local operational requirements and the applicable local laws and regulations.

Please note that through-checks may not be available on routes previously permitted, due to document checks required.

If you are transferring/transiting through Singapore, you must ensure you are booked on a single itinerary. Read more about transiting in Singapore [here](#).

Where through-check of baggage is not available between SIA and your connecting airline, please ensure the following prior to planning your travel:

1. You are permitted to enter both the country of transfer and entry, based on current Covid-19 travel advisories. Please pay special attention to any quarantine and/or on-arrival test requirements that may apply, which could result in missing your onward flight.
2. You possess the necessary documentation for immigration clearance and customs at the destination stated on your SIA ticket and the country you are transferring through.
3. You have allowed sufficient time to collect your baggage upon arrival at the airport, clear immigration and customs, and check-in for your connecting flight, as well as any other potential delays to avoid the inconvenience and costs of a missed flight.

If I'm travelling on separate tickets and one of my flights is disrupted, will Singapore Airlines put me on another flight to get to my next destination?

We will do our best to accommodate you on other flights that we or our partner airlines operate. This may however not be possible if your other flight(s) is booked on a separate ticket with another airline. If this is the case, we suggest trying to recover any additional costs that may be incurred from this inconvenience from your personal travel insurance.

How do I change my seats on [singaporeair.com](#) when checking in online?

After checking in successfully online, you can click "Change Seat" to change your seats. If you checked in through the SingaporeAir mobile app, you can tap on "Edit" next to your seat number to change your seat.

Are there any restrictions on travelling with birds or reptiles?

Only domesticated cats and certain breeds of dogs that are at least 3 months old are allowed as checked baggage or in cargo. Learn more about [travelling with pets here](#).
Can I transfer my ticket to someone else?

Tickets are not transferable. Please refer to our [conditions of carriage](#) for more information.
I recently got a new passport. How can I update my new passport details?

You can update your passport details for a booking under [Manage booking](#).

Cancellations and refunds

[Close All](#)

I'd purchased my ticket from a travel agent. Can I cancel this booking on [singaporeair.com](#)?

No, only bookings made on [singaporeair.com](#) or from a [Singapore Airlines office](#) can be cancelled online. To cancel a booking you've made with a travel agent, get in touch with them directly.

I've flown part of my itinerary. Can I cancel the remaining flights on my itinerary?

Yes, you can cancel your remaining flights by entering your Booking Reference number in the '[Manage Booking](#)' section of our website. This is subject to the fare conditions of your ticket.

My itinerary contains flights on partner airlines. Can I cancel my booking on [singaporeair.com](#)?

Yes you can, subject to the fare conditions of your ticket. However, your cancellation will apply to your whole itinerary and for all passengers in your booking.

How do I get a refund for an unused ticket purchased on [singaporeair.com](#)?

If you've purchased a ticket on a refundable fare, you can request for a full refund on our website. However, cancellation/refund fees may apply. If you cancel a non-refundable ticket, only the taxes will be refunded.

Simply:

- enter your Booking Reference in the '[Manage Booking](#)' section;
- click on the 'Cancel booking' link; and
- be guided through a few easy steps.

If you've purchased a ticket for a flight to or from the USA, you may cancel your ticket without penalty within 24 hours of your booking - as long as that reservation is made one week or more before your flight departs. [Contact Singapore Airlines](#) to cancel your ticket to ensure that you get a full refund.

Why am I charged a cancellation/refund fee?

Cancellation/refund fees are imposed for certain tickets based on their fare conditions.

What terms and conditions are applicable to my ticket?

If you purchased your ticket in Italy, please refer to our [General Conditions of Carriage](#) for the Italian market.

If you purchased your ticket elsewhere, please refer to our [General Conditions of Carriage](#) for other markets.

How can I get an update on my refund request?

Refunds may take up to 6 weeks to be credited back to your original mode of payment, depending on your bank's processing time. Within these 6 weeks, please check with your bank on the refund status. If you still have not been refunded after 6 weeks, [please contact us](#).

Can I cancel only one segment of my flight?

Unfortunately, you cannot cancel just one segment of your flight. You can only cancel the full flight, including all connecting flights.

Instead, you can create a new booking. After completing your new booking, you can request a refund for your original booking, subject to its fare conditions.

I accidentally cancelled my booking online. Can I undo this action and restore my booking?

Unfortunately, since the booking has already been cancelled, this is not possible. Please create a new booking instead.

Can I get a refund if I cancel a redemption ticket that has been partially flown?

If the award ticket allows a refund, KrisFlyer miles of completely unused award tickets or upgrade awards may be redeposited for a fee provided the KrisFlyer miles and the ticket are valid at the time of redepositing. Any taxes will be refunded.

KrisFlyer miles cannot be refunded for partially used award tickets and upgrade awards.

Payment methods

Close All

Why was my China-issued credit card declined for transactions made in the Chinese Yuan?

Chinese Yuan (CNY) transactions paid with credit cards issued in mainland China will be automatically declined due to local regulations. We recommend paying with UnionPay, Alipay, Mastercard or American Express instead.

I am travelling from Malaysia on Singapore Airlines. Can I request for an e-Invoice from Singapore Airlines?

Yes, you can request an e-Invoice from Singapore Airlines starting 1 July 2025 via Manage Booking within 48 hours of your purchase date. The e-invoice will be processed within 2 weeks of your request.

For further information about e-invoices, please visit IRBM's website at <https://www.hasil.gov.my/en/e-invoice/>.

Why must I present my credit / debit card for verification before departure?

When you make a booking with a credit / debit card, your booking undergoes verification by our fraud detection tools. The tools use several types of information, such as the time to departure, your point of departure and destinations, for verification. Then, an algorithm determines the risk level of your payment transaction. If the risk level of your booking is found to be high, you may be required to verify your credit / debit card in person, as well as to provide photo identification. This verification process protects you against credit / debit card fraud and ensures your security when making credit / debit card payments.

I've booked a flight for someone else and paid with my credit / debit card. Can the passenger present the credit / debit card for verification on my behalf?

No, for security, the cardholder must present their credit / debit card in person for verification. If you're unable to do this, get in touch with your [local Singapore Airlines office](#).

Are my credit / debit card details secure?

All credit / debit card transactions are processed through our fraud detection system and bank authentication programmes. Transactions that are not secure will be automatically denied. All our payment processors are fully compliant with international PCI DSS security standards to ensure payment security, privacy and proper data handling.

Can I change my payment method?

No, the payment method cannot be changed once your payment has been processed. But you may use different payment methods to change your booking or to purchase add-ons at our Manage Booking page.

Why was my transaction declined?

All transactions are subject to the approval of your issuing bank / payment provider. If your transaction was denied by your issuing bank, we won't be able to process your payment. Contact your issuing bank for information about why your transaction was declined. We are unable to contact your issuing bank on your behalf due to customer privacy policies.

If your card has 3D-Secure, you must authenticate your transaction to complete payment. Your transaction will be declined if authentication fails.

How do I prevent my transaction from being declined?

For a successful transaction with your credit / debit card:

- Ensure that you have sufficient credit or balance
- Ensure that your payment details have been correctly entered
- Ensure that your credit / debit card has not been reported stolen or used for fraudulent activity
- Ensure that the country of the issuing bank does not have currency or credit limitations
- Ensure that e-commerce transactions have been enabled for your credit / debit card
- For Alternative Payment Methods (APMs), ensure that your log-in credentials have been entered correctly
- For Alternative Payment Methods (APMs), ensure that your account has sufficient balance

Why is the website stuck at the loading page?

This may be due to intermittent connectivity issues which are preventing us from getting a timely response from your issuing bank. This may ultimately result in a time-out. If this happens to you, don't close your browser or tab while the page is loading. Instead, contact your local [Singapore Airlines office](#) for assistance.

I encountered an error after making payment, but payment has been deducted.

Unfortunately we encountered an issue when issuing your ticket. Don't worry. A request is usually sent within the day to your issuing bank or payment method provider to release the credit limit held or refund the payment collected. For payment made via credit card, you should see this reflected in your statement in about 5 - 10 working days, subject to processing speed of your issuing bank. If you had paid using an alternative form of payment (Alipay, Billdesk, iDealPay, PayNow, PayPal, UnionPay, PromptPay and Wechat Pay), you should see this reflected in your account after 1-2 working days, subject to processing speed of each payment method provider. You may speak to your issuing bank or payment method provider to learn more about your transaction status. If the amount is not reflected after the stipulated timeframe, contact [Singapore Airlines](#).

What are the Verified by Visa and Mastercard SecureCode programmes?

These programmes prevent unauthorised use of your [Visa](#)  and [Mastercard](#)  credit / debit cards by requiring that you enter a unique password every time you make an online payment.

What should I do if I receive an error code P1001 when making payment online?

There are two possible reasons to cause error code P1001:

1. Credit / debit card details were entered incorrectly
 - Please check that your card number, name, and CVV were entered correctly before making payment again.
2. There are insufficient funds in your credit / debit card
 - Ensure there are sufficient funds in your card and try again.

However, if the error persists, try using another card or contact your bank for help.

What should I do if I receive an error code P1002 when making payment online?

This could mean that your bank was unable to process the payment. Please use another credit / debit card or payment method, and try again. If the issue persists, contact your bank for help.

What should I do if I receive an error code P1003 when making payment online?

This could mean that we cannot process payment with the card details entered. Please use another credit / debit card or payment method, and try again. If the issue persists, contact Singapore Airlines for assistance and quote the error code P1003.

What should I do if I receive an error code P1004 when making payment online?

This could mean that there is an issue with the payment method. Please use another credit / debit card or payment method, and try again. If the issue persists, contact Singapore Airlines for assistance and quote the error code P1004.

Credit card service fee

[Close All](#)

Why does Singapore Airlines charge a fee for bookings paid with credit cards?

When you use a credit card to pay for your flights out of certain countries, Singapore Airlines incurs costs relating to the acceptance of credit cards. You won't be charged a service fee if you choose to pay with debit cards or other non-credit card alternatives.

In what scenarios will I be charged a credit card service fee?

A service fee may be added to bookings paid with a credit card for flights out of certain countries. The service fee will not be applied to additional fares or fees collected when you make changes to your booking. The service fee will also not apply to redemption bookings and bookings paid with a European Economic Area issued personal credit card.

For tickets purchased through a mix of KrisFlyer miles and cash, the service fee will only be applied to the portion paid for by a credit card.

Will a credit card service fee be charged for tickets purchased through a mix of KrisFlyer miles and cash?

For such purchases, the remaining cash portion must be paid for by a debit / credit card. If you choose to pay with a credit card, you will be charged a service fee. If you choose to pay with a debit card or a European Economic Area issued personal credit card, you won't be charged a service fee.

Does the credit card service fee apply for all routes?

When purchasing tickets online through singaporeair.com or through your local SIA office or travel agent, the fee will apply for routes departing from Australia, Belgium, Netherlands, New Zealand and the United Kingdom.

What are the credit card service fees that will apply?

For flights departing from	Credit card service fee (per ticket)
Australia	1.35% of the total amount, capped at AUD70
Belgium / Netherlands	1.65% of the total amount, capped at EUR20
New Zealand	1.70% of the total amount, capped at NZD70
United Kingdom	1.00% of the total amount, capped at GBP20

How is the percentage fee calculated?

The percentage fee is calculated based on the all-inclusive fare i.e. the sum of the fare, taxes and any surcharges. The credit card service fee is not applicable on ancillary products such as Preferred Seats and excess baggage.

Is the credit card service fee refundable?

The credit card service fee is non-refundable.

Does the credit card service fee also apply when I pay by a debit card?

You will not be charged a service fee if you do not pay with a credit card.

Is the credit card service fee applicable for infant and child tickets?

Yes.

What forms of payments are exempted from the credit card service fee?

All other non-credit card payment methods – for example, debit cards or PayPal, where accepted.

Why do we vary our fees by market?

Our fees are based largely on local market practices.

Fuel and Insurance Surcharges

Close All

Why is Singapore Airlines folding fuel and insurance surcharges into base airfares?

Since 2008, we have already been showing the full price payable, inclusive of taxes and surcharges in our airfare advertising. The intention of removing fuel and insurance surcharges as a separate component and incorporating them into a single base airfare is to provide you with a more simplified fare structure. Taxes and charges levied by airport/government authorities will continue to be listed separately on your ticket.

From which date onwards will I no longer see a separate fuel and insurance surcharge component for my ticket purchases?

The folding in of fuel and insurance surcharges into the base airfares on Singapore Airlines flights will take place progressively from 28 March 2017.

How will I know if fuel and insurance surcharges are still charged as a separate component in my Singapore Airlines ticket?

Fuel and insurance surcharges are denoted by the “YQ” code, as reflected in the “Payment Details” section of your e-ticket.

Once the fuel and insurance surcharges have been incorporated into the base airfare, the e-ticket receipt will either:

- (i) Not include the “YQ” tax code under “Taxes”, OR
- (ii) “\$0.00” will be shown beside the “YQ” code

If you are purchasing your tickets via singaporeair.com or silkair.com, you will no longer see “Airline Insurance (YQAD)” and “Airline Fuel Surcharge (YQAC)” listed under the cost breakdown for airport and government taxes.

How does this folding-in affect the ticket prices that I will be paying?

There will be no immediate change to the total airfare payable as a direct consequence from the folding in of fuel and insurance surcharges into a single base airfare when you purchase your tickets with us. Taxes and charges levied by airport/government authorities will continue to be listed separately on your ticket. Any change to the all-in fares would be due solely to seasonal review in pricing, based on prevailing market supply and demand conditions, and fluctuation in currency exchange rates.

My travel itinerary involves flights on other airlines. Will I still be charged fuel and insurance surcharge?

If your travel itinerary involve other airlines' flights, fuel and insurance surcharges may still be applicable. The folding in of fuel and insurance surcharges into base airfares apply only for Singapore Airlines flights.

Will fuel and insurance surcharges apply on Singapore Airlines codeshare flights operated by other airlines?

For flights where Singapore Airlines is the marketing carrier, fuel and insurance surcharges may still be applicable.

Why am I still seeing fuel and insurance surcharge as a separate component on my e-ticket receipts?

It could be due to one of the following reasons:

- (i) Your travel itinerary include other airlines' flight numbers, where fuel and/or insurance surcharge may still be applicable depending on other airlines' policy; or
- (ii) Your ticket was partially flown/utilised and was re-issued, from an original ticket which had fuel and insurance surcharges ("YQ") listed as a separate component from the base airfare; or
- (iii) Your ticket was issued/re-issued before the cutover date.

Can I ask for a refund of the fuel and insurance surcharges that I have paid?

There is no change in the total airfare payable, as a result of the folding in of fuel and insurance surcharges in the base airfare. We do not refund the base airfare or the fuel surcharges separately from each other. If you would like to refund your entire ticket, it would be subjected to eligibility conditions and applicable fees.

The ticket I purchased has fuel and insurance surcharges listed as a separate component of the base airfare. If I need to make changes to my itinerary, will I still be charged fuel and insurance surcharges?

If you have not flown on any of the travel sectors on your ticket itinerary and would like to make changes to your itinerary, fuel and insurance surcharges will no longer reflect as a separate component of your air ticket. You will however see a higher base airfare on your new ticket as the surcharges are now folded in.

If you have travelled on at least one travel sector in your ticket itinerary, fuel and insurance surcharges will continue to reflect as a separate component and will not be folded into the base airfares for your new ticket.

What forms of payments are exempted from the credit card service fee?

All other non-credit card payment methods are exempted from the credit card service fee. For example, debit cards or PayPal, where accepted.

Mix KrisFlyer Miles and Cash

Close All

How does mixing KrisFlyer miles and cash work?

When you book on [singaporeair.com](#) and SingaporeAir Mobile app, you can use your KrisFlyer miles to offset part or all of the total to be paid on flights operated by Singapore Airlines. You can also use your KrisFlyer miles for selected ancillaries on flights operated by Singapore Airlines. After using your miles, the remainder of the grand total will have to be paid for using your credit/debit card. Physical cash payment is not accepted / supported.

If you book your ticket through travel agents or Singapore Airlines ticket offices or call centres, you will not have the option to mix your KrisFlyer miles and cash for payment.

Why should I choose to mix KrisFlyer miles and cash?

When you mix your KrisFlyer miles and cash to purchase tickets or selected ancillaries on [singaporeair.com](#), you can:

- pay less on your credit/debit card;
- start using your KrisFlyer miles earlier than before (you only need a minimum of 1000 KrisFlyer miles, depending on the conversion rate);
- have more avenues to use your KrisFlyer miles before they expire; and
- enjoy the flexibility of using your miles to pay for all or part of your fare and selected ancillaries on [singaporeair.com](#) for flights operated by Singapore Airlines.

Can I mix KrisFlyer miles and cash if I am not a KrisFlyer member?

No. Only KrisFlyer members can earn KrisFlyer miles, and use them to purchase tickets on Singapore Airlines on [singaporeair.com](#)

Not a KrisFlyer member? [Join now](#) and start earning miles with your next flight.

Can I use miles from another frequent flyer programme to offset my ticket fare on Singapore Airlines?

No. You can only use KrisFlyer miles to offset your ticket fare for Singapore Airlines flights.

Not a KrisFlyer member? [Join now](#) and start earning miles with your next flight.

What is the minimum number of KrisFlyer miles required?

A minimum of 1000 KrisFlyer miles is required before you can mix KrisFlyer miles and cash to purchase tickets and selected ancillaries. The exact amount of miles required may vary due to the conversion rate.

What if my seat selection costs less than 1000 KrisFlyer miles?

During the booking process, if your seat selection costs less than 1000 miles, the additional miles will be used to offset selected taxes and surcharges on your ticket.

If you're purchasing your seats in the "Manage Booking" section on [singaporeair.com](#), you will be able to use your miles to offset the total cost of the seats selected, provided the cost of the seats selected is above 1000 miles.

Is any type of fare excluded?

You cannot mix your KrisFlyer miles and cash to purchase:

- corporate fares
- group fares
- any fare that includes a flight segment that's not operated by Singapore Airlines. This includes codeshare, interline, and round-the-world itineraries.

Can I mix my KrisFlyer miles and cash to pay for the taxes and charges on my award ticket or flight upgrade?

No, you can't mix your KrisFlyer miles and cash for the taxes and charges associated with award tickets and flight upgrades.

Can I use my KrisFlyer miles to offset for any other service or product?

Yes, you can use your KrisFlyer miles to offset your selected ancillaries, such as advance seat selections for bookings made on [singaporeair.com](#) and via the SingaporeAir Mobile app, on flights operated on Singapore Airlines.

You can also use your miles on [KrisShop.com](#) and [KrisFlyerRooms.com](#).

Can I mix my KrisFlyer miles and cash for my family member's and/or friends' tickets and other ancillaries?

Yes, as long as the purchase of the tickets, fare difference top up or fees incurred due to changes made to the tickets are for yourself or for your redemption nominees. To find out how to add or change your redemption nominees, go to [Redeem miles](#)

I've purchased a Singapore Airlines ticket by mixing my KrisFlyer miles and cash. Can I use the ticket to fly on another airline?

No. Tickets partially or fully offset with KrisFlyer miles can only be used on flights operated by Singapore Airlines. They cannot be used for travel on any other airline.

Is mixing KrisFlyer miles and cash the same as redeeming miles for award tickets and flight upgrades?

No. When you choose to mix KrisFlyer miles and cash, you're using your miles as you would a credit/debit card, Masterpass™ or PayPal. This means you have a choice of any available seat on any available flight operated by Singapore Airlines, when you book on [singaporeair.com](#).

Can I continue to redeem my KrisFlyer miles for Saver and Advantage awards?

Yes, you can continue to redeem your KrisFlyer miles for Saver and Advantage awards as well as flight upgrades.

Can I use my KrisFlyer miles to pay for the associated taxes and charges on my Saver or Advantage award?

No, but we're working towards making this option available to you soon.

Is it better to redeem my KrisFlyer miles for an award ticket or flight upgrade, or to use them to pay for my airfare?

This depends on your travel needs. Fares vary due to seasonality, flight timings and ticket conditions, so the number of KrisFlyer miles required to purchase the fare also varies accordingly. In the same way, the number of miles required for redemption depends on the type of award you choose and accompanying ticket conditions. We advise you to make an informed comparison, before deciding on the best option for your travel needs.

Can I make changes to a ticket that has been purchased with KrisFlyer miles?

Yes you can, as long as the conditions of your selected fare allow for changes to be made to your flight or itinerary. Relevant fees may apply, and must be paid with your credit/debit card.

How can I make changes to a ticket that has been purchased with KrisFlyer miles?

You can make changes to your flight or itinerary on the [Manage Booking](#) page.

Can I get a refund for a ticket that has been purchased with KrisFlyer miles?

Yes you can, as long as the conditions of your selected fare allow for a cancellation. Relevant fees may apply, which will first be deducted from the amount you paid in miles and any outstanding shortfall deducted from the amount paid with credit/debit card.

You'll be refunded the total amount you've paid, excluding the relevant cancellation fees. Your refund will be applied to your credit/debit card, up to the amount that you had paid using the card. Any remaining amount will be refunded in KrisFlyer miles. The actual amount of miles refunded for transactions paid in a currency other than Singapore Dollars, may vary slightly upon refund confirmation due to currency fluctuations. Expired KrisFlyer miles will not be refunded.

If the KrisFlyer miles used to purchase my ticket have expired, will they be refunded?

No. Expired KrisFlyer miles can't be refunded to your KrisFlyer account. For your benefit, the miles with the latest expiry date will be refunded first.

Can I get a refund for ancillaries (e.g. seat selection or pre-purchased additional baggage allowance) that has been purchased with KrisFlyer miles?

No. Ancillaries are non-refundable and non-transferable, whether they were purchased with KrisFlyer miles or credit/debit card.

If I'd purchased my ticket with a credit/debit card and my ancillaries (e.g. seat selection or pre-purchased additional baggage allowance) with KrisFlyer miles, can I make changes to my ticket on singaporeair.com?

Yes, you can. However, if you change your flight, the ancillaries selected will be forfeited.

Will I earn KrisFlyer miles, Elite miles, and PPS Value if I mix KrisFlyer miles and cash for my:

(a) fare on Singapore Airlines for myself?

Yes, you can earn KrisFlyer and Elite miles on eligible fares across all classes of travel and PPS Value on eligible fares in Suites, First Class and Business Class. KrisFlyer miles, Elite miles and PPS Value will be earned in proportion to the amount (excluding taxes) that you have paid with your credit/debit card. If the full amount is paid with miles, you won't earn KrisFlyer miles, Elite miles and PPS Value.

(b) fare on Singapore Airlines for my redemption nominee(s) only?

No, you won't earn miles when you're not a passenger in the same booking. If your redemption nominee is a KrisFlyer or PPS Club member, he/she will earn KrisFlyer miles, Elite miles and PPS Value on eligible fares. KrisFlyer miles, Elite miles and PPS Value will be earned in proportion to the amount (excluding taxes) that you have paid with your credit/debit card.

(c) fare on Singapore Airlines for myself and my redemption nominee(s), with whom I'll be travelling?

Yes, you can earn KrisFlyer and Elite miles on your own eligible fare across all classes of travel and PPS Value on your own eligible fare in Suites, First Class and Business Class. KrisFlyer miles, Elite miles and PPS Value will be earned in proportion to the amount (excluding taxes) that you have paid with your credit/debit card.

To maximise the number of KrisFlyer miles, Elite miles and PPS Value you'll earn from the booking, the amount paid with KrisFlyer miles will firstly be allocated to taxes for all passengers. Any additional KrisFlyer miles will then be allocated to the fares and surcharges* in this order: passengers who are not KrisFlyer members, passengers who are

KrisFlyer members and lastly, yourself. Any remaining cost will then be paid by credit/debit card to earn KrisFlyer miles, Elite miles or PPS Value.

(d) Ancillaries purchased for Singapore Airlines flights for myself or my redemption nominee(s)?

No, you won't earn KrisFlyer miles, Elite miles or PPS Value on payment for ancillaries.

**Please note that fuel and insurance surcharges will be removed as a separate component and folded into the base airfare of the ticket price for Singapore Airlines flights progressively from 28 March 2017. Find out more [here](#).*

Can I credit the KrisFlyer miles earned to another frequent flyer programme?

No. When you use KrisFlyer miles to pay for your ticket on Singapore Airlines, the miles you earn can only be credited to your KrisFlyer account.

If I don't have enough KrisFlyer miles, can I purchase miles to pay for my fare?

No. You can only purchase KrisFlyer miles if you don't have enough to redeem for an award ticket. Find out [how to purchase KrisFlyer miles for an award ticket](#).

How do I mix KrisFlyer miles and cash when I book on [singaporeair.com](#)?

Find out how you can mix KrisFlyer miles and cash when booking your next trip on [singaporeair.com](#).

In-flight connectivity

Close All

When can I begin using the in-flight Wi-Fi service?

In-flight Wi-Fi service is available when the aircraft has reached cruising altitude, which is above 10,000 feet (approximately 15 minutes after take-off, and up to 15 minutes prior to arrival).

Why is the in-flight Wi-Fi service unavailable?

The in-flight Wi-Fi may be unavailable due to:

- weather conditions,
- aircraft may not have reached cruising altitude (e.g. above 10,000 feet),
- aircraft may be flying over a country that has not authorised this service,
- onboard system may be experiencing technical difficulties,
- aircraft may be flying over region with no connectivity (e.g. polar region).

Will I be informed if the in-flight Wi-Fi is not working on a flight that should have connectivity?

There could be a possibility that the aircraft is undergoing an equipment upgrade, and in-flight Wi-Fi may not be available. An announcement will be made if Wi-Fi is not available for the flight.

What happens if my aircraft is changed at the last moment?

All Singapore Airlines aircrafts are equipped with Wi-Fi connectivity except for the Boeing 737-800NGs.

Is my in-flight Wi-Fi experience secured?

For a safe browsing experience, customers are advised to use HTTPS secured websites, and to be aware of any browser warnings or phishing links.

Is my in-flight Wi-Fi speed and experience different if I were in Suites, First Class, or Business Class?

In-flight Wi-Fi speed is the same across all cabins. The Wi-Fi speed is dependent on a few factors such as weather conditions, territorial regulations, satellite coverage, number of concurrent users as well as the type of activity performed on the device.

How can I optimise my Wi-Fi usage?

- Enable low data/power mode.
- Avoid bandwidth-intensive activities such as gaming and transferring sizable files. Streaming of videos is not supported.
- Disable media auto-download.
- Disable software/app update, cloud backups, and background app refresh.
- For a safe browsing experience, customers are advised to use HTTPS secured websites, and to be aware of any browser warnings or phishing links.

Can I make or receive calls during the flight?

Voice calls are not supported, and this includes voice calls using internet protocol such as WhatsApp call, Messenger call, etc.

Can I stream content on my device?

In-flight Wi-Fi does not support streaming. Apps such as Disney+ / Netflix / Viu / Hulu / YouTube, etc. will not function while using the Wi-Fi.

Is in-flight Wi-Fi available anytime during my flight?

In-flight Wi-Fi is available when the aircraft reaches cruising altitude, which is above 10,000 feet (approximately 15 minutes after take-off and up to 15 minutes before arrival).

Connect to the KrisWorld network to get Wi-Fi on your device. You can refer to the in-flight Wi-Fi card that can be found in the seatback pocket for details.

Can I purchase in-flight Wi-Fi before my flight?

Wi-Fi plans can be purchased once Inflight Wi-Fi is available. Connectivity is available when the aircraft has reached cruising altitude, which is above 10,000 feet (approximately 15 minutes after take-off, and up to 15 minutes prior to arrival).

Connect to the KrisWorld network to get Wi-Fi on your device. You can refer to the in-flight Wi-Fi card that can be found in the seatback pocket for details.

Is in-flight Wi-Fi refundable?

This service is non-refundable once purchased. Refund requests are subject to review.

Please email the respective service providers if you face an issue with the purchased Wi-Fi plan.

- SITAONAIR: cs@sita.aero
- Panasonic: SIA.CustomerCare@Panasonic.aero

Can I pause my purchased Wi-Fi plan?

Time-based plans cannot be paused.

What do I do if I have issues with my paid Wi-Fi plans?

Please email the respective service providers if you face an issue with the purchased Wi-Fi plan.

- SITAONAIR: cs@sita.aero
- Panasonic: SIA.CustomerCare@Panasonic.aero

How many devices can connect to in-flight Wi-Fi plan at one time? (For both complimentary and/or paid Wi-Fi plans)

Suites/First Class, and Business Class passengers, as well as PPS Club and supplementary cardholders may connect up to 3 devices concurrently with your unlimited complimentary in-flight Wi-Fi plan*. To connect your fourth device, you can transfer your Wi-Fi session by entering the same details used to connect to Wi-Fi on your previous devices. For KrisFlyer members in Premium Economy Class and Economy Class, only one device may be connected at a time on the unlimited complimentary plan. You may switch devices or purchase a separate in-flight Wi-Fi plan to use multiple devices concurrently. This feature is not applicable to paid Wi-Fi plans and Wi-Fi voucher code. *limited to selected aircraft types only.

When can I begin using the mobile network service?

Mobile network service is available any time, except when the ‘Switch off phone’ cabin signs are illuminated. When these signs are illuminated, your mobile phone must be switched off or set to ‘Flight mode’.

Why can't I connect to the mobile network service?

To use this service, your mobile phone must be compatible with GSM and the roaming function must be enabled on your device. In addition, your mobile service provider must have a roaming agreement with our connectivity service provider, OnAir or Panasonic/Aeromobile.

Safety regulations

Close All

Is smoking permitted onboard the flight?

No. Smoking (including the use of e-cigarettes) is strictly prohibited on all Singapore-registered aircraft. It is a criminal offence under Singapore law, and a person may be subject to a fine, imprisonment, or both if convicted. Passengers who are caught smoking or using e-cigarettes on Singapore Airlines' flights will be issued a Banning Notice and refused carriage on future flights with the Singapore Airlines Group.

Can I carry a vape device with me onboard?

E-cigarettes, personal vapourisers “vapes” or electronic nicotine delivery systems are only allowed in carry-on baggage where permitted by the applicable local laws.

In Singapore, the purchasing, using or owning an electronic vapouriser will result in fines of up to \$2,000 per offence. Please see [here](#) for more information.

Can I use my power bank on board?

The charging of power banks via the onboard USB ports, as well as using power banks to charge personal devices, are prohibited throughout the duration of the flight.

Can I bring power banks on board?

Power banks must be carried in cabin baggage on all SIA flights and are not permitted in checked baggage. Customers may bring power banks with a capacity of up to 100Wh without special approval, while those between 100Wh and 160Wh require airline approval.

Travelling with Young Children

[Close All](#)

Is the stroller counted as part of the free baggage allowance?

Infants are entitled to up to 10kg (Weight Concept) or 1 piece of baggage up to 23kg/32kg (Piece Concept) of free checked baggage allowance on SIA flights, depending on the itinerary and class of travel. You can check in a fully collapsible stroller and car seat, in addition to the free checked baggage allowance on SIA flights.

If you are bringing a stroller on board the cabin, it will count towards your cabin baggage allowance.

Can I bring my stroller into the cabin?

You can carry a compact, foldable lightweight stroller on board the cabin if it meets the requirements below. However, unlike checked baggage allowance, the stroller will be regarded as one piece of cabin baggage, and will count towards your cabin baggage allowance.

- Less than 7kg, and sum of length, width and height should not exceed 115cm.
- Must be able to be stored in the cabin overhead compartment
- Must be properly packed in a suitable bag prior to boarding, remain closed and unused in the aircraft cabin throughout the flight.

Singapore Airlines reserves the right to reject strollers that are not appropriately packed. If your stroller does not meet the requirements or if there is no space in the cabin, it will be

gate-tagged. Please check with the ground staff on the location to retrieve your stroller upon arrival.

I checked in my stroller. Where do I collect it at the arrival airport?

If you check in your stroller at the counter, it will be available for pickup at the baggage belt.

If you are a passenger with connecting flights:

- Please confirm if your stroller is checked through to your final destination at the check-in counter
- Please retrieve your stroller upon arrival at the aerobridge during transit if it was gate-tagged

Please check with the ground staff upon arrival if you require any assistance

Please note that retrieval at the aerobridge is not available for [selected destinations](#)

What happens if I did not collect my stroller at the arrival airport?

We will make an effort to contact you to collect your stroller. Alternatively, please [contact us](#) as soon as possible to arrange for collection.

Unaccompanied minors

Close All

What is the unaccompanied minor service?

The unaccompanied minor service is our way of ensuring that young passengers travelling without an adult have a safe and comfortable journey from check-in to their final destination.

The service is mandatory for children aged 5 to under-12 years, and optional for those aged 12 to under-18 years, as long as they're not travelling with an adult (18 years or older) on the same flight and class of travel. For children aged 12 to under-18 years, additional charges may apply for the service. Children under 5 years of age are not

allowed to travel as an unaccompanied minor without prior approval from us and the relevant authorities.

If a child is travelling on a connecting flight operated by one of our Star Alliance or other partner airlines, please contact the respective airline to learn about their policies and make the necessary arrangements.

How do I request for the unaccompanied minor service?

The unaccompanied minor service is not available for flights booked on our website. Please complete the [Unaccompanied Minors Handling form](#), and either [contact Singapore Airlines](#) or your travel agent to make the booking. For children aged 12 to under-18 years, additional charges may apply for the service.

How can I opt out of the unaccompanied minor service?

If your child is from 12 to under-18 years of age, you can choose not to opt for this service. Once you've booked your child's flight(s) with us, simply complete the [Unaccompanied Minors Waiver form](#) and [contact Singapore Airlines](#) to inform us of your choice.

What information should I provide when I book a flight for my child?

Booking a flight for your child as an unaccompanied minor is the same as booking a flight for yourself, with some additional personal information required from you.

Simply inform us of your child's age, as well as the names, addresses and contact numbers of yourself and the guardian who will be accompanying the child either at the point of departure or arrival. You may do so by [contacting Singapore Airlines](#).

You should also highlight any special requirements your child may have - for instance, with meals. However, if your child is below 8 years of age, we'll order his/her meals on your behalf.

What documents should I provide for my child?

Your child must have an individual passport with at least six months validity. If required, he/she must also have a valid visa to enter the destination country and a re-entry permit to return to his/her home country. Your child must also have had all the required inoculations and medical check-ups, with the relevant paperwork as proof.

How will my child be assisted at check-in?

Our ground staff will meet your child at the check-in counter and assist him/her through the process. You or the guardian who is accompanying your child should remain at the airport until the flight departs.

Once the flight takes off, we'll inform you or your child's guardian (at your child's destination) of the flight's estimated arrival time. If your child is transferring to another Singapore Airlines flight in Singapore, you or your child's guardian will receive a text message once your child has boarded the second Singapore Airlines flight.

How will my child be assisted through immigration procedures?

At departure and arrival, your child will have priority through the immigration, security, boarding, baggage collection and customs clearance lines. Our staff will also assist your child in completing any forms required by immigration and customs of the destination city/country.

How will you ensure my child's comfort during the journey on board?

Our cabin crew will check on your child frequently, to ensure that he/she has everything he/she needs for a safe and comfortable journey. They will also provide games, puzzles and gifts for your child to enjoy.

What if my child feels unwell during the journey?

We'll do everything we can to ensure that your child promptly receives the medical attention he/she needs. All our ground staff and cabin crew are trained to provide first aid. If necessary, we'll also page for a doctor and/or take your child to the nearest hospital. We'll call you and/or your child's guardian both at the point of departure as well as arrival, and keep you informed of your child's progress. Once your child is well again we'll take care of all the arrangements required for his/her onward journey.

How does my child collect his/her baggage on arrival?

Your child's bags will have special tags for quick and easy collection by our ground staff. We'll help your child with his/her bags through customs, until he/she meets you or his/her guardian at the airport.

What if my child has to spend the night to catch a connecting flight the next day?

If your child needs to stay overnight to catch a connecting flight, we'll assist with the immigration procedures and ensure that your child's needs are taken care of throughout the transfer.

Please note that the connection times must not exceed 24 hours, and overnight stays are only permitted at Singapore Changi Airport. Staying overnight at any other airport is not allowed.

For their comfort and well-being, we strongly encourage booking a room at the airport hotel.

What if the flight is delayed or cancelled?

We'll keep you informed of any flight disruptions or changes to the flight schedule. We'll also make arrangements for your child to telephone you, at our expense. If the disruption or change in flight schedule results in your child having to stay overnight, we'll assist him/her through the immigration procedures and take care of accommodation and meals at a partner hotel. One of our staff or an appropriate representative will accompany your child throughout his/her stay.

How will I know my child has arrived at his/her destination?

We'll call you and/or your child's guardian both at the point of departure as well as arrival. You'll know the expected time of the flight's arrival, and are required to make arrangements for your child's transportation from the airport. Our ground staff will accompany your child until he/she meets you or his/her guardian at the airport.

Student

Close All

How do I become a verified student?

If you are under 16 years old, you will not be able to verify your student status online.

If you are a student under 16 with documentary proof, you may contact [Singapore](#)

[Airlines](#) to purchase student tickets

Who conducts this student verification?

This verification is conducted by a third-party service, SheerID, on behalf of Singapore Airlines.

Your information will be used by SheerID to verify that you are a student. [Click here to view SheerID FAQs](#)

In what countries / regions is the student verification service available?

You can verify your student status online if your educational institution is in the countries or regions listed [here](#).

If the country/region of your educational institution is not listed above, you will not be able to verify yourself as a student. If you would like for your institution to be included, you may submit a request [here](#). We are constantly reviewing the list of countries/regions that we can expand to include, please check back periodically for more updates.

My school is not on the list. What do I do?

To ensure that you are not missing your school in the list, type out the full name of your school. If your school is not on the list, then you are not eligible for student verification on our website at this point in time. You may wish to submit a request through the [school request form](#)

Online verification is only available for tertiary institutions, i.e. post-secondary colleges, universities. Non-tertiary institutions such as secondary schools and boarding schools will not be verifiable through our online portal.

If you are unable to be verified through our website, you can still purchase student fares by contacting [Singapore Airlines](#) if you have the necessary documentary proof of your student status.

What proof of enrolment do I need to provide for student verification?

You can provide up to three school-issued documents that clearly show the following details:

- Your first name
- Your last name

- Name of your educational institution
- A date that shows you are enrolled for the current term, or an issue date that's no older than 3 months.

Examples of some acceptable documents include student ID card, offer letter, enrolment letter, tuition receipt, or transcript. Do redact any sensitive information on the documents before uploading them.

Why can't I upload my supporting documents for student verification?

If you are having trouble uploading, please make sure that the total file size of all your documents is less than 10MB, and you have attached a maximum of 3 documents.

How will I be notified of my student verification status?

An email notification will be sent to you when your student status is successfully verified. You may also receive notification emails requesting you to upload supporting documents for further verification. It may take up to 48 hours to receive this email notification. During this time, please refrain from re-verifying yourself as this may result in verification errors.

I have just uploaded my supporting documents for student verification. When will I hear back with results of my request?

Documents are reviewed in the order received. You will be contacted via email within the next 48 hours with additional details regarding your verification request.

Why did my student verification fail?

Verification may have failed because the document submitted does not meet our requirements. Do ensure that your document was issued less than three months ago, clearly states your first name, last name, name of your educational institution—and matches what you've entered in the student verification form.

If the uploaded document meets the requirements above but you are unable to get verified, please contact [SheerID Help Centre](#).

How much savings can I enjoy on my air ticket as a student?

You will be able to enjoy 10% off round trip fares* on all Economy fare types or Premium Economy Class Lite or Standard fare types when you purchase your tickets online. Oneway fares will be priced at 45% off regular round trip fares for the above fare types*.

**Student discounts are not applicable on promotional fares.*

What flights can I book to get student discounts?

Student discounts are applicable to all flights operated by Singapore Airlines and partner airlines if the e-ticket was issued by SIA. This means booking directly with us on our website, mobile app, or through our reservations and ticketing offices. E-tickets issued by SIA will start with '618'.

What additional benefits will I enjoy with my student ticket?

Additionally, you will enjoy:

1. Baggage allowance of 50kg (for Business Class) or 40kg (for Economy Class and Premium Economy Class). Students flying to and from the United States or Canada can check in a total of 3 pieces of baggage, each weighing up to 32kg (for Business Class) or 23kg (for Economy Class and Premium Economy Class).
2. One-time change fee waiver for the first change made to your booking. (Please note that this only covers the waiver of the change fee penalty. Any fare difference resulting from this change remains chargeable.)
3. 12-month validity on your ticket

What kind of flights will my student benefits apply?

Students benefits such as free booking change and extra free baggage allowance will apply if the following conditions are met:

- You bought a student privilege ticket
- Your e-ticket was issued by Singapore Airlines
- Singapore Airlines is the marketing airline of your itinerary. This is seen in the flight number prefixed by "SQ" (e.g. SQ 322 and SQ 2008)

For flights with their own flight code (without SQ in front of the number), free baggage allowance will be determined by the partner airline. Passengers may refer to their e-ticket to find their baggage allowance for each sector.

I am logged in and verified and tried to search for student fares but unable to find any. Why?

Student fares are only accessible via the [Student Privileges](#) page. Please ensure that you are searching for student fares through this page.

If you are still unable to find student fares from the Student Privileges page, it may be because there are no flights and/or seats available for the route(s) you have selected.

I've purchased a normal ticket prior to being verified as a student, will I still be able to enjoy student privileges?

Student privileges are not accorded if a regular commercial ticket is purchased. Should you wish to make any changes to your purchased ticket, you may contact our customer service agent for assistance.

Am I able to manage my student booking online?

You will be able to manage your student booking via [Manage Booking](#).

However, please note that you will not be able to make changes to your destination online. Please contact [Singapore Airlines](#) if you wish to do so.

Can I verify my Working Holiday/Work Holiday visa online?

The verification of Working Holiday/Work Holiday visa is currently not available online. If you possess a valid Working Holiday/Work Holiday visa, you may purchase your ticket via our SIA ticket offices or appointed agents. We are working with our partner to enable online verification of these visas.

How do I book a multi-city itinerary?

To enjoy your student privileges, multi-city itineraries cannot be booked online and can only be purchased by contacting [Singapore Airlines](#).

Can I use student fares when redeeming miles?

Student fares and other student benefits are not available for redemption bookings.

Registered Customer

[Close All](#)

Who's eligible to enrol as a Registered Customer?

Anyone who's 16 years old or above, and who isn't already an existing KrisFlyer member, can [enrol as a Registered Customer](#).

How do I enrol as a Registered Customer?

Enrolling as a Registered Customer is easy: either sign up with one of your social media accounts or [register a new account with us](#).

How do I log into my Registered Customer account?

To log in, simply enter the email address and password that's associated with your Registered Customer account. If you've signed up with a social media account, you can also log in with that social media account.

Do I need to pay an enrolment fee as a Registered Customer?

No, you don't have to pay any fees to enrol as a Registered Customer. [Join now](#).

Do I have to live in Singapore to enrol as a Registered Customer?

No, everyone is welcome to join us as a Registered Customer. [Join now](#).

Will I receive a Registered Customer card?

No, Registered Customers won't receive a card. Unlike KrisFlyer, the Registered Customer account is not a frequent flyer programme.

What are the differences between KrisFlyer membership and a Registered Customer account?

KrisFlyer is Singapore Airlines' frequent flyer programme. As a KrisFlyer member, you'll earn miles when you fly with us, and when you spend with our many on-ground partners. You'll then be able to redeem your miles for upgrades, flights, and many other rewards.

A Registered Customer account is an online-only account that's designed to make booking and managing flights on singaporeair.com easier and quicker. As a Registered Customer, you won't earn miles on flights.

Will my Registered Customer account expire?

Your Registered Customer account will not expire.

If my Registered Customer account has expired, can I re-enrol as a new Registered Customer?

Yes, you can register as a new Registered Customer.

I've forgotten my Registered Customer password. Can I simply enrol as a new Registered Customer?

You can only have one Registered Customer account associated with your email address, so you won't be able to enrol as a new member. You'll need to have your password reset instead. At the login page, click on "Need Help Logging In?". You'll then be asked to enter your email address. A link to reset your password will be sent to you.

I haven't received a verification email for my Registered Customer account. What should I do?

If you haven't received a verification email after three hours following registration, log in with your email address and password. You'll then be asked to verify your email address, and an option to resend the verification email will appear.

What benefits will I enjoy as a Registered Customer?

As a Registered Customer, you'll enjoy an easier and quicker way to book flights on singaporeair.com. You won't have to fill in all your details again when booking a flight, since your personal details are saved in your account. You'll also be the first to receive the latest news, promotions and personalised offers from us and our partners should you subscribe to our newsletters.

In the near future, we'll be further enhancing the benefits and privileges that come with being a Registered Customer.

How do I unsubscribe from emails from Singapore Airlines?

Simply click on the unsubscribe link found at the bottom of the email that you no longer wish to receive. Alternatively, you can manage your subscriptions in the 'Personal details' page of your profile.

To give you greater flexibility, we offer several types of subscriptions. So unsubscribing from a category will ensure that you stop receiving emails from that particular category.

If I sign up as a Registered Customer, can I still become a KrisFlyer member?

Yes, your Registered Customer account will then be upgraded to a KrisFlyer membership account.

To become a KrisFlyer member, you'll first need to log in to your Registered Customer account, then select "Become a KrisFlyer member".

Once I've become a KrisFlyer member, what will happen to my Registered Customer account?

As you can only have one account with us, your Registered Customer account will no longer exist once you've become a KrisFlyer member.

Which social media accounts can I use to sign up as a Registered Customer?

In most countries, you can sign up as a Registered Customer through:

Google+, Facebook, and LinkedIn.

In certain countries, you can also sign up through other social media platforms such as Sina Weibo and WeChat in China.

I've created a Registered Customer account, but didn't link any social media accounts to it. Can I do so in the future?

Yes, you can. Simply sign up with your preferred social media account, and as long as the email address that's associated with it and your Registered Customer account is the same, both accounts will be automatically linked.

Alternatively, you can login to your profile and link or delink social media profiles in the 'Account Management' section.

I'm locked out of my Registered Customer account. What do I do?

If you've tried logging in several times and you're locked out of your Registered Customer account, wait 24 hours before trying again.

If you can't remember your password, click on "Need help logging in?" at the login page, and a link to reset your password will be sent to your email address.

I'm receiving SIA Registered Customer authentication emails from gigya-raas. Are they legitimate?

If you've received SIA Registered Customer authentication emails from gigya-raas after your registration, please note that they're legitimate emails.

Two-factor authentication (2FA)

[Close All](#)

What is Two-factor Authentication (2FA)?

2FA is a measure to enhance the security of your flight bookings and KrisFlyer account. A six-digit, time-sensitive, randomly generated passcode, also known as a One-Time Password (OTP), will be sent to your registered contact details to verify your identity. This will serve as an additional layer of verification to prevent any unauthorised person from accessing or making changes to your flight booking or KrisFlyer account.

For flight bookings, OTP is required to access passenger details, perform auto check in, change flights, or cancel flights.

For KrisFlyer members, an OTP is required for selected KrisFlyer transactions (e.g. when you access your KrisFlyer profile or make changes to your redemption group nominees).

As a default, the OTP will be sent to your registered mobile number to verify your identity. Should a mobile number not be available, the OTP will be sent to your registered email address.

Please ensure that the mobile number and email address indicated in your flight booking or KrisFlyer profile belongs to you, is up-to-date, and actively used.

Download the following [guide](#) for more details.

Why did SIA introduce 2FA?

2FA has been introduced as part of our ongoing efforts to enhance online security for our customers.

The following information is required for 2FA authentication:

Flight bookings:

- a. Booking reference number and last name
- b. One-Time Password (OTP) sent by Singapore Airlines.

KrisFlyer account:

- a. KrisFlyer membership number and account password
- b. One-Time Password (OTP) sent by Singapore Airlines.

When will 2FA be used?

For flight bookings, 2FA is optional. Once enabled, it will be applied when:

- Accessing passenger details in your booking
- Turning auto check-in on
- Changing date or time of your flight
- Cancelling your booking

If you did not enable 2FA, you can access passenger details, make changes to your booking or cancel it, without the need for OTP verification via SMS or email.

For KrisFlyer members, 2FA is applied when you perform selected KrisFlyer transactions online pertaining to your KrisFlyer account. These include:

- Accessing and editing your KrisFlyer Profile
- Adding / removing redemption group nominees in the booking
- Adding / linking new redemption partners to convert miles to other loyalty programs (For example, Fliggy, Shangri-La Circle, Velocity, Esso, and CapitaStar)
- Resetting your account password under “Need Help Logging In” in the KrisFlyer account login widget
- Conversion of KrisFlyer miles to partner points (For example, Fliggy, Shangri-La Circle, Velocity, Esso, CapitaStar, Link Rewards, Marriott Bonvoy, and The Club)
- Donation of KrisFlyer miles
- Logging in to your KrisFlyer account on partner websites such as FlyScoot.com, KrisShop.com, KrisFlyerRooms.com and Pelago.co
- Offsetting your carbon emissions on [The Singapore Airlines Group Carbon Offset Programme microsite](#)

How do I update my KrisFlyer contact details?

You can follow these steps to update your contact details:

1. Log in to your KrisFlyer account
2. Select the “Profile” tab*
3. Select the “Edit” button beside “Personal Details”

4. Your mobile number and email address can be edited under the “Contact Details” section
5. Select “Save”

*Please note that you will be prompted for 2FA under step 2.

Your mobile number should follow the international format which includes the plus sign (+) and the country code. Please see examples shown in the table below. Members should omit the extra ‘0’ used when making domestic calls where applicable.

What should I do if my mobile number and/or email address are not updated in my KrisFlyer profile after 2FA implementation?

If your mobile number is not updated, request to receive your OTP via email in order to access your KrisFlyer profile. If both your mobile number and email address are not updated, contact [KrisFlyer Membership Services](#) to update your contact details.

Can I use or share a common mobile number or email address for my KrisFlyer profile to receive the OTP?

We strongly encourage you to maintain individual mobile number and unique email address for your KrisFlyer account since key notifications and sensitive information pertaining to your account are sent to the mobile number and/or email address recorded in your KrisFlyer profile.

Must I provide my mobile number to create a KrisFlyer account? Is email address sufficient? What if I don't have a mobile number?

Mobile number is mandatory for your KrisFlyer account as it is a more secure method to receive an OTP. In scenarios where you are unable to access your mobile phone or receive an OTP by SMS, you may request to receive the OTP via email.

If you do not include a mobile number in your KrisFlyer profile when 2FA is enabled, you may receive your OTP via email, after which you can update your mobile number before logging out.

Will my KrisFlyer account be locked if I enter the OTP wrongly?

No, your KrisFlyer account will not be locked. However, you will not be able to perform certain transactions. KrisFlyer accounts will be locked at login only if the wrong KrisFlyer account number and/or account password is entered after consecutive tries.

Can I use the OTP service overseas?

As the OTP is sent by default to your mobile number registered in your KrisFlyer profile, please ensure that your mobile operator is on the GSM network and provides SMS service. Please contact your mobile service operator for further details on receiving SMS sent from Singapore whilst overseas.

For flight bookings, you can choose whether to send the OTP via mobile phone or email.

What if my overseas mobile service operator or the country I am in does not support GSM network or SMS technology? What happens if I'm overseas with no access to data roaming?

You are encouraged to make booking changes and KrisFlyer transactions before leaving for your trip.

In cases where you are unable to access your mobile phone or receive an OTP via SMS or experience a lag in receiving SMS, you may request to receive the OTP via email instead.

How long do I have to wait before an OTP is sent to me?

An OTP is typically sent to your registered mobile number within seconds. If you are experiencing a delay in receiving your OTP, it could be due to a weak mobile connection.

I requested for OTP by SMS but did not receive it. What should I do?

If you did not receive your OTP within two minutes, select “Resend OTP” to request for a new OTP. Note that there may be a delay in receiving the OTP via SMS if there’s a weak mobile connection.

Alternatively, you can request for the OTP to be sent via email.

If you are a KrisFlyer member, please verify that the mobile number in your KrisFlyer profile is updated.

I did not receive my OTP after multiple tries despite having the correct mobile number and email address in my records. What should I do?

There may be a delay in receiving the OTP via SMS in cases where the mobile connection is weak. If you requested the OTP via email, check the spam folder in your email account

for the OTP email.

For urgent requests pertaining to upcoming flights, [contact Singapore Airlines](#).

KrisFlyer members can approach [KrisFlyer Membership Services](#) for assistance with their flights. Verify the mobile number and email address registered in your KrisFlyer profile with our staff.

I received an OTP but did not request for it.

Please [contact Singapore Airlines](#) if you received an OTP but did not request for it. If you are a KrisFlyer member, contact [KrisFlyer Membership Services](#) for assistance.

The system indicates the OTP has expired. What should I do?

Select “Resend OTP” to request for a new OTP. Ensure that you enter the latest OTP sent to you within 3 minutes before it expires.

What happens if the OTP I entered is incorrect?

Verify that you have entered the correct OTP sent to you via SMS or email.

You will only be required to enter the last 6 digits of the OTP, without the 4-letter alpha prefix. Please check that the 4-letter alpha prefix in the OTP sent to you corresponds with the one shown in the 2FA OTP prompt window.

If your OTP is still incorrect after several tries, select “Resend OTP” to generate a new OTP.

Will I be charged for the OTP service?

This service is currently offered free of charge, but you may incur standard SMS charges from your mobile operators for receiving an SMS.

I do not see the 2FA screen to enter my OTP despite receiving the OTP SMS/email. What should I do?

Please clear cache on your web browser and try again.

How do I enable 2FA for my flight bookings?

You will be prompted to enable 2FA on the passenger details page when you make a flight booking.



Enable two-factor authentication

A One-Time Password (OTP) will be required for additional verification when you access passes or cancel it.

Who will receive the OTP when I want to make changes to my flight date and time?

If you are a solo traveller, the OTP will be sent to the contact details (email address and / or mobile number) entered in your flight booking.

If you are travelling with a group of friends or family, any one of the passengers will be able to get the OTP, as long as their contact details are included in the booking. You will be given a choice as to who would receive the OTP.

Is 2FA compulsory?

For flight bookings, 2FA is optional. You can choose to enable it or disable it when you are making a flight booking.

2FA is mandatory when you perform identified KrisFlyer transactions online pertaining to your KrisFlyer account. This includes accessing and editing your KrisFlyer profile, adding redemption group nominees, converting KrisFlyer miles to partner points, and more.

For flight bookings, can I turn off 2FA after flight booking confirmation?

You are unable to turn off 2FA after you have confirmed your flight booking. It is recommended that you enable or disable it before you proceed to the next page in your booking.

For KrisFlyer members, note that once you have enabled 2FA for flight bookings via your KrisFlyer profile and have confirmed a flight booking, 2FA cannot be turned off for this booking. Any change to your 2FA settings will only apply to subsequent new flight bookings.

For KrisFlyer accounts, can I turn off 2FA?

You are not able to turn off 2FA for your KrisFlyer accounts. This ensures security of your account when making KrisFlyer transactions.

How do I update my contact details or add another person's contact details so that they can perform 2FA for my flight booking?

You can update your contact details or add another passenger's contact details in [Manage Booking](#). Do note that this action requires OTP verification to access and make changes to passenger details. We recommend that you only register contact details of travellers in your booking only.

I am making a flight booking for my redemption nominee who is not a KrisFlyer member. If I have enabled 2FA on my KrisFlyer profile, will his booking also have 2FA enabled?

Yes, if the principal KrisFlyer member has enabled 2FA, any booking made for a redemption nominee who is not a KrisFlyer member will also have 2FA enabled.

I have not enabled 2FA on my KrisFlyer profile. However, when booking a flight, I was told the booking will require 2FA. Why is this so?

This is because one or more passengers in your booking have enabled 2FA in their KrisFlyer profile.

For bookings where there is more than one traveller, 2FA will be enabled for all passengers if at least one traveller has chosen to enable 2FA. This strengthens the security of your booking from unauthorised changes.

How do I change 2FA settings for flight bookings on my KrisFlyer profile?

Set your 2FA setting preference by logging into your KrisFlyer profile. From there, navigate to 'Profile' section, and select '[Security](#)'.

Note that your 2FA preference setting will apply to subsequent new bookings.

I have disabled 2FA on my KrisFlyer profile. Why am I still being prompted for 2FA verification for my flight booking?

Please note that if you choose to disable 2FA, this will only apply for subsequent new bookings. 2FA will still be applied to existing bookings made before this feature was disabled.

I have booked my flight through a travel agent. Does 2FA apply to my booking?

Yes, your flight booking will be secured with 2FA if you had enabled it on your KrisFlyer profile and shared your KrisFlyer details with your travel agent.

Would I need to perform 2FA if I want to turn on auto check-in for my booking?

Yes, you will need to perform 2FA if you had enabled 2FA during booking or in your KrisFlyer profile.

This is because personal information is involved and thus requires additional verification.

You would not need to perform 2FA if you did not enable 2FA for your booking when making the booking or via your KrisFlyer profile security settings.

I updated my contact details during check-in. Why is the OTP still sent to my old contact details?

For additional security, OTP will still be sent to the original contact details given at the time of booking when you want to access passenger details, perform auto check-in, change booking, or cancel it.

Flight updates will be sent to the updated contact details during check-in.

I made a booking through a travel agent. How can I secure my booking with 2FA?

You can secure your bookings with 2FA by enabling it via your KrisFlyer profile security settings.

When making a booking through a travel agent, please give your agent your KrisFlyer membership number. This ensures that your booking will be secured with 2FA and OTP can be sent to your contact details in your KrisFlyer profile.

I had enabled 2FA for my bookings on my KrisFlyer profile security settings. If I make a booking through a travel agent, will it be secured with 2FA?

Yes, your booking will be secured with 2FA if you have enabled it in your KrisFlyer profile before making the booking, and shared your KrisFlyer membership number.

The OTP will be sent to the contact details given at the time of booking and what is registered in your KrisFlyer profile.

If I made a booking through a travel agent, where will the OTP be sent to?

If you had enabled 2FA for flight bookings on your KrisFlyer profile, your booking will be secured with 2FA.

OTP will be sent to the contact details given at the time of booking and what is registered in your KrisFlyer profile. You can select which contact to send the OTP to.

Note that 2FA will only be applied when you want to access passenger details, perform auto check-in, change booking, or cancel it.

KrisFlyer contact details verification

Close All

Why do I need to verify my KrisFlyer account contact details?

As your KrisFlyer account contact details are used to verify transactions, keep your KrisFlyer account secure, and receive important updates, it is important to ensure that both your mobile number and email address are up to date.

What contact details do I need to verify?

You need to verify your mobile number and email address.

What happens if I don't verify my contact details?

If your email address is incorrect, your information may be exposed to another recipient. If your email address is correct yet unverified, you will not be able to receive certain KrisFlyer-related emails, such as KrisFlyer account statements. You will only be able to receive booking-related emails (e.g. booking confirmation) and other essential updates.

If both your mobile number and email address are not verified, you may be unable to proceed with flight bookings, including redemption bookings.

How do I verify my contact details?

You may verify your contact details on singaporeair.com.

1. Log in to your KrisFlyer account on singaporeair.com

2. Go to "Account Summary"
3. You will be prompted by a banner to verify your contact details and are required to enter a One-Time Password (OTP) sent to your mobile number or email address
4. When the OTP is successfully entered, your contact will be considered verified

Both your mobile number and email address need to be verified.

If you require assistance, please contact [KrisFlyer Membership Services](#) to update your contact information.

I had entered my contact details previously, why is it not verified?

Your contact details may be unverified despite being updated previously because the verification process was not completed. Ensure that your contact details are verified via OTP.

Will I need to verify my contact details again in the future?

No, as long as your contact details remain the same. Keep your contact details up to date to continue receiving alerts on your account activity. Your email address should also be unique and not shared with others.

KrisFlyer account login

[Close All](#)

How do I log in to my KrisFlyer account using my email address?

To log in using your email address, ensure that the email address registered with your KrisFlyer account is up to date, and is not shared with another KrisFlyer account. No prior indication of login preference is necessary.

To check or update your email address,

1. Log in to your KrisFlyer account
2. Go to "Profile" > "Personal details"

3. View or edit your email address

What should I do if my KrisFlyer account and my family member's KrisFlyer account share the same registered email address?

To log in using your email address, KrisFlyer accounts that share a common email address will be required to update the email addresses such that each account has its own unique email address. Alternatively, you may continue to use your 10-digit KrisFlyer membership number to log in.

Can I use my KrisFlyer membership number to log in?

Yes, you can use your 10-digit KrisFlyer membership number to log in to your KrisFlyer account.

Why did Singapore Airlines switch from numeric PIN to password for KrisFlyer login?

Singapore Airlines is committed to providing our customers with a high level of online security when they visit and transact on singaporeair.com. The change from a numeric PIN to a password was introduced as part of our ongoing efforts to enhance online security for the benefit of our members.

To log in to your KrisFlyer account on FlyScoot.com or the Scoot Mobile App, use the "Reset password" link here to change your numeric PIN to a password.

Two-factor authentication (2FA) will be triggered to enhance the security of your KrisFlyer account. If the mobile number or email address registered with your KrisFlyer account is not up to date, please contact [KrisFlyer Membership Services](#) to update your contact information.

What is the password requirement?

The password must contain 8 to 16 alphanumeric characters and include a combination of:

- Numbers (0-9)
- Uppercase and lowercase letters (A-Z and a-z)

Why do I need to ensure that the mobile number and email address in my KrisFlyer account are up to date?

As we will send you a two-factor authentication (2FA) SMS / email to your registered mobile number or email address to enhance the security of your KrisFlyer account, please ensure that the mobile number and email address in your KrisFlyer account are up to date.

How do I update the mobile number and email address in my KrisFlyer account?

1. Log in to your KrisFlyer account
2. Go to "Profile" > "Personal details"
3. Update your mobile number and email address

How do I create a password if I have not yet set up my login credentials?

1. Go to singaporeair.com or the SingaporeAir mobile app and click on "Log in"
2. Click on "Reset password"
3. Enter the email address registered to your KrisFlyer account under "Reset your password"
4. A link to reset your password will be sent to you

Two-factor authentication (2FA) will be triggered to enhance the security of your KrisFlyer account. If the mobile number or email address registered with your KrisFlyer account is not up to date, please contact [KrisFlyer Membership Services](#) to update your contact information.

How can I update my password after it has been created?

1. Log in to your KrisFlyer account
2. Go to "Profile" > "Security"
3. Enter your current password and new password to update

I forgot my new password after I created it, what should I do?

1. Go to singaporeair.com or the SingaporeAir mobile app and click on “Log in”
2. Click on “Reset password”
3. Enter the email address registered to your KrisFlyer account under “Reset your password”
4. A link to reset your password will be sent to you

Two-factor authentication (2FA) will be triggered to enhance the security of your KrisFlyer account. If the mobile number or email address registered with your KrisFlyer account is not up to date, please contact [KrisFlyer Membership Services](#) to update your contact information.

I made several attempts to log in to my KrisFlyer account but was unsuccessful, what should I do?

If you tried logging in three times and were unsuccessful, your KrisFlyer account will be locked for security reasons. To unlock your account, you will need to reset your password.

To reset your password,

1. Go to singaporeair.com or the SingaporeAir mobile app and click on “Log in”
2. Click on “Reset password”
3. Enter the email address registered to your KrisFlyer account under “Reset your password”
4. A link to reset your password will be sent to you

Alternatively, you may contact [KrisFlyer Membership Services](#) for assistance or wait 24 hours before trying again.

Why am I not receiving emails from KrisFlyer / SingaporeAir?

You may need to update the email address registered with your KrisFlyer account.

To check or update your email address,

1. Log in to your KrisFlyer account

2. Go to "Profile" > "Personal details"

3. View or edit your email address

Both the mobile number and email address in my KrisFlyer account are not up to date. What should I do?

Please contact [KrisFlyer Membership Services](#) to update your mobile number and email address.

PPS Club

Close All

When I am upgraded from PPS Club to Solitaire PPS Club membership, will Reserve Value from my PPS Club membership remain in my account?

Yes, when you are upgraded from PPS Club to Solitaire PPS Club membership, Reserve Value from your PPS Club membership will remain in your account, with validity of 36 months.

How will I earn PPS Value?

When you fly in Singapore Airlines' Suites, First or Business Class, you earn PPS Value, which goes towards your PPS Club status.

PPS Value is based on your airfare and fuel surcharge*, but not airport taxes. It's calculated in Singapore dollars, so if you've bought your ticket in another currency, the airfare and fuel surcharge* portions are converted to Singapore dollars to determine your PPS Value.

Why are taxes and fees not included in the PPS Value I earn?

Airport taxes and other fees are paid directly to government agencies and not to us. Therefore, we're unable to credit PPS Value to you on these charges.

Will PPS Value be credited for itineraries that include flights operated by partner airlines?

No. PPS Value will only be credited for flights operated by Singapore Airlines and not for flights operated by our partner airlines. For instance, if you're flying from Singapore to Munich via Frankfurt, you'll receive PPS Value for the flight from Singapore to Frankfurt as you'll be flying on a Singapore Airlines aircraft. From Frankfurt to Munich, you'll fly on the aircraft of our partner airline, Lufthansa, so you won't earn PPS Value.

Will PPS Value be credited for codeshare flights?

Yes. If you fly in First or Business Class on a codeshare flight, you'll earn PPS Value if your journey's on a Singapore Airlines aircraft.

On some flights, why can't I get the seat indicated in my preferences?

Your seat preference is stored on your profile for your convenience, so that it can be pre-selected for you whenever you make a booking with us. However, seats are allocated on a first-come-first-served basis – so if your seat is no longer available when you make your booking, another seat will be given to you.

Can Reserve Value be extended?

No it cannot be extended. To maximise the validity of your Reserve Value, your membership will always be renewed using your Reserve Value before adding the PPS Value you've earned in your current membership year.

Do Solitaire PPS Club Supplementary cardholders have the same benefits as Solitaire PPS Club members?

No. Solitaire PPS Club Supplementary cardholders enjoy many, but not all, of the privileges of Solitaire PPS Club membership. To find out more about Solitaire PPS Club Supplementary cardholders privileges, click [here](#).

When it comes to earning of PPS Value as well as KrisFlyer and Elite miles, Solitaire PPS Club Supplementary cardholders will have them credited to the account that corresponds with their own membership status within the KrisFlyer or PPS Club programme.

Will a Solitaire PPS Club Supplementary cardholder also have Reserve Value?

Only PPS Club and Solitaire PPS Club members can have Reserve Value. If your Supplementary Solitaire PPS Club cardholder is also a PPS Club or Solitaire PPS Club member, the Reserve Value he/she has will be credited to his/her account.

Can Solitaire PPS Club Life members earn Reserve Value?

No, because they don't need Reserve Value. Solitaire PPS Club Life members can enjoy their status without having to renew their membership.

What if my PPS Club membership is not renewed?

If the Reserve Value you have, together with the PPS Value you earned by the end of your current membership year, is less than 25,000, your PPS Club membership will not be renewed. Please refer to the table below for more information.

If you have been a PPS Club member...	With less than 25,000 in PPS Value and Reserve Value at the end of current membership year
For more than a year	You will become a KrisFlyer Elite Gold member, regardless of the number of Elite miles you have
For only a year	You will become a KrisFlyer Elite Gold or KrisFlyer Elite Silver member

Why is the expiry date on my PPS Club membership card different from the membership expiry date stated when I log in online?

As a PPS Club member, your membership year lasts until the end of the 12th month from the date of your upgrade or renewal. For your convenience, your membership card is valid for an extra month after the end of your membership year so that you can continue to enjoy the benefits of your status as you wait for the delivery of your new membership card.

However, if your membership status is upgraded or not renewed, the benefits of the new tier will take effect from the start of your new membership year - and not after the expiry date on your membership card.

How can I claim missing PPS Value?

The same way you claim missing miles - [log in](#) and enter your full name, flight number and destination. You'll normally see your PPS Value between two and four weeks after your flight. If your missing PPS Value is still not there after 4 weeks, just [let us know](#).

How can I subscribe to PPS Club News?

It's easy. Just:

- [Log in](#) and click on Profile, then Preferences.
- Click on the 'Edit' button.
- Check the box against 'KrisFlyer electronic newsletter'.
- Click on the 'Save' button.

Who is eligible for the PPS Connect service?

All PPS Club members and Solitaire PPS Club supplementary cardholder worldwide will be able to enjoy the PPS Connect service.

What are the benefits of using this service?

Regardless of your location, you will be able to use the PPS Connect service number +6591848888 to contact us. When you are traveling, the callback will be an incoming call to you so you'll only bear the incoming call charges instead of outgoing ones.

How do I use this service?

Compose a text message in this format: PPS <space> <PPS Club membership number> and send it to +6591848888. An example of a completed text message would read "PPS 8012345678".

Upon receiving your request for a callback, we will send you an auto-acknowledgement text message and we will call you back as soon as possible.

For PPS Club members, you can also access PPS Connect service through the SingaporeAir Mobile app. This service is also available to supplementary cardholders as well.

Where do I locate the PPS Connect service function in the SingaporeAir mobile app?

Please click on the side menu of your SingaporeAir Mobile app and select ‘KrisFlyer’ from the drop-down list. You can access the PPS Connect service by clicking on the ‘Request a call back with PPS Connect’ button.

Can I use a mobile number that is not updated in my PPS Club membership profile?

No, the system will only accept callback requests from mobile numbers that are updated in your PPS Club membership profile.

Is this service extended to supplementary cardholders?

Yes, this service is also available to supplementary cardholders.

If I am unable to pick up my call or if I am engaged in another phone conversation, what will happen?

We will attempt to contact you a second time. If we are unsuccessful on both attempts to contact you, we will notify you via a text message. If this happens, please submit another callback request to us either via the SingaporeAir Mobile app or via a text message.

Will I be able to use this service in countries with non-GSM networks like Japan and Korea?

You will require a 3G mobile device to be able to use this service when in Japan or Korea.

Will I be able to contact Singapore Airlines by calling +6591848888 instead?

No, the PPS Connect service number +6591848888 can only receive text messages and not voice calls.

Can I use this service to speak to a non-English speaking agent?

Sorry, we currently only offer the PPS Connect service in English and we are not able to provide this service in other languages.

Can I submit a callback request from one number and receive the callback on another number?

The PPS Connect callback service is only available through the mobile number from which you have submitted the callback request.

I have been receiving auto-acknowledgement text messages for this service from numbers other than +6591848888. Why is this so?

In some countries such as China, India and the United States, auto-acknowledgement text messages cannot be sent from the PPS Connect number (+6591848888) due to local regulations.

However, PPS Club members will be able to identify the auto-acknowledgement text messages by the “PPSConnect:” preface at the beginning of the auto-acknowledgement text message.

There used to be a one-time registration link for this service but I cannot find the link anymore. Has something changed?

We have enhanced our system such that all PPS Club members are automatically eligible for PPS Connect service. You no longer have to complete a one-time registration to use this service.

I was a PPS Club member when I registered for the service. Will I continue to be eligible for PPS Connect service?

PPS Connect service is exclusively for PPS Club members and Solitaire PPS Club supplementary cardholders only.

How do I nominate a Solitaire PPS Club supplementary cardholder?

To nominate a Solitaire PPS Club supplementary cardholder, please [log in](#) to your KrisFlyer account and click on Profile, followed by Forms, to retrieve and fill up a copy of the application form.

PPS Changes

[Close All](#)

How will PPS Club members benefit from these changes?

PPS Club members will enjoy even more benefits and rewards for their travel.

Are PPS Rewards applicable to all PPS Club members? How do I qualify for PPS Rewards?

PPS Rewards are applicable to all PPS Club members, whose current annual spend (current PPS Value) meets the eligibility criteria. Please [click here](#) for information on the PPS Rewards and spend thresholds.

Can Solitaire PPS Club supplementary card holders earn PPS Rewards as well?

PPS Rewards are an exclusive benefit for PPS Club members. This does not apply to Solitaire PPS Club supplementary card holders.

Are PPS Rewards applicable to KrisFlyer Basic and KrisFlyer Elite members?

PPS Rewards are an exclusive benefit for PPS Club members. This is not available for KrisFlyer Basic and KrisFlyer Elite members.

Can I use my Reserve Value to earn PPS Rewards?

Reserve Value does not count towards your eligibility for PPS Rewards. PPS Rewards are awarded based on fresh spend (current PPS Value) in your current PPS Club membership year.

How can I track the PPS Rewards I have / am going to attain?

To track your PPS Rewards, please check the “PPS Rewards” tab under your Account Summary when you log in to your KrisFlyer account.

How do I use PPS Rewards? How do I apply a PPS Reward to my booking?

PPS Rewards may be used via the following channels:

- i. Self-service online at singaporeair.com.
 - PPS Club members may log-in to their KrisFlyer account on singaporeair.com for more information on how to apply their PPS Rewards to a flight booking. Simply select the “PPS Rewards” tab in your Account Summary on singaporeair.com.
 - Terms and conditions governing the use of PPS Rewards are available [here](#).
- ii. KrisFlyer Membership Services

Can PPS Rewards be used for bookings for my supplementary card holder or redemption nominees?

The 50,000 KrisFlyer Miles Redemption Discount, Standby Upgrade and Advance Upgrade Rewards may be used for bookings your redemption nominees as well as your Solitaire PPS Club supplementary card holder, if he/she is a redemption nominee.

The Double Miles Accrual Reward, however, may only be used for bookings for the principal PPS Club member.

How long are PPS Rewards valid for? Can the validity of PPS Rewards be extended?

PPS Rewards are valid for 1 year from the issuance date. Please use your PPS Reward by applying it to an eligible booking before the expiry date. We regret that we will not be able to extend the validity of the rewards.

Does that mean the flight to which I am applying my PPS Reward, has to be completed before the expiry of the PPS Reward?

PPS Rewards may be applied to a flight date beyond its validity, as long as the application of the PPS Reward was done before its expiry. Please refer to the terms and conditions governing the use of PPS Rewards [here](#).

How can I check the expiry date of my PPS Rewards?

PPS Club members may log in to their KrisFlyer account to check the validity of their PPS Rewards. Simply select the "Rewards & vouchers" tab or the "PPS Rewards" tab in your Account Summary after logging in. PPS Club members may also [click here](#) for more information.

Are PPS Rewards transferable?

PPS Rewards are strictly non-transferable. However, you may use the 50,000 KrisFlyer Miles Redemption Discount, Standby Upgrade and Advance Upgrade Rewards for bookings for your redemption nominees as well as your Solitaire PPS Club supplementary card holder, if he/she is a redemption nominee.

Where can I find the terms and conditions governing the use of PPS Rewards?

Terms and conditions governing the use of PPS Rewards are available [here](#).

I have applied a Double KrisFlyer Miles Reward to my upcoming booking. What will happen if I make changes to my booking?

The Double KrisFlyer Miles Reward will be removed and will not be automatically transferred to the new itinerary if you make changes to your booking. The Double KrisFlyer Miles Reward that was applied to your booking will be refunded to your account, as long as it is still valid.

If you are making the changes through KrisFlyer Membership Services, please inform the customer service agent that you have a Double KrisFlyer Miles Reward applied to your booking. The customer service agent may then assist you to re-apply the Double KrisFlyer Miles Reward to your new itinerary, as applicable.

Alternatively, you may re-apply the Double KrisFlyer Miles Reward, if valid, to your new itinerary via [singaporeair.com](#) as well.

Can I refund or cancel a Double KrisFlyer Miles Reward that has been applied to my booking?

If you have applied the Double KrisFlyer Miles Reward to a current booking, you may cancel the application before the first outbound flight date in your itinerary.

The Double KrisFlyer Miles Reward will be refunded to your KrisFlyer account as long as it is still valid. Expired rewards will be strictly non-refundable. Please check the validity of your Double KrisFlyer Miles Reward before any cancellation or itinerary changes.

Can I apply the Double KrisFlyer Miles Reward retroactively to a flown flight segment?

Yes, you may retroactively apply the Double KrisFlyer Miles Reward on a past booking up to 7 days ago. For retrospective reward application on past bookings, the reward must be awarded to you before the flight date.

I have attained Double KrisFlyer Miles Rewards and would like to apply it to my booking. Why is it not appearing for my booking, under Manage Booking on [singaporeair.com](#)?

Please refer to the [terms and conditions](#) on the use of Double KrisFlyer Miles Rewards. Your booking may not be eligible for application as Double KrisFlyer Miles Rewards can only be used by the principal PPS Club member, and are not valid for use on redemption bookings.

What is the 50,000 KrisFlyer Miles Redemption Discount Reward?

The 50,000 KrisFlyer Miles Redemption Discount Reward allows the member to offset 50,000 KrisFlyer miles from the number of miles required for one passenger in a redemption or redemption upgrade booking.

Can I use the 50,000 KrisFlyer Miles Redemption Discount Reward for my redemption nominees?

Yes, you may use the 50,000 KrisFlyer Miles Redemption Discount Reward for a redemption booking for yourself or your redemption nominees.

I have successfully applied an Advance Upgrade. Can I make changes or cancel/refund my upgrade online?

If your Advance Upgrade has been applied, you are holding a confirmed upgrade to the next higher cabin class. Please contact KrisFlyer Membership Services to change or cancel/refund your Advance Upgrade. The Advance Upgrade will be credited back to your account within 2 working days, as long as it is still valid.

I have attained Advance Upgrade(s). Why is it not appearing under Manage Booking on singaporeair.com for a booking?

Please refer to the Terms and Conditions on the use of the Advance Upgrade Reward. Advance Upgrades can only be used by the principal PPS Club member and his/her redemption nominees. The original commercial ticket to which you are applying the Advance Upgrade is to be booked in the following classes: Economy class - Y, B, E, M, H or W; Premium Economy Class - S, T, P, or L; Business Class - Z, C, J or U.

Each Advance Upgrade is valid for one flight segment for one passenger. Please ensure you have sufficient Advance Upgrade vouchers for all the passengers in your booking.

Does the non-expiry of KrisFlyer miles apply to all PPS Club members?

Yes, all PPS Club members will enjoy the benefit of KrisFlyer miles that do not expire, as long as they remain in the PPS Club.

Does the non-expiry of KrisFlyer miles apply to other KrisFlyer membership tiers?

The non-expiry of KrisFlyer miles is currently an exclusive benefit for PPS Club members.

Does the non-expiry of KrisFlyer miles apply to my Solitaire PPS Club supplementary card holder or my redemption nominee(s)?

Non-expiry of KrisFlyer miles is applicable to the KrisFlyer miles belonging to the principal PPS Club members. It is not extended to the miles in the KrisFlyer accounts of your Solitaire PPS Club supplementary card holder or your redemption nominee(s).

How does non-expiry of KrisFlyer miles for PPS Club members work?

The KrisFlyer miles in the account of a PPS Club member will automatically not expire, as long as you remain a qualified PPS Club member. This applies to all valid KrisFlyer miles in your account. However, certain promotional miles (from lucky draws or other promotions) may be excluded from non-expiry. Details will be found in the terms and conditions of respective promotions.

Does non-expiry of KrisFlyer miles for PPS Club members apply to all the KrisFlyer miles in my account, regardless of whether they are earned by flying with SIA, through hotel partners, car rentals, other purchases, or through transfer of bank points to KrisFlyer miles?

Yes, this applies to all valid KrisFlyer miles in your account, regardless of how the miles were earned. However, do bear in mind that certain promotional miles (from lucky draws or other promotions) may be excluded from non-expiry. Details will be found in the terms and conditions of respective promotions.

I have just qualified as a PPS Club member, what will happen to the KrisFlyer miles earned before my PPS Club qualification?

Any valid KrisFlyer miles in your KrisFlyer account, even if they are earned before your PPS Club qualification, will not expire once you qualify as a PPS Club member. The KrisFlyer miles will remain valid as long as you remain in the PPS Club.

What happens to my KrisFlyer miles if I am unable to requalify as a PPS Club member?

If you are unable to requalify as a PPS Club member, the KrisFlyer miles in your account will be set to expire in 3 years from the qualification date of your new KrisFlyer Basic / Elite Silver / Elite Gold tier, as applicable.

What is the validity for the KrisFlyer miles belonging to other KrisFlyer tiers (i.e. KrisFlyer, Elite Silver and Elite Gold)? Will the facility to extend the validity of expiring KrisFlyer miles still be applicable?

There is no change to the validity for KrisFlyer miles belonging to KrisFlyer, Elite Silver and Elite Gold members, at 3 years. The validity of these KrisFlyer miles can still be extended for a fee towards the end of the 3 year validity period, per current terms and conditions.

For more information on extending the validity of KrisFlyer miles, please click [here](#).

What is a Extra Legroom Seat? Are there any differences between a Extra Legroom Seat and an ordinary seat?

Previously known as Preferred Seats, Extra Legroom Seats provide more room to stretch your legs, as well as a wider seat pitch. These seats are available in both Premium Economy and Economy Class.

Are all PPS Club members eligible to enjoy complimentary Extra Legroom Seats?

All PPS Club members will enjoy complimentary Extra Legroom Seats when they travel in Economy Class or Premium Economy Class on Singapore Airlines.

Are Solitaire PPS Club supplementary card holders eligible to enjoy complimentary Extra Legroom Seats?

Solitaire PPS Club supplementary members are also eligible for complimentary Extra Legroom Seats when they travel in Economy Class or Premium Economy Class on Singapore Airlines.

Will this benefit be extended to other passengers in the same booking as PPS Club members?

Enjoying complimentary Extra Legroom Seats is an exclusive benefit for PPS Club members. It is not extended to other passengers travelling in the same booking as the PPS Club member, unless they themselves are also PPS Club members or Solitaire PPS Club supplementary card holders.

Is there a limit to how many complimentary Extra Legroom Seats I can get for a single booking?

Each eligible travelling PPS Club member will be able to select one complimentary Extra Legroom Seat for himself or herself for each Singapore Airlines flight segment in the booking.

How do I go about selecting a Preferred Seat for my booking?

You may select a Preferred Seat for your booking through these simple steps:

1. Log-in to singaporeair.com to make your flight booking.
2. During “Seat Selection”, select your choice of Preferred Seat which are indicated with a “P” on the seat map.

Alternatively, if you already hold an existing booking, you may go to “Manage Booking” on singaporeair.com to select Preferred Seats/change your seat selection.

Why am I seeing charges for my selected Preferred Seats when I am an eligible PPS Club/ supplementary card holder?

Please ensure you are logged in when making your flight booking, in order for the system to read your eligibility. If you have not done so, you may insert your membership number in the booking through Manage Booking on singaporeair.com.

Why are there no Preferred Seats for my selected flights?

Preferred Seats are available only on Premium Economy and Economy Class, and are subject to availability.

The availability of Preferred Seats is strictly on a first-come-first-serve basis.

Can I still change my seat selection after I have selected a complimentary Preferred Seat?

Yes. If you have previously already selected a Preferred Seat, you will still be able to change your seat selection to another Preferred Seat or any other available seats.

Can I still select the complimentary Preferred Seat even after check in (e.g. at the airport, if seat is available)?

Yes, you may check with the customer service agent during check-in if Preferred Seats are still available for your flight.

What is Fast Track immigration and security? Where can I find information on the airports where the Fast Track service is available for PPS Club members?

At selected airports, PPS Club members travelling in Premium Economy or Economy Class and/or passengers flying in Suites, First or Business Class can save time with priority lanes at immigration or security screening checkpoints.

Information on the airports where fast track services are available to PPS Club members and/or premium passengers is available [here](#).

Fast track services at selected airports are being progressively expanded, where feasible.

What is the APEC Business Travel Card (ABTC)?

Card holders of the APEC Business Travel Card (ABTC) enjoy fast-track entry and exit through special APEC lanes at major airports, and multiple short term entries to the participating economies. This product is managed solely by the government agency responsible for the ATBC scheme for your respective home economy.

As each home economy manages its own ATBC scheme, please click [here](#) for more information on the ABTC scheme, application eligibility and procedures stipulated by your respective APEC home economies.

Where can I find a list of the participating economies?

You can find a list of participating economies [here](#).

How long is the ABTC valid for?

The ABTC is typically valid for up to 5 years or whenever the passport it is associated with expires, whichever is earlier. Please refer to official information on ABTC [here](#).

How much does it cost to apply for the ABTC?

The ABTC application fee varies from economy to economy. Please contact the government agency responsible for the ABTC scheme in your home economy for more details. For contact information of your government agency, please click [here](#).

Who is eligible for the miles crediting for the application of the APEC Business Travel Card?

All Solitaire PPS Club members who have applied for the ABTC through their home economy during their Solitaire PPS Club membership year are eligible for reimbursement. Solitaire PPS Club supplementary card holders who are not Solitaire PPS Club members on their own accord are not eligible for reimbursement.

What do I need to do to get my miles credited for my ABTC application?

Please follow the steps found [here](#) to submit your miles claim.

After I apply for the ABTC, when can I submit the required documents for miles crediting?

Please submit the required document(s) for the miles claim as soon as you can after you apply for the ABTC. You have to be a qualified Solitaire PPS Club member at the point of application for the ABTC and have submitted your miles claim to be eligible for the miles credit.

How will I receive my miles for my ABTC application?

Your miles will be credited directly into your KrisFlyer account within 2-4 weeks from the date of submission of the miles claim. You will be informed via email once the miles have been credited.

Can I have the cheque made out to my family member or the bank transfer done to my friend's account?

No, all payment, whether via cheque or bank transfer, will only be made out to the eligible Solitaire PPS Club member, who applied for the ABTC.

How long will it take for my reimbursement to be processed?

It will take between 6-8 weeks from the point of submission for your reimbursement to be processed.

Who do I contact to check on the status of my application for reimbursement?

You may contact KF_contact@singaporeair.com.sg to check on the status of your application for reimbursement.

What are the key differences between the new Solitaire membership structure and the current Solitaire membership structure?

Please click [here](#) for a summary of the key changes and a comparison of the current and new Solitaire membership structures.

Why are you changing the Solitaire membership structure now?

The changes to the current Solitaire membership structure allow for faster qualification into the Solitaire PPS Club, and streamlines member renewal criteria.

Are there differences in tier benefits between Solitaire PPS Club members qualified under the current and new Solitaire membership structure?

There are no differences in tier benefits (e.g. supplementary card, lounge, baggage benefits) between Solitaire PPS Club members qualified under the current and new Solitaire membership structure. Please click [here](#) for a summary of the benefits of the Solitaire PPS Club.

How do the changes affect Qualified PPS Club members who are tracking towards Solitaire PPS Club status now?

Qualified PPS Club members who are currently tracking towards Solitaire PPS Club status can continue to qualify under the current Solitaire membership structure until 31 May 2018 inclusive. After the new Solitaire membership structure takes effect from 1 June 2018, the new PPS Value required for qualification and renewal for Solitaire PPS Club membership, as well as a 3 year validity for Solitaire PPS Club Reserve Value, will apply.

Under the new Solitaire membership structure that will take effect from 1 June 2018, can the Reserve Value I've earned as a qualified PPS Club member count towards the S\$50,000 required to qualify for Solitaire PPS Club membership?

No, you will need to earn 50,000 PPS Value in fresh spend during your qualified PPS membership year in order to qualify for Solitaire PPS Club membership. Any valid Reserve Value you earned as a qualified PPS Club member will not count towards the amount required to first qualify as a Solitaire PPS Club member.

Why has the ABTC Reimbursement been changed from cash to miles?

The switch to KrisFlyer miles allows the programme to support our members' travel demands and redemptions faster and more flexibly.

KrisFlyer

Close All

Who can enrol as a KrisFlyer member?

Anyone two years of age or above can join KrisFlyer. [Join now.](#)

Is there an enrolment fee?

No, KrisFlyer membership is free. [Join now.](#)

Do I have to live in Singapore to join KrisFlyer?

No, KrisFlyer is a global frequent flyer programme and our members come from all over the world. [Join now.](#)

Will my account expire?

Your KrisFlyer account will remain valid for 45 months from the end of the month of your last earning transaction. Your account will also expire if you don't make a qualifying transaction within 24 months of your enrolment as a KrisFlyer member.

If my KrisFlyer account has expired, can I enrol as a new member?

Yes, you can register as a new member [here](#).

If I've forgotten my KrisFlyer membership number, can I enrol as a new member?

Each individual can only have one membership account, so you won't be able to enrol as a new member. Please go to Log-in Help and use the KrisFlyer number search option. You will have to key in your first name, last name, date of birth and the email address you have registered with your KrisFlyer account. You will also need to provide the correct answer to the security question you had previously selected. When the correct information has been provided, your KrisFlyer number will be emailed to you. You can also get in touch with [KrisFlyer Membership Services](#).

Can I have a membership account for myself and for my family?

No, KrisFlyer membership is only open to individuals. Each individual can only have one membership account.

How can I subscribe to KrisFlyer News?

It's easy. Just:

- [Log in](#) and click on Profile, then Preferences.
- Click on the 'Edit' button.
- Check the box against 'KrisFlyer electronic newsletter'.
- Click on the 'Save' button.

What is the difference between KrisFlyer miles and Elite miles?

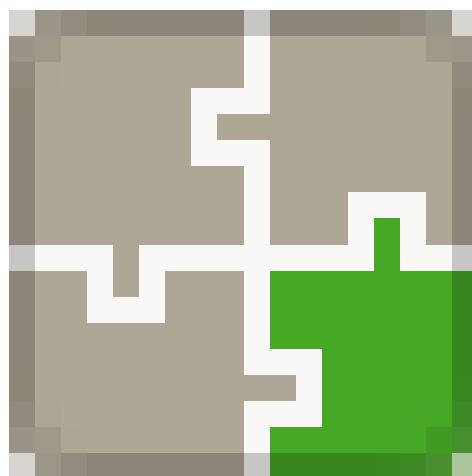
KrisFlyer miles are earned through both flight and non-flight related activities, and can be used for the redemption of award flights and upgrades, among many other options.

Elite miles can only be earned when flying with Singapore Airlines and selected partner airlines. These miles count towards Elite Silver and Elite Gold tier qualification. Similar to PPS Value, they are not redeemable for award flights, upgrade awards or purchase of airfares.

For Elite Gold members, Elite miles earned from travel on Singapore Airlines or Scoot will also count towards KrisFlyer Milestone Rewards.

How can I access my KrisFlyer account?

Watch this video to learn more about accessing your KrisFlyer account on singaporeaircom .



How can I change my name on my KrisFlyer profile?

You can update your name by navigating to **Profile > Personal Details** when logged in to KrisFlyer.

My KrisFlyer account is under review. What should I do?

While your account is under review, you will be unable to perform certain actions. If you wish to use it again, please [contact us](#) and include your KrisFlyer membership number. We will assist accordingly to check on the documents needed for your account to be normalised.

Can I extend the validity of my expiring miles?

KrisFlyer miles can be extended once for a fee. A service fee of 1,200 miles or USD 12 will be charged for every 10,000 miles (or part thereof). This will extend validity by 6 months for KrisFlyer members and by 12 months for Elite Silver and Gold members.

To do so, go to Miles > Miles Validity in your KrisFlyer account on [singaporeair.com](#).

Expired miles can no longer be extended.

KrisFlyer for Families

[Close All](#)

1. What parent / guardian information is required when enrolling as a KrisFlyer member below the age of 16?

As part of the enrolment process, the Title, First and Last name, KrisFlyer membership number and relationship of the adult granting consent to the child will have to be provided. The First and Last name must match the First and Last name of the KrisFlyer member in our records based on the KrisFlyer membership number provided.

2. Why is parental consent required for individuals below the age of 16 to enroll as KrisFlyer members?

This requirement was put in place to be compliant with legal requirements in relation to the processing of the personal data of individuals under the age of 16.

3. Must the parent / guardian who gives consent be a KrisFlyer member?

We require the parent/guardian to have an existing KrisFlyer account with a valid email address where we can reach out. We will also check that the first and last name of the parent/guardian matches the details of the KrisFlyer account in our records.

4. How will I provide my consent if I did not receive the follow-up email after submitting the enrolment form?

Any outstanding requests for parental / guardian consent will automatically appear in your Account Summary page after you have logged into your KrisFlyer account on singaporeair.com

All pending enrolments will be valid for 48 hours after which they will be automatically purged. A new application submission will need to be made.

5. Will I be able to link my child's KrisFlyer account to mine if I chose not to do it during enrolment?

Only parental / guardian consent is mandatory during the enrolment of a child under the age of 16. You can link your accounts any time by [logging](#) into the child's KrisFlyer account, selecting Profile, and checking the option to link accounts under Parent / Guardian Information.

6. How do I transfer krisflyer miles from my child's account to mine?

Here's how you can link your child's KrisFlyer account and transfer their KrisFlyer miles to your account:

Setting up parental link

Step 1: Log in to your child's KrisFlyer account

Step 2: Navigate to the Personal details page, and turn on Parental Link

Step 3: Accept the invitation to link accounts from your KrisFlyer account. Once you accept the invitation, your accounts will stay linked until your child turns 16

Transferring miles

Step 1: Log in to your KrisFlyer account

Step 2: Navigate to the Miles → Transfer miles page

Step 3: Enter the amount of miles you wish to transfer

Step 4: Pay the transfer fee to confirm the transfer

You can transfer up to 50,000 KrisFlyer miles from your child's account to your account each calendar year. Do note that a transfer fee of USD 5 or 500 KrisFlyer miles per 5,000 miles (or part thereof) will apply.

7. Can I transfer all the KrisFlyer miles from my child's account to my own KrisFlyer account after the link is complete?

Immediately after the linking of accounts is complete, there will be a 24 hour period where the transfer of KrisFlyer miles is not allowed.

We have also put in place additional security checks on the child's account to prevent fraudulent activity. These checks include: At least one KrisFlyer miles accrual from a flight* in the last 36 months and no KrisFlyer miles accrual from credit card transfers or co-brand card spends in the last 36 months.

After the initial 24-hour period has passed and the child's account fulfils the checks mentioned above, you will be able to transfer KrisFlyer miles from your child's account to your account, subject to a cap of 50,000 KrisFlyer miles per calendar year to be transferred out of any child's account.

**Accrual from flying Singapore Airlines, Scoot, or any of our airline partners.*

8. Can I transfer KrisFlyer miles from my KrisFlyer account to my linked child's KrisFlyer account?

You can only transfer KrisFlyer miles from child to adult accounts. The reversal of successful transfers is also not allowed.

9. How many parent / guardian accounts can a child's KrisFlyer account be linked to?

Each child account can only have one parent / guardian account linked to it, and changes to parent / guardian information are only allowed before the linking is complete.

10. How many children's KrisFlyer accounts can be linked to a single adult KrisFlyer account?

Each adult KrisFlyer account can be linked to a maximum of five child accounts. Once a child turns 16 years old, his/her KrisFlyer account will be automatically delinked from the parent / guardian's KrisFlyer account.

11. Can a child change his / her linked parent / guardian to another KrisFlyer account?

After successfully linking accounts, no changes will be allowed for the security of the child's account.

12. How is the service fee required for a transfer calculated?

Service fees are calculated for every block of 5,000 KrisFlyer miles (or part thereof) transferred. You will be given the option to pay a fee of USD5 or 500 KrisFlyer miles per block (or part thereof). If the 500 miles option is selected, the service fee will be net off from the amount of KrisFlyer miles to be transferred.

Example: Transfer of 10,000 miles

Payment option	Debited from child	Credited to parent / guardian	Service fee collected via Credit / Debit card
Credit / Debit card	-10,000	+10,000	10 USD
KrisFlyer miles	-10,000	+9,000	-

Example: Transfer of 12,000 miles

Payment option	Debited from child	Credited to parent / guardian	Service fee collected via Credit / Debit card
Credit / Debit card	-12,000	+12,000	15 USD
KrisFlyer miles	-12,000	+10,500	-

13. What are the benefits of linking my child's KrisFlyer account to mine?

Linking your KrisFlyer accounts will allow you to transfer KrisFlyer miles from your child's account to yours, enabling you to redeem your pooled miles for rewards much quicker than before.

Other family exclusive benefits are also planned for the near future. Do ensure you have subscribed to email notifications from KrisFlyer to be updated on our latest programme changes and promotions.

14. Step-by-step instructions on linking KrisFlyer accounts.

Enrollment of new KrisFlyer accounts (below 16 years old)

1. During enrollment, the Parent / Guardian information section will appear if the birthdate entered is below 16 years of age. These fields are mandatory and must match with the Parent / Guardian's KrisFlyer account.

2. Once the enrollment form is submitted, the Parent / Guardian will receive an eDM requesting for their consent before the Child can be enrolled as a KrisFlyer member.

3. By clicking on the “CONSENT NOW” button, the Parent/ Guardian will be brought to login on singaporeair.com. Upon login, he / she should see the request banner in their Account Summary page.

4. Click on "View" to see the request and follow the subsequent prompts to give consent.

5. Once consent is given, the Child should receive an email with the subject “KrisFlyer Account Activation”. This is meant to verify the email address of the Child entered in the enrollment form, for future communications. Complete the enrollment process by clicking on the link provided.

Linking of Parent - Child Accounts

1. To initiate a Link between Parent and Child KrisFlyer accounts, login to the Child's KrisFlyer account and navigate to the "Profile" section. Clear the 2FA prompt.

2. Under Personal details, user should be able to see the registered Parent / Guardian's information. Click on "Initiate Link Request" to send a link request to the Parent / Guardian.

3. Follow the prompts in the pop-up box to complete the process.

4. Once complete, Parental link should be reflected as "Pending" and an option to withdraw the link invitation will be available.

5. The Parent / Guardian will be notified via email or may also choose to login to their KrisFlyer account summary to view the request.

6. Click on "View" to see the request and follow the subsequent prompts to link accounts.

7. Once the above process is complete, the Parent and Child account is successfully linked. Both the Parent, and the Child will receive an email informing them of the successful link.

Transfer of KrisFlyer miles (For Linked Parent - Child accounts)

1. Once Parent - Child accounts are linked for more than 24hrs, transfer of KrisFlyer miles can be done via the Parent's KrisFlyer account after logging in on singaporeair.com.

2. After logging in, navigate to "Miles" > "Transfer Miles", where user will see the details of all Child accounts linked to his / her account (up to 5 Minors per Adult KrisFlyer)

3. Do note that if the Child's account is not eligible for transfer, or have a balance of 0 KrisFlyer miles, the "Transfer miles" button is automatically disabled. The "Miles available for transfer" column will show the quantum available for transfer after factoring the KrisFlyer miles already transferred in the calendar year.

4. Click on "Transfer miles" to select the child account to transfer KrisFlyer miles from. Enter the amount of KrisFlyer miles to be transferred in the next page. Click on "PROCEED" to go to the payment page.

5. Select the option of service fee, between credit/debit card or KrisFlyer miles. Please read the breakdown of service fee, as well as KrisFlyer miles to be transferred for the different options carefully before choosing.

6. Enter credit/debit card details if credit/debit card option is chosen. Accept the terms and conditions, then click on “MAKE PAYMENT” to proceed.

7. Success page will show the details of the successful transfer. Click on “Make another transfer” to make another transfer from a different Child account.

8. Success email will be sent to both Parent and Child with details of the transfer transaction.

Digital KrisFlyer Membership Card

[Close All](#)

Why is KrisFlyer introducing the digital KrisFlyer / PPS Club membership card?

The introduction of the digital KrisFlyer / PPS Club membership card is part of KrisFlyer’s ongoing efforts to improve your travel experience. You will now be able to access your KrisFlyer / PPS Club digital membership card on your mobile device anytime, anywhere.

Is the digital KrisFlyer / PPS Club membership card available to all KrisFlyer and PPS Club members of all tiers?

Yes, the digital KrisFlyer / PPS Club membership card is available to all KrisFlyer and PPS Club members of all tiers, as well as Solitaire PPS Club supplementary members.

How can I download the digital KrisFlyer / PPS Club membership card?

You can download your digital KrisFlyer / PPS Club membership card via the SingaporeAir mobile app by following these steps:

For mobile app version 22.1.0 onwards:

1. Log-in to your KrisFlyer account on the SingaporeAir mobile app.
2. On your KrisFlyer dashboard, tap on the mini e-Card presented beside your KrisFlyer miles balance.

How can I download the SingaporeAir mobile app?

Information on downloading the SingaporeAir can be found at singaporeair.com/app.

Where can my digital KrisFlyer / PPS Club membership card be used?

Your digital KrisFlyer / PPS Club membership card works like your physical membership card. Present your digital membership card when you travel on Singapore Airlines, or when you transact with our KrisFlyer airline and non-airline partners, to enjoy the applicable membership privileges and benefits.

With the introduction of the digital KrisFlyer / PPS Club membership card, can I still continue to use my physical membership card?

Yes, you can use both your physical and digital membership cards. Printed versions of the KrisFlyer Basic membership card will also be recognised.

What are the features on my digital membership card?

Your digital KrisFlyer / PPS Club membership card contains your membership information, including :-

- Name
- KrisFlyer membership number
- Membership Tier
- Tier or Card expiry date as applicable, and
- QR code

The back of the digital KrisFlyer / PPS Club membership card provides additional account information that you may need, including :-

- Your total KrisFlyer miles balance; and/or
- Your current Elite Miles; and/or
- Your current PPS Value; and
- Requalification date where applicable

What is the purpose of the QR code on my digital membership card?

The QR code is encoded with key membership information including your tier, tier expiry, and card expiry, which can be scanned at touchpoints equipped with compatible QR code readers.

How can I access the information at the back of my digital membership card?

To view the additional information at the back of your digital membership card:

For mobile app version 22.1.0 onwards, tap on "View more details" located at the bottom-left of your digital membership card.

How do I know when my digital KrisFlyer / PPS Club membership card was updated?

For mobile app version 22.1.0 onwards, the last updated timestamp is present on both the front and back of the digital membership card.

How do I update the information on my digital KrisFlyer / PPS Club membership card?

For mobile app version 22.1.0 onwards:

The information of your digital membership card is refreshed every time you access the digital membership card via the KrisFlyer dashboard from your SingaporeAir mobile app.

Where can I find the expiry date of my digital membership card?

For PPS Club and KrisFlyer Elite tier members, your tier expiry date is displayed on the face of your digital PPS Club or KrisFlyer Elite membership card.

For Life Solitaire PPS Club and KrisFlyer members, there is no expiry for your digital membership card.

Why is there a difference between the expiry date on my digital membership card and my physical PPS Club membership card?

The expiry date on the physical membership card for PPS Club members is one month after your current qualification end date. This is to allow time for new physical membership card to be issued by mail.

The expiry date on your digital membership card reflects your actual tier expiry date, which is the qualification end date for your current year of qualification.

Will I continue receiving my physical membership card?

PPS Club members will continue to receive their physical membership cards in the mail upon tier upgrade or renewal.

From 1 March 2021, KrisFlyer will cease sending out physical membership kits to all KrisFlyer Elite Silver and Elite Gold members when they qualify or renew their membership, as part of our ongoing sustainability efforts to go paperless and reduce our environmental footprint.

You can continue to enjoy your membership privileges using your digital card available on the SingaporeAir mobile app.

I've lost my KrisFlyer membership card. How can I get a new one?

New KrisFlyer members will be issued digital membership cards upon registration.

Since March 2021, KrisFlyer Elite Silver and KrisFlyer Elite Gold members no longer receive physical membership kits in the mail upon tier upgrade or renewal. You can continue to enjoy your membership privileges using your digital card available on the SingaporeAir mobile app.

PPS Club members, will receive your physical membership kits in the mail. If you have misplaced the physical membership cards, please get in touch with KrisFlyer Membership Services at +65 6789 8188 for a complimentary replacement membership card. You can also access your digital membership card available on the SingaporeAir mobile app.

KrisFlyer Milestone Rewards

Close All

I had previously earned Elite Gold Rewards in 2020 or earlier. Can I still use them for my upcoming bookings?

Yes, you can still use them for your upcoming bookings before the reward expiry date, subject to the same Terms and Conditions.

How can I use KrisFlyer Milestone Rewards, PPS Rewards, or PPS Club gift vouchers?

Details and usage information on KrisFlyer Milestone Rewards and PPS Rewards can be found in the Rewards and vouchers tab when logged in to your KrisFlyer account on singaporeair.com.

PPS Club gift vouchers can only be used on KrisShop purchases. Find out [how to redeem them here](#) .

Are the KrisFlyer Milestone Rewards transferable?

KrisFlyer Milestone Rewards cannot be transferred. However, you can use the 5,000 KrisFlyer Miles Redemption Discount, Short-haul Advance Upgrade and Premium Economy Advance Upgrade rewards for bookings for your redemption nominees.

Earning and redeeming KrisFlyer miles

[Close All](#)

Can I earn KrisFlyer miles on all Singapore Airlines flights?

You can earn KrisFlyer miles on most booking classes on Singapore Airlines flights.

KrisFlyer miles are awarded for travel in the Singapore Airlines Suites, First, Business, Premium Economy and Economy Class and in their corresponding booking classes as follows:

Accrual levels for flights on Singapore Airlines

Cabin Class	Booking Class	Fare	Accrual level (of actual miles travelled)
Cabin Class	Booking Class	Fare	Accrual level (of actual miles travelled)

Cabin Class	Booking Class Fare	Accrual level (of actual miles travelled)
Suites / First Class	A, F	200%
Cabin Class	Booking Class Fare	Accrual level (of actual miles travelled)
Business Class	Z, C, J	150%
	D, U	125%
Cabin Class	Booking Class Fare	Accrual level (of actual miles travelled)
Premium Economy Class	S, T	125%
	R, L, P	100%
Cabin Class	Booking Class Fare	Accrual level (of actual miles travelled)
Economy Class	B, E, Y,	100%
	M, H, W	75%
	Q, N, V, K, G	50%

Before you make a booking, please use the [Miles Calculator](#) or view [this chart](#) to see how many KrisFlyer miles you'll earn flying with Singapore Airlines and our partner carriers.

Can I earn and redeem KrisFlyer miles on other partner airlines?

Yes, you can earn and redeem KrisFlyer miles on partner airlines. Please click on the respective links for more information:

- [Mileage accrual levels](#)
- [Award levels for Star Alliance carriers](#)
- [Award levels for Partner airlines](#)

Will I earn KrisFlyer miles, Elite miles and/ or PPS value when I travel on an award ticket?

No, you will not earn KrisFlyer miles, Elite miles and/ or PPS value when you redeem for an award ticket.

Will I earn KrisFlyer miles, Elite miles and/ or PPS value on the redemption upgrade of my booking?

No, you will not earn KrisFlyer miles, Elite miles and/ or PPS value on your redemption upgrade cabin class.

However, you will continue to earn KrisFlyer miles on your original booking class.

I've bought a ticket on a child fare for my child, and a ticket on an adult fare for myself. Will my child earn the same number of KrisFlyer miles as I do?

Yes, children aged two years or more will earn the same number of KrisFlyer miles as adults in the same booking class.

I am planning to travel with my infant/child on an award flight on Singapore Airlines/partner airline. What is the number of miles required to redeem a ticket for an infant or child?

A child (who must be between two and 12 years old on the date of the flight) requires the same number of KrisFlyer miles as an adult for travel awards on Singapore Airlines.

Redemption of miles for your child can only be done via KrisFlyer Membership Services if you are redeeming a ticket for a single child passenger.

A flight ticket for an infant (who must be between seven days and two years old on the date of the flight) must be purchased with cash. KrisFlyer miles cannot be used to redeem a ticket for an infant. Please contact KrisFlyer Membership Services for assistance.

If you would like to travel with an infant on an award ticket operated by another carrier, please contact the carrier directly for assistance in issuing the ticket for your infant.

Can I convert my credit/charge card points to KrisFlyer miles and credit them to another KrisFlyer account?

No. If you're the principal credit/charge cardholder, the credit/charge card points you convert to KrisFlyer miles can only be credited to your own KrisFlyer or PPS Club account.

Can I pool my miles with another KrisFlyer or PPS Club member?

No, as our earning and redemption processes are designed to maximize the benefits for individual travelers.

How do I ensure that KrisFlyer miles are credited into my account?

Remember to quote your KrisFlyer or PPS Club membership number when you make a booking and present your KrisFlyer or PPS Club membership card at check-in or when you use the services of our partners. Sometimes, certain partners may have additional requirements - for instance, to quote a promotional code - so please check with them before you book.

Why do the miles earned from KrisFlyer partners take a longer time to be credited to my account?

When you use the services of our partners, they'll need to verify your transaction and membership status before crediting your miles. You'll normally see them between two and four weeks after your flight. Or six to eight weeks after you use the services of our non-airline partner. However, if it's been more than eight weeks and they're still not there, let us know.

[Log in](#) and download a [Claim Missing Miles form](#) if you've flown or used the services of one of our partners. You can find the form under the 'Claim missing miles' tab, under 'Miles'.

Just:

- [Log in](#) and click on Miles, then Claim Missing Miles.
- Download the Claim Missing Miles form under Make a claim
- For Airline Partners, KrisFlyer members can also make a claim online. Simply select 'Other Airlines' and provide the details of your flight(s).

Alternatively, if you've flown on Singapore Airlines, or one of our partners within the last six months, simply complete the online form.

Can I submit a missing miles claim for my flights on Singapore Airlines before I enrolled as a KrisFlyer member?

Yes, as long as you'd taken those flights no earlier than 30 days before the date of your enrolment. [Log in](#) to your KrisFlyer account and provide your full name, flight numbers and destinations.

**I will not be able to use an award ticket that I redeemed with my KrisFlyer miles.
Will my KrisFlyer miles and airport taxes be refunded?**

Yes, they can be refunded if your miles and award tickets/upgrades are still valid at the point of refund. The award tickets/upgrades must also be fully unused. Airport taxes will be refunded to your credit/debit card or by cheque.

A service fee will be charged for redepositing your KrisFlyer miles. In addition, there will be a no-show fee if you did not show up for your flight. Click [here](#) to find out more about the service fees.

**I will not be able to use an award ticket that I redeemed with my KrisFlyer miles.
How long will it be before my KrisFlyer miles and airport taxes are refunded?**

The miles will be re-deposited to your KrisFlyer account immediately after completion of the refund request, while refund of airport taxes may take up to 6 weeks, depending on your bank's processing time.

Who can be my redemption nominee?

Anyone at all. You can nominate up to five individuals (but not a corporation or legal entity) as your redemption nominees – which means that you can redeem your KrisFlyer miles for award tickets or flight upgrades for them, and/or pay for their tickets on Singapore Airlines with your KrisFlyer miles when you book online.

Once you add someone, you can't change them for six months. And while adding someone is free, deleting them will cost you miles or money:

Membership tier	Online	Offline
KrisFlyer	3,000 KrisFlyer miles / US\$30	5,500 KrisFlyer miles / US\$55
KrisFlyer Elite Silver	1,500 KrisFlyer miles / US\$15	4,000 KrisFlyer miles / US\$40
KrisFlyer Elite Gold	Free	2,500 KrisFlyer miles/ US\$25
PPS Club and Solitaire PPS Club	Free	Free

If your redemption nominee is a child or an infant, he/she will still require the same number of KrisFlyer miles for redemption.

Can KrisFlyer or PPS Club members of any age redeem their KrisFlyer miles for award tickets?

A KrisFlyer or PPS Club member who is 12 years old or below cannot redeem his/her KrisFlyer miles for award tickets online, unless a redemption nominee who is 18 years old or above is travelling with him/her on the same flight.

A KrisFlyer or PPS Club member who is between 12 and 17 years of age can redeem their KrisFlyer miles for award tickets online for themselves and his/her redemption nominees who are 18 years old or above, but can't do so for his/her redemption nominees who are below 18 years old.

Can I redeem my KrisFlyer miles online for a redemption nominee who is under 12 years of age?

Yes, as long as he/she is accompanied. Please get in touch with [KrisFlyer Membership Services](#) if your redemption nominee who is under 12 years of age will be travelling unaccompanied.

If I've redeemed my KrisFlyer miles for an award ticket, must the credit cardholder who paid for the taxes and charges be a part of the travelling group?

No, the credit cardholder need not be a part of the travelling group when you redeem your KrisFlyer miles.

Can I make changes to my award ticket online?

Yes, you can change the date and time of your flight, and even the route, online. If you'd like to cancel your award ticket or make any other change, get in touch with [KrisFlyer Membership Services](#). However, please note that the 15% online redemption booking discount, that was applicable for award flights booked and ticketed before 23 March 2017, will no longer be valid.

How can I cancel my award ticket?

To cancel your unutilised award ticket, please login and manage the relevant booking on [singaporeair.com](#). If a segment on your award ticket has been flown, please call [KrisFlyer Membership Services](#) for assistance. To find out more about the service fees that will apply, please click [here](#).

Can I buy KrisFlyer miles if I don't have enough for an award ticket or a flight upgrade?

Yes you can, if you have at least half the number of KrisFlyer miles required for an award flight or upgrade. Buy the rest at US\$0.04 (or an equivalent amount in your local currency) for every mile.

You can buy these miles as you're redeeming online, and they will be used immediately.

Please note that the amount paid for the purchased KrisFlyer miles is not refundable.

Can I receive my KrisFlyer or PPS Club account statements online?

The quickest way to view your KrisFlyer or PPS Club account statement is by logging in to your account with the email address registered in your KrisFlyer profile/membership number and password.

Your account statement will also be sent to you monthly via the email address registered in your KrisFlyer profile.

How do I link my KrisFlyer account to my Velocity Frequent Flyer account?

Simply:

- [Log in](#) and click on 'Profile', then 'Partner Programmes'.
- Under 'Add partner', select 'Airline partner' for the category and 'Virgin Australia - Velocity' for the Partner from the drop down list.
- Key in your Velocity Frequent Flyer number and click 'Add'.
- To link your account together, select 'Link'.
- Once your accounts are linked, you can proceed to [convert your KrisFlyer miles to Velocity Points](#).

How do I convert my KrisFlyer miles to Velocity Points?

To convert your KrisFlyer miles to Velocity Points:

- Firstly, ensure that you have [linked your KrisFlyer account to your Velocity Frequent Flyer account](#).
- If your accounts are already linked, [log in](#) and click on 'Miles', then 'How to use'.
- Scroll down to Other redemption options and select 'Virgin Australia - Velocity'.
- On the pop up that comes up next, select 'Airline partner' for the category and 'Virgin Australia - Velocity' for the Partner programme.
- Your membership number would then be shown in the next field and you can key in the number of miles you'd like to convert to Velocity Points.
- Click on the Proceed button to convert your miles.

How many KrisFlyer miles do I need in order to redeem Velocity Points?

A minimum of 5,000 KrisFlyer miles is required for each conversion. Please note that all miles converted cannot be reversed.

How do I earn miles with KrisFlyer Spree?

KrisFlyer Spree will be discontinued from 1 September 2022. KrisFlyer miles will be credited for eligible transactions made on or before 31 August 2022 23:59 SGT.

For any queries, please contact kf_contact@singaporeair.com.sg

How do I redeem my KrisFlyer miles for KrisShop items?

You can redeem your miles for KrisShop items on krisshop.com in 3 simple steps:

1. Log in to your KrisFlyer account on krisshop.com.
2. Shop and add the items you wish to purchase to your Cart.
3. Select 'Pay with KrisFlyer miles' at Checkout and slide or key in the number of KrisFlyer miles you would like to use. Pay for the rest of your purchase with your credit / debit card.

Alternatively, if you are already logged in to your KrisFlyer account on singaporeair.com, you can go to Miles > How to Use (KrisShop) to be directed straight to krisshop.com.

Is there a minimum number of miles required for my KrisShop purchases?

A minimum of 1,000 KrisFlyer miles is required per transaction.

How many KrisFlyer miles can I redeem with every dollar spend on krisshop.com?

Every 100 KrisFlyer miles give you approximately SGD 1 in spend on krisshop.com. This rate is subject to change without notice. The latest rate will be published on singaporeair.com and krisshop.com.

Can I use my KrisFlyer miles to pay for the entire value of my purchases on krisshop.com?

KrisFlyer miles can be redeemed for the full value of the items you purchase on krisshop.com, but cannot be used to offset any taxes, delivery charges, custom duty and postal clearance charges.

Taxes, delivery charges, custom duty and postal clearance charges are applicable for home delivery, and varies between countries. Any customs duty, postal clearance and other customs-related charges, if applicable, will be borne by members and paid directly to the respective custom and/or courier upon receipt of items.

Can I mix miles and cash for my purchases on krisshop.com?

You may mix miles and cash to pay for your purchases on krisshop.com, or redeem for the items in full, excluding any taxes, delivery charges, custom duty and postal clearance charges.

Taxes, delivery charges, custom duty and postal clearance charges are applicable for home delivery, and varies between countries. Any customs duty, postal clearance and other customs-related charges, if applicable, will be borne by members and paid directly to the respective custom and/or courier upon receipt of items.

Can I use KrisFlyer miles to redeem for KrisShop purchases made on board a Singapore Airlines flight?

Redemption with KrisFlyer miles for KrisShop items is only available online at krisshop.com. Redemption with KrisFlyer miles for KrisShop items is not available for inflight purchases.

If I mix miles and cash, will I earn KrisFlyer miles on the cash portion of my purchases on krisshop.com?

Part miles part cash purchases on krisshop.com will still earn KrisFlyer miles on the portion of the purchase paid with a credit / debit card. Every S\$1 payable with a credit / debit card earns 1.5 KrisFlyer miles.

This rate is subject to change without notice. The latest rate will be published on singaporeair.com and krisshop.com. KrisFlyer miles are only earned from the nett purchase amount, excluding taxes, delivery charges, import duties and postal clearance (which are applicable for home delivery).

How long will it take for the KrisFlyer miles earned on my KrisShop purchase to be credited into my KrisFlyer account?

Please allow 6 to 8 weeks for the miles to be credited into your KrisFlyer account after your transaction.

Can I redeem for all items on krisshop.com?

All items on krisshop.com, unless otherwise stated, can be redeemed using miles or part miles part cash.

Can I redeem for KrisShop items by calling the KrisFlyer Membership Services or KrisShop Hotline or Singapore Airlines office?

Redemption with KrisFlyer miles for KrisShop items is only available online at krisshop.com. This facility is not available at KrisFlyer Membership Services or KrisShop Hotline or Singapore Airlines offices.

I am a PPS member. Will I still get my 10% PPS discount on KrisShop items if I use my KrisFlyer miles to pay?

The existing 10% PPS discount will still be applicable, until further notice. The latest information will be published on krisshop.com.

Can I use KrisShop vouchers to pay for purchases on krisshop.com, if I am also using miles to pay?

KrisShop e-vouchers can be used as one of the payment modes on krisshop.com. Paper vouchers (e.g. KrisShop Vouchers, Inflight Gift Vouchers and PPS Club Vouchers) are not eligible for purchases via krisshop.com.

Can I collect the items I purchased on krisshop.com on my next Singapore Airlines flight? Must I personally be on the flight or can I appoint a proxy to collect on my behalf?

You may choose 'Home Delivery' for your purchases to be delivered right to your doorstep (delivery charges apply) or choose 'Pre-order' to collect the items on your next flight on Singapore Airlines out of Singapore. The principal KrisFlyer member whose miles are used for the transaction has to be physically present to collect the items onboard.

For home delivery, when will my KrisShop purchase be delivered?

The time taken for delivery is dependent on where the items are shipped to. Please refer to the [Delivery section](#)  on KrisShop.com.

I need to make changes to my KrisShop order due to change of flight details / delivery information. Who do I contact?

For changes to flight details / delivery information, please [contact DFASS \(Singapore\) Pte Ltd](#) .

Can my KrisFlyer miles be refunded?

KrisFlyer miles used for purchases on krisshop.com are non-refundable.

Can my KrisFlyer miles be refunded if I wish to make changes to my payment (e.g. use more miles or use more cash to pay)?

KrisFlyer miles used for purchases on krisshop.com are non-refundable.

What is the Replacement Policy for KrisShop purchases?

Purchases on krisshop.com using KrisFlyer miles are non-refundable and non-exchangeable. Please visit krisshop.com for all other [KrisShop terms and conditions](#) .

Is the KrisFlyer miles balance shown on krisshop.com accurate?

The available KrisFlyer miles balance (as well as other KrisFlyer information) reflected on krisshop.com is as at the time of login. Please log in to your KrisFlyer account on [singaporeair.com](#) to check your latest miles balance.

How can I check my latest miles balance after my purchase?

Please log in to your KrisFlyer account on [singaporeair.com](#) to check your latest miles balance after your purchase. The KrisShop transaction will be reflected in your recent activities.

Who should I approach to find out more about KrisShop redemption?

Please [contact KrisFlyer Membership Services](#) for queries relating to the usage of KrisFlyer miles. For purchase or product-related queries, please [contact KrisShop](#)  directly.

The product I purchased is defective. Who should I contact?

For product-related queries, please [contact DFASS \(Singapore\) Pte Ltd.](#)



Who should I call when I face system issues during my KrisShop redemption transactions?

For issues with KrisFlyer log-in, please [contact KrisFlyer Membership Services](#). For system issues that occur on [krisshop.com](#), please [contact DFASS \(Singapore\) Pte Ltd](#) .

How do I link my KrisFlyer account to my Shangri-La Circle account?

Simply:

- Log in and click on 'Profile', then 'Partner Programmes'.
- Under 'Add partner', select 'Non-airline partner' for the category and 'Shangri-La Circle' from the drop down list.
- Key in your Shangri-La Circle membership number and click 'Add'.
- To link your account, select 'Link'.
- Once your account has been linked, you can proceed to convert your KrisFlyer miles to Shangri-La Circle Points.

How do I convert my KrisFlyer miles to Shangri-La Circle Points?

To convert your KrisFlyer miles to Shangri-La Circle Points:

- Firstly, ensure that you have linked your KrisFlyer account to your Shangri-La Circle account.
- If your accounts are already linked, log in and click on 'Miles', then 'How to use'.
- Scroll down to 'Other redemption options' and select 'Shangri-La Circle'.
- On the pop up that comes up next, select 'Non-air partner' for the category and 'Shangri-La Circle' for the Partner programme.
- Your membership number would then be shown in the next field and you can key in the number of miles you'd like to convert to Shangri-La Circle Points.
- Click on 'Proceed' to convert your miles.

How will my KrisFlyer miles be used to support KidSTART Singapore or Make-A-Wish Singapore?

The donated miles will be used to redeem for flights and/or for activities and items via our non-airline partners, to enrich the experiences of beneficiaries from KidSTART Singapore or Make-A-Wish Singapore.

Do my miles go to Make-A-Wish International or Make-A-Wish Singapore?

Miles donated to "Make-A-Wish" will go to Make-A-Wish Singapore only.

I do not reside in Singapore. Can I donate my miles?

Yes, you can donate your miles to Make-A-Wish Singapore and/or KidSTART Singapore.

I have donated my KrisFlyer miles. Can I claim for tax deductions in my personal income tax returns?

As the donation of miles does not fall under any of the donation schemes as specified by the Inland Revenue of Singapore (IRAS), it currently does not qualify for tax deductions in Singapore. For members residing outside of Singapore, please check with the relevant authorities in your country.

I want to donate more than 100,000 miles. How can I do this?

Multiple transactions are allowed. Simply proceed to make another donation.

Will the miles I donate expire?

All donated miles will remain valid for use by the beneficiaries of KidSTART Singapore or Make-A-Wish Singapore.

I don't have enough miles, but I would like to help. Can I purchase miles to donate to KidSTART Singapore or Make-A-Wish Singapore?

No, you cannot purchase miles for donation. Please visit [KidSTART Singapore](#) or [Make-A-Wish Singapore](#) for more information on how else you can support them. Alternatively, find out how you can earn more miles [here](#).

How do I register to be eligible for membership status match to Shangri-La Circle Jade?

As a KrisFlyer Elite Gold or PPS Club member, you are eligible to register for membership status match to Shangri-La Circle Jade if you are currently a Shangri-La Circle member.

To register for the membership status match to Shangri-La Circle Jade:

- Firstly, ensure that you have linked your KrisFlyer account to your Shangri-La Circle account.

- Once your accounts are linked, click on 'Register'.

How many KrisFlyer miles do I need in order to redeem Shangri-La Circle Points?

A minimum of 20,000 KrisFlyer miles is required for each conversion and each member can convert up to a maximum of 180,000 KrisFlyer miles per calendar year (i.e 1st January to 31st December). Please note that all KrisFlyer miles converted cannot be reversed.

I have successfully registered for Infinite Journeys status match. How long will it take for me to get my membership status upgrade with Infinite Journeys?

If you are a Shangri-La Circle Jade/ Diamond member and have successfully registered for status match to KrisFlyer Elite Gold, you will be upgraded to KrisFlyer Elite Silver membership status within 6 to 8 weeks of registration. Once you have completed the qualifying flight requirements for your tier, you will be further upgraded to KrisFlyer Elite Gold membership status within 6 to 8 weeks of completion. The miles earned from the qualifying flight(s) must be credited to your KrisFlyer membership account first to be eligible for the accelerated upgrade.

If you are a KrisFlyer Elite Gold or PPS Club member and have successfully registered for status match to Shangri-La Circle Jade, you will be upgraded to Shangri-La Circle Jade membership status within 6 to 8 weeks of completion of one qualifying night stay at any Shangri-La Hotel & Resort, Kerry Hotel, JEN and Traders Hotel worldwide.

How do I find out more about Infinite Journeys?

Visit infinitejourneys.com  to find out more.

How do I redeem my KrisFlyer miles for tickets on singaporeair.com?

Learn how you can redeem your KrisFlyer miles in a few simple steps.

How many KrisFlyer miles can I earn per dollar spent on Scoot-operated flights?

For flights ticketed on and after 26 April 2018, mileage accrual levels may vary depending on the itinerary and the booking class. In general, you can earn one KrisFlyer mile per Singapore dollar* spent on fares and selected ancillaries (excluding e-visa, travel insurance and Scoot Protect, infant fares and credit card processing fees) for itineraries involving

only Scoot operated flights**. Credit card and other processing fees are not eligible for accrual.

*For bookings made in other currencies, accrual rate will be subject to currency fluctuations at the prevailing Navitaire system exchange rate

**This rate is subject to change without notice. The latest rate will be published on singaporeair.com and [Flyscoot.com](http://flyscoot.com).

If you are travelling on an itinerary containing both Singapore Airlines and Scoot sectors (E.g. MEL-SIN-HGH, with MEL-SIN operated by SQ, and SIN-HGH operated by TR), click [here](#)  to view the miles accruable for your itinerary.

I forgot to login when making my Scoot booking on Flyscoot.com or Scoot Mobile App. How can I accrue miles for my Scoot operated flights?

If your flight has not been flown, and you missed out on logging in or keying the KrisFlyer number of your Redemption Nominees or traveling party during your booking, you can still key in the respective KrisFlyer numbers when you [manage your booking](#)  on Flyscoot.com or Scoot Mobile App.

If your flight is completed, you can still claim for missing miles as long as it's within six months of the flight's completion.

Learn more [here](#).

Can I earn PPS Value for Scoot operated flights?

PPS value will not be awarded for Scoot operated flights. The 25% tier bonus for PPS club members is not applicable to Scoot operated flights.

Can I earn Elite miles for Scoot operated flights?

Yes, you can earn Elite miles for your Scoot-operated flight. You will earn 2.5 Elite miles for every KrisFlyer mile earned from flying on Scoot.

To enjoy these miles, please include your KrisFlyer membership number when you book your flight or when you manage your booking on flyscoot.com, at least 24 hours before the flight.

The miles for my Scoot flights are still not reflected in my KrisFlyer account. Who can I contact?

Please allow 2 to 4 weeks for the miles earned on Scoot operated flights to be reflected in your KrisFlyer account. If the miles are not reflected after 4 weeks, you can submit a Retro mileage claim for the missing miles [here](#).

Who can I contact for enquiries on my Scoot flight/ticket?

Please contact [Scoot Guest Relations Hotline](#) for Scoot flight/ticket-related queries.

Can I use KrisFlyer miles to pay for all flights and ancillaries on Flyscoot.com?

You can use KrisFlyer miles to pay for your booking on Flyscoot.com. KrisFlyer miles can be used on fares, taxes and selected ancillaries (excluding e-visa, travel insurance, Scoot Protect, infant fares and card processing fees) on Scoot-operated itineraries for you and your redemption group nominees.

See the full terms and conditions for using your KrisFlyer miles on Flyscoot.com [here](#).

If I mix miles and cash, will I earn KrisFlyer miles and Elite miles on the cash portion of my purchases on Flyscoot.com?

Mixing miles and cash for purchases on Flyscoot.com will still earn KrisFlyer miles and Elite miles on the portion of the applicable transactions paid with a credit / debit card. Every S\$1 payable with a credit / debit card earns 1 KrisFlyer mile and 1 Elite mile for itineraries consisting of only Scoot operated flights*.

*This rate is subject to change without notice. The latest rate will be published on [singaporeair.com](#) and [Flyscoot.com](#).

Can I redeem for Scoot flights by calling Scoot Guest Relations Hotline or Singapore Airlines Offices?

You may only use KrisFlyer miles to redeem for Scoot flights on Flyscoot.com. This service is not available via Scoot Guest Relations Hotline, KrisFlyer Membership Services or Singapore Airlines Reservations and Ticketing offices.

Can I cancel my Scoot ticket that was paid with KrisFlyer miles?

Please note that tickets booked on Flyscoot.com are strictly non-refundable. Please refer to the fare conditions when making your booking on FlyScoot.com. You may also refer to the terms and conditions for redemption on FlyScoot.com [here](#).

How do I redeem my KrisFlyer miles for hotel stays and car rentals on KrisFlyer vRooms?

You can redeem your miles for hotel stays and car rentals on [krisflyervrooms.com](#) in 3 simple steps:

1. Log in to your KrisFlyer account on [krisflyervrooms.com](#).
2. Browse for your preferred hotel stay or car rental, and make the booking.
3. Select 'Redeem with KrisFlyer miles' at the payment page and choose the number of KrisFlyer miles you would like to use. Pay for the rest of your purchase with your credit / debit card.

Alternatively, if you are already logged in to your KrisFlyer account on [singaporeair.com](#), you can go to Miles > How to Use (KrisFlyer vRooms) to be directed straight to [krisflyervrooms.com](#).

Is there a minimum number of miles required for my booking on krisflyervrooms.com?

A minimum of 1,500 KrisFlyer miles is required per transaction.

Can KrisFlyer members choose a specific number of miles to use for their transactions?

The slider is for a fixed number of miles. Member will not be able to key in their preferred number of miles to use. A suggested number of miles and cash will be given.

How many KrisFlyer miles can I redeem with every dollar value on krisflyervrooms.com?

The cash to miles conversion rate is not fixed, and differs by hotel or car rental.

Can I use my KrisFlyer miles to pay for the entire value of my booking on krisflyervrooms.com?

KrisFlyer miles can be redeemed for the full value of the booking on krisflyervrooms.com.

Can I mix miles and cash for my booking on krisflyervrooms.com?

You may mix miles and cash to pay for your hotel stay or car rental on krisflyervrooms.com, or redeem for the booking in full.

If I mix miles and cash, will I earn KrisFlyer miles on the cash portion of my booking on krisflyervrooms.com?

KrisFlyer miles will not be earned for any bookings on krisflyervrooms.com.

Can I redeem for my hotel stay or car rental by calling the KrisFlyer Membership Services or KrisFlyer vRooms Hotline or Singapore Airlines office?

Redemption with KrisFlyer miles for hotel stays or car rentals is only available online at krisflyervrooms.com. This facility is not available at KrisFlyer Membership Services or KrisFlyer vRooms Hotline or Singapore Airlines offices.

I need to make changes to my KrisFlyer vRooms booking. Who do I contact?

Only cancellations are allowed and they can be made via krisflyervrooms.com, subject to the terms and conditions of the booking. KrisFlyer members may refer to the cancellation section for further details.

Will my KrisFlyer miles be refunded if my booking is cancelled?

Booking cancellations are subject to the terms and conditions of the booking. KrisFlyer members will need to allow 6 to 8 weeks for the refund of KrisFlyer miles, if applicable. KrisFlyer miles that have expired before the cancellation will not be refunded.

Cash payments will be refunded by KrisFlyer vRooms the next day after cancellation but may take 7-10 business days for additional bank processing time. Any cancellation fees imposed will be charged in the same proportion as the miles and cash used for payment of the booking respectively.

For example, if a member had paid for a booking using 50% cash and 50% miles, the cancellation fees will be charged as 50% cash and 50% miles as well.

What is the Cancellation Policy for KrisFlyer vRooms bookings?

The Cancellation Policy differs by hotel and car rental suppliers. Please refer to the cancellation policy of the booking.

Is the KrisFlyer miles balance shown on krisflyervrooms.com accurate?

The available KrisFlyer miles balance (as well as other KrisFlyer information) reflected on krisflyervrooms.com is as at the time of login. Please log in to your KrisFlyer account on singaporeair.com to check your latest miles balance.

How can I check my latest miles balance after my booking?

Please log in to your KrisFlyer account on singaporeair.com to check your latest miles balance after your purchase. The KrisFlyer vRooms transaction will be reflected in your recent activities.

Who should I approach to find out more about KrisFlyer vRooms redemption?

Please contact KrisFlyer Membership Services for queries relating to the usage of KrisFlyer miles. For KrisFlyer vRooms related enquiries, please contact KrisFlyer vRooms Support Team. For enquiries related to a specific booking, please refer to the contact details at the bottom of your confirmation email.

Who should I call when I face system issues during my KrisFlyer vRooms redemption transactions?

For issues with KrisFlyer log-in, please contact KrisFlyer Membership Services. For system issues that occur on krisflyervrooms.com, please contact KrisFlyer vRooms Support Team.

Can I use my miles to book for another person?

All KrisFlyer *vRooms* bookings must be made under the name of the KrisFlyer member, who must be present in person upon check-in at the hotel or collection and return of rental cars

Will I still get rewards points with the hotel I stay with?

While policy and enforcement of policies vary by hotel chain (and often by individual hotels within chains), rates booked through KrisFlyer *vRooms* are generally not eligible for points at most major Frequent Guest Programs.

How do I link my KrisFlyer account to my Fliggy account?

Simply:

Log in and click on Profile, then Partner Programmes.

Under Add partner, select Non-airline partner for the category and 'Fliggy' for the Partner from the drop down list.

Key in your Fliggy ID and click 'Add'.

To link your account together, select 'Link'.

Once your accounts are linked, you can proceed to convert your KrisFlyer miles to Fliggy points.

How do I convert my KrisFlyer miles to Fliggy Points?

To convert your KrisFlyer miles to Fliggy Points:

Firstly, ensure that you have linked your KrisFlyer account to your Fliggy account.

If your accounts are already linked, log in and click on Miles, then How to use.

Scroll down to Other redemption options and select 'Fliggy'.

On the pop up that comes up next, select Non-airline partner for the category and 'Fliggy' for the Partner programme.

Your Fliggy ID would then be shown in the next field and you can key in the number of miles you'd like to convert to Fliggy points.

Click on 'Proceed' to convert your miles.

How many KrisFlyer miles do I need in order to redeem Fliggy Points?

A minimum of 1,000 KrisFlyer miles is required for each conversion and each member can convert up to a maximum of 200,000KrisFlyer miles per calendar year (i.e 1st January to 31st December). Please note that all KrisFlyer miles converted cannot be reversed.

b) With regards to the terms and conditions, proposed to include the following:

Terms & Conditions

1. Fliggy points are loyalty points issued by Fliggy
2. More details on Fliggy membership and Fliggy points can be found [here](#).

My KrisShop voucher / inflight gift voucher / PPS voucher is expiring. Can I get an extension?

Please contact the KrisShop Customer Experience team at krisshopcustomercare@krisshop.com for assistance.

How many KrisFlyer miles do I need in order to redeem ONESIAM Coin?

The conversion ratio of KrisFlyer miles to ONESIAM Coin is 3000 KrisFlyer miles to 620 ONESIAM Coin (approximately 1 mile to 0.2067 coins).

Conversions do not need to be in blocks of 3,000 but a minimum of 3,000 KrisFlyer miles is required per conversion. The number of ONESIAM Coin will be rounded off to the nearest integer. The final amount of ONESIAM Coin credited for each conversion is subject to the value shown at the time of Conversion.

Each member can convert up to a maximum of 80,000 KrisFlyer miles per calendar year (i.e. 1 January to 31 December). All KrisFlyer miles converted cannot be reversed.

How do I convert my KrisFlyer miles to ONESIAM Coin?

To convert your KrisFlyer miles to ONESIAM Coins:

- Ensure that you have read and understood the [terms and conditions](#) before conversion.
- [Log in](#) and click on 'Miles', then 'How to Use'.
- Scroll down to 'Other Redemption Options' and select 'ONESIAM Coin'.
- Key in your mobile number registered with ONESIAM SuperApp, as well as the number of miles that you would like to convert to ONESIAM Coins. Please ensure that your mobile number is in the format of (+country code) (mobile number) e.g. +66812345678.
- Click 'Proceed' to convert your miles.
- Upon successful conversion, ONESIAM Coins will be credited to the ONESIAM account linked to the mobile number entered, and your KrisFlyer account will be automatically linked to the ONESIAM account. Once the accounts are linked, this may not be changed.

Do I need to link my KrisFlyer account to my ONESIAM account?

Your KrisFlyer account will be automatically linked to your ONESIAM account after the first successful conversion of KrisFlyer miles to ONESIAM Coin. Please ensure that your KrisFlyer account and ONESIAM account are valid and you have keyed in the correct mobile number registered with the ONESIAM SuperApp when submitting your conversion request for the first time.

How do I make subsequent conversions of KrisFlyer miles to ONESIAM Coin?

To convert your KrisFlyer miles to ONESIAM Coin subsequently:

- [Log in](#) and click on 'Miles', then 'How to Use'.
- Scroll down to 'Other Redemption options' and select 'ONESIAM Coin'.
- The mobile number that you have entered when making a conversion for the first time is automatically populated and cannot be edited. If your mobile number has changed, please reach out to the ONESIAM Contact Center at (66) 02-111-6161 between Monday to Sunday, from 9.00 AM to 12.00 PM. Or email contact@onesiam.com  to update your mobile number that is registered with the ONESIAM SuperApp.
- Key in the number of miles that you would like to convert to ONESIAM Coin.
- Click 'Proceed' to convert your miles.
- Upon successful conversion, ONESIAM Coin will be credited to the ONESIAM account linked to the mobile number displayed at the time of conversion.

I have converted my KrisFlyer miles to ONESIAM Coin. When will the points reflected in my ONESIAM account?

Upon successful conversion of KrisFlyer miles to ONESIAM Coin, you will see the converted ONESIAM Coin reflected in your ONESIAM account linked to the mobile number entered/displayed at the time of conversion within 24 hours.

How do I link my KrisFlyer account to my Esso Smiles membership account?

Simply:

- [Log in](#) and click on Profile, then Partner programmes.
- Under Add Partner, select Non-airline partner for the category and 'Esso' for the Partner from the drop down list.
- Key in your email address associated with your Esso Smiles membership account and click 'Add/Link'.
- Once your accounts are linked, you can proceed to [convert your KrisFlyer miles to Esso Smiles points](#).

How do I convert my KrisFlyer miles to Esso Smiles points?

To convert your KrisFlyer miles to Esso Smiles points:

- Firstly, ensure that you have [linked your KrisFlyer account to your Esso Smiles membership account](#).
- If your accounts are already linked, [log in](#) and click on Miles, then How To Use.
- Scroll down to Other redemption options and select 'Esso'.
- On the pop up that comes up next, select Non-airline partner for the category and 'Esso' for the Partner programme.
- Your email address associated with your Esso Smiles membership account will be masked (e.g. a***@email.com) and shown in the next field and you can key in the number of miles you'd like to convert to Esso Smiles points.
- Click on 'Proceed' to convert your miles.

How many KrisFlyer miles do I need in order to redeem Esso Smiles points?

A minimum of 3,000 KrisFlyer miles is required for each conversion and each member can convert up to a maximum of 80,000 KrisFlyer miles per calendar year (i.e. 1st January to 31st December). Please note that all KrisFlyer miles converted cannot be reversed.

How do I link my KrisFlyer account to my CapitaStar account?

- [Log in](#) and click on Profile, then Partner programmes
- Under Add Partner, select Non-airline partner for the category and 'CapitaStar' for the Partner from the drop-down list.
- Key in your CapitaStar member ID and click 'Add/Link'. Please ensure that your First Name and Last Name in your CapitaStar account matches that of your KrisFlyer account for successful linking.
- Once your accounts are linked, you can proceed to [convert your KrisFlyer miles to CapitaStar STAR\\$®](#).

How do I convert my KrisFlyer miles to CapitaStar STAR\$?

To convert your KrisFlyer miles to STAR\$:

- Ensure that you have [linked your KrisFlyer account to your CapitaStar account](#).
- If your accounts are already linked, [log in](#) and click on Miles, then 'How to Use'.
- Scroll down to Other Redemption options and select 'CapitaStar'.
- On the pop-up window, select Non-Airline Partner for the category and 'CapitaStar' for the Partner programme.
- Your CapitaStar member ID would then be shown in the next field and you can key in the number of miles you'd like to convert to STAR\$®.
- Click 'Proceed' to convert your miles.

How many KrisFlyer miles do I need in order to redeem CapitaStar STAR\$?

A minimum of 3,000 KrisFlyer miles is required for each conversion, and each member can convert up to a maximum of 30,000 KrisFlyer miles per calendar year (i.e. 1 January to 31 December). Please note that all KrisFlyer miles converted cannot be reversed.

How do I redeem my KrisFlyer miles on Pelago?

You can redeem your miles on Pelago experiences on pelago.co in 3 simple steps:

1. Browse and select any experiences that you wish to book on pelago.co
2. At the check-out page, select 'KrisFlyer Miles' as your payment method
3. Log-in to your KrisFlyer account and complete your transaction

Is there a minimum number of miles required for my Pelago purchase?

A minimum number of 1,000 KrisFlyer miles is required per transaction.

How many KrisFlyer miles can I redeem with every dollar spend on Pelago?

Every 100 KrisFlyer miles give you approximately SGD 1 in spend on Pelago. This rate is subject to change without notice. The latest rate will be published on singaporeair.com, pelago.com and the Pelago app.

Can I use my KrisFlyer miles to pay for the entire value of my purchase with Pelago?

KrisFlyer miles can be redeemed for the full value of the items you purchase on Pelago, after eligible discounts have been applied.

Can I mix miles and cash for my purchase with Pelago?

No, you will need to make payment in full for your purchase with either KrisFlyer miles or other form of payment as available on pelago.co.

Can I redeem for all experiences offered on Pelago?

Yes, you can use KrisFlyer miles for all experiences offered on pelago.com or the Pelago app, as long as you meet the minimum requirement of 1,000 KrisFlyer miles per transaction.

Can I redeem for Pelago experiences by calling the KrisFlyer Membership Services, Pelago Customer Service Hotline or Singapore Airlines Office?

Redemption with KrisFlyer miles for Pelago experiences is only available online at pelago.co. This facility is not available at KrisFlyer Membership Services or Pelago Customer Hotline or Singapore Airlines offices.

I need to make changes to my Pelago experience booking. Who do I contact for assistance?

For information about how to cancel or change a Pelago experience booking, you may visit Pelago's Help Centre [here](#) . For additional assistance, you can reach out to Pelago [here](#) .

I would like to cancel my Pelago experience booking. Can I get a refund?

All refunds for Pelago experience bookings - whether paid for with credit card or KrisFlyer miles - will be subject to Pelago's standard Cancellation Policy, which you can find out more about [here](#) . The Cancellation policy that is applicable to the booking will be clearly stated on the product's page at the time of booking, and also on the booking voucher.

Can I use my KrisFlyer miles to book for another person?

All KrisFlyer miles redemptions made via Pelago must be made under the name of the KrisFlyer member, or for the registered nominees in the KrisFlyer member's account.

I travelled with my infant and did not earn any KrisFlyer miles after my flight. How do I claim my missing miles?

[Log in](#) to your KrisFlyer account and click on 'Miles', then 'Claim Missing Miles'.

Alternatively, please click [here](#).

Do I need to link my KrisFlyer account to my Link account?

Your KrisFlyer account will be automatically linked to your Link account after the first conversion of KrisFlyer miles to Linkpoints. Please ensure that your KrisFlyer account and Link account are valid.

To convert your KrisFlyer miles to Linkpoints:

- [Log in](#) and click on Miles, then 'How to Use'.
- Scroll down to 'Other Redemption Options' and select 'Link Rewards'.
- Key in the mobile number used for your Link account, as well as the number of miles that you would like to convert to Linkpoints.
- Click 'Proceed' to convert your miles.
- Upon successful conversion, your KrisFlyer account will be automatically linked to your Link account. Once the accounts are linked, this may not be changed.

How do I make subsequent conversions of KrisFlyer miles to Linkpoints?

To convert your KrisFlyer miles to Linkpoints:

- Ensure that you have linked your KrisFlyer account to your Link account.
- If your accounts are already linked, log in and click on Miles, then 'How to Use'.
- Scroll down to Other Redemption options and select 'Link Rewards'.
- Key in the number of miles that you would like to convert to Linkpoints.
- Click 'Proceed' to convert your miles.

How many KrisFlyer miles do I need in order to redeem Linkpoints?

A minimum of 3,000 KrisFlyer miles is required for each conversion, and each member can convert up to a maximum of 80,000 KrisFlyer miles per calendar year (i.e. 1 January to 31 December). Please note that all KrisFlyer miles converted cannot be reversed.

Do I need to link my KrisFlyer account to my Marriott Bonvoy account?

Your KrisFlyer account will be automatically linked to your Marriott Bonvoy account after the first conversion of KrisFlyer miles to Marriott Bonvoy points. Please ensure that your KrisFlyer account and Marriott Bonvoy account are valid.

To convert your KrisFlyer miles to Marriott Bonvoy points:

- Log in and click on Miles, then 'How to Use'.
- Scroll down to 'Other Redemption Options' and select 'Marriott Bonvoy'.

- Key in your Marriott Bonvoy membership number, as well as the number of miles that you would like to convert to Marriott Bonvoy points.
- Click 'Proceed' to convert your miles.
- Upon successful conversion, your KrisFlyer account will be automatically linked to your Marriott Bonvoy account. Once the accounts are linked, this may not be changed.

How do I make subsequent conversions of KrisFlyer miles to Marriott Bonvoy points?

To convert your KrisFlyer miles to Marriott Bonvoy points:

- Ensure that you have linked your KrisFlyer account to your Marriott Bonvoy account.
- If your accounts are already linked, log in and click on Miles, then 'How to Use'.
- Scroll down to Other Redemption options and select 'Marriott Bonvoy'.
- Key in the number of miles that you would like to convert to Marriott Bonvoy points.
- Click 'Proceed' to convert your miles.

How many KrisFlyer miles do I need in order to redeem Marriott Bonvoy points?

The conversion ratio of KrisFlyer miles to Marriott Bonvoy points is 2 KrisFlyer miles to 1 Marriott Bonvoy point. A minimum of 3,000 KrisFlyer miles is required for each conversion and each member can convert up to a maximum of 180,000 KrisFlyer miles per calendar year (i.e. 1st January to 31st December). Please note that all KrisFlyer miles converted cannot be reversed.

I have converted my KrisFlyer miles to Marriott Bonvoy points. When will the points be reflected in my Marriott Bonvoy account?

The names in both your KrisFlyer and Marriott Bonvoy membership accounts must match for the conversion to be successful. Upon conversion of KrisFlyer miles to Marriott Bonvoy points, it will require four days for the Marriott Bonvoy points to be processed and reflected in your Marriott Bonvoy account. The four days processing time is required for various checks by Marriott Bonvoy to ensure that your Marriott Bonvoy account is valid. Your Marriott Bonvoy points will be credited to your account once the conversion is successfully processed, and in the event that the conversion is unsuccessful, you will receive a notification email on the unsuccessful conversion and the KrisFlyer miles deducted will be returned to your KrisFlyer account.

What is the Preferred Partnership Programme between KrisFlyer & Marriott Bonvoy?

The Preferred Partnership Programme provides members of KrisFlyer and Marriott Bonvoy the opportunity to match status and more.

Solitaire PPS Club, PPS Club and KrisFlyer Elite Gold Members receive:

- Complimentary Marriott Bonvoy Gold Elite status (registration required [here](#)).
- Opportunity to participate in accelerator offer to earn Marriott Bonvoy Platinum Elite status.

KrisFlyer Elite Silver Members receive:

- Opportunity to participate in accelerator offer to earn Marriott Bonvoy Silver Elite status.

Marriott Bonvoy Platinum, Titanium and Ambassador Members receive:

- Complimentary KrisFlyer Elite Silver Status (registration required [here](#)).
- Opportunity to participate in accelerator offer to earn KrisFlyer Elite Gold Status.

Marriott Bonvoy Gold Elite Members receive:

- Opportunity to participate in accelerator challenge to earn KrisFlyer Elite Silver Status.

What Marriott Bonvoy status levels are offered through the Preferred Partnership Programme for KrisFlyer Members?

KrisFlyer Elite Silver Status includes the following benefits when travelling with Singapore Airlines (subject to Singapore Airlines Programme [Rules](#)):

- 25% tier bonus on actual miles flown on Singapore Airlines and Scoot
- Complimentary Standard Seat selection in Economy Class on Singapore Airlines
- Star Alliance Silver Status
- Priority reservation waitlist on Singapore Airlines or a Star Alliance airline
- Priority on airport standby lists for Singapore Airlines or a Star Alliance airline flight
- Waived or Discounted fees for KrisFlyer services
- Additional benefits on Scoot, the sister carrier of Singapore Airlines, including:
 - Additional 5kg baggage upgrade for the principal KrisFlyer Elite Silver member with minimum purchase of 20kg baggage online per member
 - Automatic assignment of standard seat for the travelling group
 - Complimentary BoardMeFirst for the travelling group
 - The above Scoot benefits are not applicable for group bookings with 10 or more passenger

For more information on KrisFlyer Elite Silver Status, visit [here](#).

Upon registration on the KrisFlyer website, your registration will be unsuccessful if your Marriott Bonvoy membership tier is higher than the eligible membership tiers available for the status match or accelerator challenge. The eligible membership tiers are Marriott Bonvoy Gold Elite, Silver Elite and Member status.

Upon registration on the Marriott website, your registration will be unsuccessful if your KrisFlyer membership tier is higher than the eligible membership tiers available for the

status match or accelerator challenge. The eligible membership tiers are KrisFlyer Elite Silver and Member status.

To be eligible for the KrisFlyer or Marriott Bonvoy benefits under the Preferred Partnership Programme, refer to the table below for the eligible membership tiers and the correct registration website

- For Solitaire PPS Club, PPS Club and KrisFlyer Elite Gold Members, the Preferred Partnership Programme offers complimentary Marriott Bonvoy Gold Elite status (registration required). The status is valid for at least 12 months from the day of registration.
 - For example, if a member registers for the Preferred Partnership Programme in December 2023, the member will receive Gold Elite status through the end of 2023, all of 2024, and until February 2025. Thereafter, a member will retain their complimentary Gold Elite status by fulfilling the requalification criteria under the [Marriott Bonvoy Programme Rules](#). 
- For KrisFlyer members with Solitaire PPS Club, PPS Club and KrisFlyer Elite Gold status, who are also existing Marriott Bonvoy Gold Members, they can enjoy a 12-month extension of their Marriott Bonvoy Gold Status from the date of registration in the Preferred Partnership Programme.
- Solitaire PPS Club, PPS Club and KrisFlyer Elite Gold Members will have an opportunity through an Accelerator Challenge to earn Marriott Bonvoy Platinum Elite status by staying ten (10) Qualifying Nights at a Qualifying Rate (as each such term is defined in the [Marriott Bonvoy & KrisFlyer Preferred Partnership Rules](#)) at hotels participating in Marriott Bonvoy within a six (6) month period from date of registration in the Preferred Partnership Programme.
 - When Marriot Bonvoy grants Marriot Bonvoy Platinum Elite status to an eligible Solitaire PPS Club, PPS Club or KrisFlyer Elite Gold Member Member under the accelerator challenge, please allow up to six (6) weeks following completion of the last Qualifying Night for such member to receive Marriott Bonvoy Platinum Elite status.
- For KrisFlyer Elite Silver Members, the Preferred Partnership Programme offers an opportunity, through an Accelerator Challenge to earn Marriott Bonvoy Silver Elite status by staying three (3) Qualifying Nights at a Qualifying Rate at hotels participating in Marriott Bonvoy within a six (6) month period from the date of registration in the Preferred Partnership Programme.
- When Marriott Bonvoy grants Marriott Bonvoy Silver Elite status to an eligible KrisFlyer Elite Silver Member as part of the accelerator challenge, please allow up to six (6) weeks following completion of the last Qualifying Night for such member to receive the Marriott Bonvoy Silver Elite status.
- As further described in the [Marriott Bonvoy & KrisFlyer Preferred Partnership Rules](#), Award Redemption Stays, including Cash + Points Awards, Free Night Awards, or a Points redemption, are not eligible as Qualifying Nights.

What KrisFlyer status levels are offered through the Preferred Partnership Programme for Marriott Bonvoy Members?

- For Marriott Bonvoy Platinum, Titanium and Ambassador Members, the Preferred Partnership Programme offers complimentary KrisFlyer Elite

Silver Status (registration required). The Status is valid for 12 months from the day of registration, with the status ending on the last day of the 12th month.

- For example, if a Member registers for the Preferred Partnership Programme on 8 Feb 2024, they will receive complimentary KrisFlyer Elite Silver Status until 29 Feb 2025. Thereafter, a member can retain their KrisFlyer Elite Silver Status by fulfilling the requalification criteria under the [KrisFlyer Programme Rules](#).
- For Marriott Bonvoy members with Platinum, Titanium or Ambassador Elite status, who are also existing KrisFlyer Elite Silver Members, they can enjoy a 12-month extension of their KrisFlyer Elite Silver Status from the date of registration in the Preferred Partnership Programme. For example, if the existing KrisFlyer Elite Silver member registers for the Preferred Partnership Programme on 8 Feb 2024, their KrisFlyer Elite Silver Status will be extended till 31 Jan 2025.
- Marriott Bonvoy Platinum, Titanium and Ambassador Members will have an opportunity, through an Accelerator Challenge, to earn KrisFlyer Elite Gold Status by completing (4) four qualifying flights on a Singapore Airlines commercial flight in any booking class except booking class codes G 'Group fares', within a six (6) month period from date of registration. Award tickets and codeshare flights are excluded.
- When KrisFlyer grants the KrisFlyer Elite Gold Status to an eligible Member as part of the accelerator challenge under the Preferred Partnership Programme, such member will receive the upgraded KrisFlyer Elite Gold Status within four (4) to six (6) weeks upon completion of the last Qualifying Flight. Miles earned from the Qualifying Flights must be credited to the eligible member's KrisFlyer membership account by the end of his qualification period to be eligible for the accelerated upgrade.
- For Marriott Bonvoy Gold Elite members, the Preferred Partnership Programme offers the opportunity, through an Accelerator Challenge, to earn KrisFlyer Elite Silver status by completing 2 qualifying flights on a Singapore Airlines commercial flight paid with cash in any booking class except booking class codes G 'Group fares', within a six (6) month period from the date of registration in the Preferred Partner Programme. Award tickets and codeshare flights are excluded.
 - When KrisFlyer grants the KrisFlyer Elite Silver Status to an eligible Member as part of the accelerator challenge under the Preferred Partnership Programme, such member will receive the upgraded KrisFlyer Elite Silver Status within four (4) to six (6) weeks upon completion of the last Qualifying Flight. Miles earned from the Qualifying Flights must be credited to the eligible member's KrisFlyer membership account by the end of his qualification period to be eligible for the accelerated upgrade.

Will my Elite Night Credits apply to the accelerator challenges this partnership offers?

No. Elite Night Credits, including those earned through any Marriott Bonvoy promotion, will not count as Qualifying Nights towards either the Silver or Platinum accelerator challenge offered through this Preferred Partnership Program. Click [here](#)  to learn more about Elite Night Credits.

What is the definition of a “Qualifying Flight” as part of the Preferred Partnership Programme between KrisFlyer and Marriott Bonvoy?

A Qualifying Flight is defined as a Singapore Airlines-operated commercial flight in any booking class except booking class codes G 'Group fares'.

The table below illustrates how to count the number of your Qualifying Flights. The flight segments (where a flight segment means the flight from one location to another on an aircraft, with zero or one scheduled stop(s) in between) must have first fulfilled the abovementioned criteria.

S/N	Itinerary	Flight numbers for the segments flown	No. of eligible flight(s)
S/N	Itinerary	Flight numbers for the segments flown	No. of eligible flight(s)
1.	SIN-FRA	SQ 26 (SIN-FRA)	1
S/N	Itinerary	Flight numbers for the segments flown	No. of eligible flight(s)
2.	SIN-JFK	SQ 26 (SIN-FRA-JFK)	1*
S/N	Itinerary	Flight numbers for the segments flown	No. of eligible flight(s)
3.	SIN-JFK (round-trip)	SQ 26 (SIN-FRA-JFK) SQ 25(JFK-FRA-SIN)	2
S/N	Itinerary	Flight numbers for the segments flown	No. of eligible flight(s)
4.	SIN-FRA-JFK (round-trip)	SQ 326 (SIN-FRA) SQ 26 (FRA-JFK) SQ 25(JFK-FRA)	4
S/N	Itinerary	Flight numbers for the segments flown	No. of eligible flight(s)
5.	CGK-SIN SIN-KUL (round-trip)	SQ 951 (CGK-SIN) SQ 126 (SIN-KUL)	2**
S/N	Itinerary	Flight numbers for the segments flown	No. of eligible flight(s)
6.	CGK-KUL (round-trip)	SQ 951 (CGK-SIN) SQ 126 (SIN-KUL) SQ 125 (KUL-SIN) SQ 950 (SIN-CGK)	4

* If SIN↔FRA and FRA↔JFK segments are flown on different days, this will be counted as two flights even though they are both numbered as SQ26.

** Regardless of whether a passenger exits immigration and leaves the airport or not in between flights, it will be considered as two flights.

Do my Qualifying Flights have to be booked in a single booking reference?

Qualifying flights can be booked in a single booking reference or across multiple booking references, but KrisFlyer miles must be credited into your KrisFlyer account to be eligible for the status match upgrade.

Are flights operated by Scoot counted as Qualifying Flights?

No, only flights operated by Singapore Airlines are eligible as Qualifying Flights. For avoidance of doubt, an SQ-TR codeshare flight number marketed by Singapore Airlines but operated by Scoot is not a Qualifying Flight.

I have flown on Qualifying Flights operated by Singapore Airlines but I chose to accrue miles with another frequent flyer programme. Will I be eligible for the status match upgrade?

No, frequent flyer miles must be credited to your KrisFlyer account in order to meet the criteria of fulfilling the Qualifying Flights and be eligible for the status match upgrade.

I completed my flights on 7 December 2023. When will my KrisFlyer Elite status be valid until?

Your KrisFlyer Elite status is valid for 12 months from the date of your last flight with the status ending on the last day of the 12th month, i.e. in this case, until 31 Dec 2024. In order to maintain KrisFlyer Elite status, you will need to fulfil regular KrisFlyer programme qualification rules, i.e. accumulate 25,000 Elite miles for KrisFlyer Elite Silver status or 50,000 Elite miles for KrisFlyer Elite Gold status by 31 Dec 2024.

What are the benefits of KrisFlyer Elite Silver Status?

KrisFlyer Elite Silver Status includes the following benefits when travelling with Singapore Airlines (subject to Singapore Airlines Programme [Rules](#)):

- 25% tier bonus on actual miles flown on Singapore Airlines and Scoot
- Complimentary Standard Seat selection in Economy Class on Singapore Airlines
- Star Alliance Silver Status
- Priority reservation waitlist on Singapore Airlines or a Star Alliance airline
- Priority on airport standby lists for Singapore Airlines or a Star Alliance airline flight
- Waived or Discounted fees for KrisFlyer services
- Additional benefits on Scoot, the sister carrier of Singapore Airlines, including:

- Additional 5kg baggage upgrade for the principal KrisFlyer Elite Silver member with minimum purchase of 20kg baggage online per member
- Automatic assignment of standard seat for the travelling group
- Complimentary BoardMeFirst for the travelling group
- *The above Scoot benefits are not applicable for group bookings with 10 or more passengers.*

For more information on KrisFlyer Elite Silver Status, visit [here](#).

What are the benefits of Marriott Bonvoy Gold Elite status?

Marriott Bonvoy Gold Elite status includes the following benefits (subject to the Marriott Bonvoy Program [Rules](#)):

- Exclusive member rates
- Complimentary enhanced Wi-Fi
- Ultimate Reservation Guarantee
- 25% bonus Points on stays
- 2 p.m. Late Checkout*
- Elite Welcome Gift of Points
- Enhanced Room Upgrade*

* Benefits vary by hotel and brand. Additionally, benefits such as Late Checkout and Complimentary Enhanced Room Upgrade are based on availability. For more information on Gold Elite status, visit [here](#).

Does a customer have to be a member of both KrisFlyer and Marriott Bonvoy to participate in the Preferred Partnership Programme?

Yes. Customers can join KrisFlyer [here](#) and Marriott Bonvoy [here](#).

Is the Preferred Partnership Programme open to all members worldwide?

Yes. Members of KrisFlyer and Marriott Bonvoy, regardless of where they live, can participate in the Preferred Partnership Programme if they meet the eligibility requirements for the complimentary status match or Accelerator Challenge and register for the Preferred Partnership Programme.

How do members register for the Preferred Partnership Programme?

Marriott Bonvoy members who have Gold Elite status or higher can register [here](#).

1. On this page, members can sign in with their Marriott Bonvoy account number and password. Once logged into their Marriott Bonvoy account, they will be prompted to connect/log into their KrisFlyer membership account to link the two accounts.
2. Members must accept the KrisFlyer Programme Rules and the Marriott Bonvoy Programme Rules for their registration to be processed. Please note that the first and last name of both accounts must match for the registration to be processed.
3. The updated status will be reflected in the member's KrisFlyer and Marriott Bonvoy membership accounts within 48 hours.

KrisFlyer Members who have Elite Silver Status or higher can register [here](#).

1. On this page, members can sign in with their KrisFlyer membership number and password. Once logged into their KrisFlyer account, members will navigate to the Partner Programme Page.
2. Under "Category", members are to select "Non-Airline Partner" from the dropdown menu. Under "Partner", members are to select "Marriott Bonvoy" from the dropdown menu. Members then enter their Marriott Bonvoy membership account number and click "Add". Please note that the first and last name of both accounts must match for the registration to be processed.
3. After Marriott Bonvoy has been added, members can click on the "Register" button to register for the status match and/or accelerator offer.
4. The updated status will be reflected in the member's Marriott Bonvoy membership account within 48 hours for all successful status match registrations.

Do Marriott Bonvoy members who receive KrisFlyer Elite Silver Status through the Preferred Partnership Programme have the same benefits as other KrisFlyer Elite Silver Members?

Yes. However, members must meet the criteria each year to be eligible for retention of their complimentary KrisFlyer Elite Silver Status through the Preferred Partnership Programme.

Do members who receive Marriott Bonvoy Gold Elite status through the Preferred Partnership Programme have the same benefits as other Gold Elite members?

Yes. However, members must meet the criteria each year to be eligible for complimentary Marriott Bonvoy Gold Elite status through the Preferred Partnership Programme.

Once a Marriott Bonvoy member has complimentary KrisFlyer Elite Silver Status, can the member reach a higher KrisFlyer Status?

Yes, members may achieve higher status by reaching all published qualification requirements as determined by KrisFlyer. For full qualification details, visit [here](#).

Once a KrisFlyer member has complimentary Marriott Bonvoy Gold Elite status, can the member reach a higher Marriott Bonvoy Elite status?

Yes, members may achieve higher status by reaching all published qualification requirements as determined by Marriott Bonvoy. For full qualification details, visit [here](#).

If I already have Marriott Bonvoy Gold Elite status or higher as well as KrisFlyer Elite Silver Status or higher, can I register for the Preferred Partnership Programme?

Members with Marriott Bonvoy Gold Elite status or higher may register for the Preferred Partnership Programme to link their KrisFlyer and Marriott accounts on Marriott's [website](#), but there will not be a change to their Marriott Bonvoy or KrisFlyer status. PPS Club, KrisFlyer Elite Gold and KrisFlyer Elite Silver members will not be able to register for a status match on KrisFlyer' website.

I am unable to link my KrisFlyer account with my Marriott Bonvoy account on the KrisFlyer website. Why is my Marriott Bonvoy account shown as "Not linked"?

Once you click the "add" button, your Marriott Bonvoy account will be added but reflected as "Not linked". Your KrisFlyer and Marriott Bonvoy accounts will be linked after you make a successful KrisFlyer Miles to Marriott Bonvoy Points conversion or after you have successfully registered for status match.

After adding my Marriott Bonvoy account on the KrisFlyer website, I attempted to register but I received a general error message.

Please reach out to Singapore Airlines via this [website](#) and include your Marriott Bonvoy account number, tier and a screenshot of the error message.

Can Marriott Bonvoy Platinum Elite members and above use their membership cards at the airport to enjoy the benefits of KrisFlyer Elite Silver Status?

No. Eligible Marriott Bonvoy Platinum Elite and above members who wish to enjoy the benefits of KrisFlyer Elite Silver Status must register and be confirmed through the Preferred Partnership Programme [here](#). To enjoy KrisFlyer Elite Silver Status benefits, members must enter their KrisFlyer membership number when booking flights with Singapore Airlines.

I attempted to register but I received an error message informing me that I am ineligible for the benefits under the Preferred Partnership Programme.

Upon registration on the KrisFlyer website, your registration will be unsuccessful if your Marriott Bonvoy membership tier is higher than the eligible membership tiers available for the status match or accelerator challenge. The eligible membership tiers are Marriott Bonvoy Gold Elite, Silver Elite and Member status.

Upon registration on the Marriott website, your registration will be unsuccessful if your KrisFlyer membership tier is higher than the eligible membership tiers available for the status match or accelerator challenge. The eligible membership tiers are KrisFlyer Elite Silver and Member status.

To be eligible for the KrisFlyer or Marriott Bonvoy benefits under the Preferred Partnership Programme, refer to the table below for the eligible membership tiers and the correct registration website.

Tier Benefits	Registration
Tier Benefits Solitaire PPS Club, PPS Club and KrisFlyer Elite Gold Members: <ul style="list-style-type: none">• Complimentary Marriott Bonvoy Gold Elite status• Opportunity to participate in the accelerator challenge to receive Marriott Bonvoy Platinum Elite status	Registration To register for these benefits, visit krisflyer.com/marriott
KrisFlyer Elite Silver Members: <ul style="list-style-type: none">• Opportunity to participate in the accelerator challenge to receive Marriott Bonvoy Silver Elite status	
Tier Benefits Marriott Bonvoy Platinum, Titanium and Ambassador Elite Members receive: <ul style="list-style-type: none">• Complimentary KrisFlyer Elite Silver status• Opportunity to participate in accelerator challenge to receive KrisFlyer Elite Gold Status	Registration To register for these benefits, visit travel-partner.marriott.com
Marriott Bonvoy Gold Elite Members receive: <ul style="list-style-type: none">• Opportunity to participate in accelerator challenge to earn KrisFlyer Elite Silver Status	

Can I register for the Preferred Partnership Programme more than once?

An individual may only register for the Preferred Partnership Program and link their Marriott Bonvoy Account and KrisFlyer Account once.

What if my Marriott tier gets downgraded or upgraded after registering for KrisFlyer status match and I am in the midst of fulfilling the requirements for the accelerator challenge?

You do not need to hold your Marriott Bonvoy Elite status until the end of 6 months of the accelerator challenge to be qualified for the status upgrade. As long as your Marriott Bonvoy membership status is eligible on the day of registration, any changes to your Marriott Bonvoy Elite tier thereafter does not affect your eligibility to be upgraded under the accelerator challenge.

What if my KrisFlyer status tier gets downgraded or upgraded after registering for Marriott status match and I am in the midst of fulfilling the requirements for accelerator?

You do not need to hold your KrisFlyer Elite status until the end of 6 months of the accelerator to be qualified for the status upgrade. As long as your KrisFlyer Elite tier is eligible on the day of registration, any changes to your KrisFlyer Elite tier thereafter does not affect your eligibility to be upgraded under the accelerator challenge.

Can KrisFlyer members who are of Elite Silver Status or higher use their KrisFlyer membership cards at hotels participating in Marriott Bonvoy to enjoy the benefits of Gold Elite status?

No. Eligible KrisFlyer members of Elite Silver Status and above who wish to enjoy the benefits of Marriott Bonvoy Gold Elite status must register and be confirmed through the Preferred Partnership Programme [here](#). To enjoy Gold Elite benefits, members must enter their Marriott Bonvoy account number when booking stays at Marriott Bonvoy participating properties.

What additional “points and miles” benefits are available to all members of the KrisFlyer and Marriott Bonvoy loyalty Programmes, regardless of whether they are eligible for the Preferred Partnership Programme, and how do these benefits work?

- All Marriott Bonvoy members can convert their Points to KrisFlyer miles at a ratio of 3 Marriott Bonvoy Points to 1 KrisFlyer mile.
- For every 60,000 Marriott Bonvoy Points converted to KrisFlyer miles in a single transaction, members receive an additional 5,000 bonus KrisFlyer miles.
- All KrisFlyer members can convert KrisFlyer miles into Marriott Bonvoy Points at a 2:1 ratio (2 KrisFlyer miles to 1 Marriott Bonvoy Point).
- Registration is not required for these points and miles benefits offered by KrisFlyer and Marriott Bonvoy, but customers must be members of KrisFlyer and Marriott Bonvoy.

Will there be limited time promotional offers available for the KrisFlyer and Marriott Bonvoy Preferred Partnership Programme?

KrisFlyer and Marriott Bonvoy may from time to time offer limited time offers to members of the KrisFlyer and Marriott Bonvoy preferred partnership Programme.

What hotel brands are participating in the Marriott Bonvoy portfolio?

For a list of hotels and brands participating in the Marriott Bonvoy portfolio please refer to the Marriott Bonvoy Programme terms [here](#).

Are KrisFlyer members, who previously registered for other KrisFlyer status match Programme(s), able to participate in the Marriott Bonvoy KrisFlyer Preferred Partnership Programme?

Yes, members can participate unless they are currently registered for other KrisFlyer status match Programme(s) and are in the process of fulfilling the flight criteria to obtain KrisFlyer Elite Silver or Elite Gold status under the other status match Programme(s).

I have two Marriott Bonvoy accounts and have already status matched with the first one. Can I status match with the second account?

No. The terms and conditions of the [Marriott Bonvoy Loyalty Program](#) require that individuals may only maintain one membership account in Marriott Bonvoy. Please refer to the Marriott website (<https://help.marriott.com/s/article/Article-22511>) for more information on how to merge your accounts. Please ensure that the account you have already status matched with remains as the active account after the merge.

How do I convert my KrisFlyer miles to Clubpoints?

To convert your KrisFlyer miles to Clubpoints:

- Log in and click on Miles, then ‘How to Use’.
- Scroll down to ‘Other Redemption Options’ and select ‘The Club’.
- Key in your The Club membership ID, as well as the number of miles that you would like to convert to Clubpoints.
- Click ‘Proceed’ to convert your miles.
- Upon successful conversion, your KrisFlyer account will be automatically linked to your The Club account. Once the accounts are linked, this may not be changed.
- Please ensure your registered name with The Club matches the registered name in your KrisFlyer account.

Do I need to link my KrisFlyer account to my The Club account?

Your KrisFlyer account will be automatically linked to your The Club account after the first successful conversion of KrisFlyer miles to Clubpoints. Please ensure that your KrisFlyer account and The Club account are valid and you keyed in the correct membership ID at the first time of submitting your conversion request.

How do I make subsequent conversions of KrisFlyer miles to Clubpoints?

To convert your KrisFlyer miles to Clubpoints:

- Ensure that you have linked your KrisFlyer account to your The Club account.
- If your accounts are already linked, log in and click on Miles, then ‘How to Use’.
- Scroll down to ‘Other Redemption options’ and select ‘The Club’.
- Key in the number of miles that you would like to convert to Clubpoints.
- Click ‘Proceed’ to convert your miles.

How many KrisFlyer miles do I need in order to redeem Clubpoints?

- The conversion ratio of KrisFlyer miles to Clubpoints is 1 KrisFlyer mile to 0.15 Clubpoint. A minimum of 3,000 KrisFlyer miles is required for each per Conversion, and each member can convert up to a maximum of 30,000 KrisFlyer miles per calendar year (i.e. 1 January to 31 December). Please note that all KrisFlyer miles converted cannot be reversed.
- Clubpoints will be rounded down to the nearest integer of Clubpoints. The final amount of Clubpoints credited for each Conversion is subject to the value shown at the time of Conversion.

Can I transfer my points from other airlines’ frequent flyer programmes to my KrisFlyer membership?

Unfortunately, transferring points from other frequent flyer programmes to KrisFlyer is not possible.

When will my KrisFlyer miles expire?

You can find out when your miles expire in your monthly KrisFlyer e-statement. You can also navigate to **Miles > Miles validity** when logged in to your KrisFlyer account profile.

For KrisFlyer members, all KrisFlyer miles are valid for 3 years from the date of their accrual

For PPS Club members, KrisFlyer miles will not expire as long as you retain your PPS Club membership. If you are unable to renew your PPS Club membership, your KrisFlyer miles will expire in 3 years.

Can I extend the validity of my expiring miles?

Yes, if you wish to extend the validity of expiring miles, please [log in](#) to your KrisFlyer account and navigate to Miles > Miles Validity. A service fee of 1,200 miles or USD 12 will be charged for every 10,000 miles (or part thereof). This will extend validity by 6 months for KrisFlyer members and by 12 months for Elite Silver and Elite Gold members. Expiring miles may only be extended once.

Are waitlists prioritised based on frequent flyer status?

Waitlisted seats are allocated based on several factors. We regret that we cannot provide specific details on how we manage waitlist requests.

Can I book a multi-city redemption booking?

Yes, you can make a multi-city redemption booking by [contacting us](#).

How do I convert my KrisFlyer miles to Accor Live Limitless (“ALL”) Reward points?

Before conversion, please ensure that the names in both your KrisFlyer and Accor Live Limitless (“ALL”) membership accounts match for the conversion to be successful.

To convert your KrisFlyer miles to ALL Reward points:

- [Log in](#) and click on Miles, then ‘How to Use’.
- Scroll down to ‘Other Redemption Options’ and select ‘Accor Live Limitless’.
- Key in the membership number for your ALL account, as well as the number of miles that you would like to convert to ALL Reward points.
- Click ‘Proceed’ to convert your miles.
- Upon successful conversion, your KrisFlyer account will be automatically linked to your ALL account. Once the accounts are linked, this may not be changed.

Do I need to link my KrisFlyer account to my Accor Live Limitless (“ALL”) account?

Your KrisFlyer account will be automatically linked to your ALL account after the first conversion of KrisFlyer miles to ALL Reward points. Please ensure that your KrisFlyer account and ALL account are valid.

How do I make subsequent conversions of KrisFlyer miles to Accor Live Limitless (“ALL”) Reward points?

To convert your KrisFlyer miles to ALL Reward points:

- Ensure that you have linked your KrisFlyer account to your ALL account.
- If your accounts are already linked, log in and click on Miles, then ‘How to Use’.
- Scroll down to Other Redemption options and select ‘Accor Live Limitless’.
- Key in the number of miles that you would like to convert to ALL Reward points.
- Click ‘Proceed’ to convert your miles.

How many KrisFlyer miles do I need in order to redeem Accor Live Limitless (“ALL”) Reward points?

The conversion ratio of KrisFlyer miles to ALL Reward points is 4.5 KrisFlyer miles to 1 ALL Reward point. A minimum of 4,500 KrisFlyer miles is required for each conversion and each member can convert up to a maximum of 45,000 KrisFlyer miles per calendar year, i.e., between 1 January 0000hrs (GMT+8) and 31 December 2359hrs (GMT+8). Please note that all KrisFlyer miles converted cannot be reversed.

I have converted my KrisFlyer miles to Accor Live Limitless (“ALL”) Reward points. When will the points be reflected in my ALL account?

Upon successful conversion of KrisFlyer miles to ALL Reward points, you will immediately see the converted ALL Reward points reflected in your ALL account.

What is the conversion rate for yuu Points to KrisFlyer miles?

The conversion rate is 3.6 yuu Points* to 1 KrisFlyer mile.

**with a minimum of 200 yuu Points required for each conversion.*

How do I convert my yuu Points into KrisFlyer miles?

- **Step 1:** In yuu App, under “me” tab, click on “Transfer points” option
- **Step 2:** Tap on the “Transfer Points” button under section “Transfer to KrisFlyer”
- **Step 3:** For first time conversion, enter your KrisFlyer membership number in the space provided. Do ensure that the registered name on your KrisFlyer account and yuu account are the same. For subsequent conversions, KrisFlyer membership number will be auto generated.
- **Step 4:** Enter the number of yuu Points you wish to convert to KrisFlyer miles.
- **Step 5:** Tap on “Review Transfer” to verify the number of yuu Points to be converted and “Confirm Transfer” when ready

Is there a minimum amount of yuu Points required per conversion?

A minimum of 200 yuu Points is required for each conversion to KrisFlyer miles.

Is there a maximum amount of yuu Points that can be converted to KrisFlyer miles in a calendar year (i.e. 1 January to 31 December)?

There is no limit on the amount of yuu Points that can be converted to KrisFlyer miles in a calendar year.

Are there any fees associated with the conversion?

At the moment, there are no conversion fees for transferring yuu Points to KrisFlyer miles.

How do I verify that the KrisFlyer miles are credited into my account?

You may [log in](#) to check your KrisFlyer account statements online upon the successful transaction.

Is there an expiry date for converted KrisFlyer miles?

A member's KrisFlyer miles will expire after three years at 23:59 hours Singapore time on the last day of the equivalent month in which they were earned. For example, if the conversion was done successfully in April 2025, the KrisFlyer miles credited from the conversion will expire at 23:59 Singapore time on 30 April 2028. For PPS Club members, their KrisFlyer miles will not expire.

What is the conversion rate for KrisFlyer miles into yuu Points?

The conversion rate is 1 KrisFlyer mile to 1.325 yuu Points , with a minimum conversion of 2,000 KrisFlyer miles.

How do I convert my KrisFlyer miles to yuu Points?

Before conversion, please ensure that the names in both your KrisFlyer and yuu Rewards membership accounts match for the conversion to be successful.

To convert your KrisFlyer miles to yuu Points:

- **Step 1:** [Log in](#) and click on 'miles', then 'How to Use'.
- **Step 2:** Scroll down to 'Other Redemption Options' and select 'yuu'.
- **Step 3:** Key in the membership number for your yuu Account, as well as the number of miles that you would like to convert to yuu Points.
- **Step 4:** Click 'Proceed' to convert your miles.
- **Step 5:** Upon the first successful conversion, your KrisFlyer account will be automatically linked to your yuu Account. Once the accounts are linked, this may not be changed.

Is there a minimum amount of KrisFlyer miles required per conversion?

A minimum of 2,000 KrisFlyer miles is required for each conversion. Please note that all KrisFlyer miles converted cannot be reversed.

Is there a maximum amount of KrisFlyer miles that can be converted to yuu Points in a calendar year?

The maximum number of KrisFlyer miles that can be converted to yuu Points by each KrisFlyer member in a calendar year (i.e. 1 January to 31 December) is 80,000 KrisFlyer miles.

I have converted my KrisFlyer miles to yuu Rewards (“yuu”) points. When will the points be reflected in my yuu Account?

Upon successful conversion of KrisFlyer miles to yuu Points, you will immediately see the converted yuu Points reflected in your yuu Account.

Do I need to link my KrisFlyer account to my yuu Account?

Your KrisFlyer account will be automatically linked to your yuu Account after the first successful conversion of KrisFlyer miles to yuu Points. Please ensure that your KrisFlyer account and yuu Account details are keyed in correctly. Please also ensure that the registered name on your KrisFlyer account and yuu account are the same. Once the accounts are linked, changes to linkage are strictly not allowed.

How do I redeem KrisFlyer miles for a Scoot award flight?

Redemption can be done through FlyScoot.com or the Scoot mobile app.

Will Scoot award flights be available for all Scoot destinations?

Refer to the Scoot award chart [here](#) for the list of destinations

Can I waitlist for a Scoot award flight?

Waitlisting is not permitted for Scoot award flights.

How do I redeem award tickets for an SIA-Scoot mixed flight itineraries (e.g. Sydney to Singapore on SIA and Singapore to Jeju on Scoot)?

Award tickets for SIA-Scoot mixed flight itineraries are to be redeemed separately:

- Round-trip and one-way award flights on Singapore Airlines can be redeemed on [singaporeair.com](#) or the SingaporeAir mobile app.
- Round-trip and one-way award flights on Scoot can be redeemed on [FlyScoot.com](#) or the Scoot mobile app.

A passenger's use of an award flight is subject to the Terms and Conditions set by both the issuing airline and the participating airline providing the carriage. Please contact the respective airline for further assistance.

I have redeemed my miles for flights on separate itineraries, (e.g. Sydney to Singapore on SIA and Singapore to Jeju on Scoot). Will I be able to through check-in all the way to my final destination?

No. You will have to collect your baggage (if any), clear Custom and Immigration formalities and re-check in at the departure hall to receive your onward boarding pass.

Who do I contact for assistance with my Scoot award flight?

For assistance with your Scoot award flight, please request for assistance via [Scoot's online form](#)  and provide screenshots of the errors (where applicable).

Will I receive any KrisFlyer benefits on a Scoot award flight?

The current Scoot tier benefits for our KrisFlyer members will apply to the award flights where applicable, based on your membership tier, e.g. seat selection, priority boarding, and BookFlex.

Do Scoot award flights come with free baggage allowance?

The KrisFlyer miles shown on Scoot's award chart is applicable for one-way base fare only and do not include any add-ons. Add-ons can be purchased with credit/debit card or other non-miles payment types when you make your redemption booking.

I have changed my flight and it now requires less miles. Can I get a refund for the excess miles?

If the new flight journey requires KrisFlyer miles, the excess miles cannot be refunded. For more information, please refer to the terms and conditions for the Scoot award chart [here](#) .

Can ancillaries, taxes, surcharges and fees be paid in miles ?

Add-ons can be purchased with credit/debit card or other non-miles payment types only.

Is ScootPlus available for award redemption?

ScootPlus is currently unavailable for award redemption. Award flights are also not eligible for upgrades to ScootPlus.

Can I redeem Scoot award flights for my family/ friends?

Redeem bookings can be made for your redemption nominees. You can nominate up to five individuals (but not a corporation or legal entity) as your redemption nominees.

Can I cancel my Scoot award booking?

Scoot award bookings are non-cancellable and non-refundable except for the following reasons:

- a. Medical reasons
- b. Death of passenger or immediate family members
- c. Schedule change or disruption affected with retiming of 2 hours or more

Please contact Scoot if you would like to cancel your booking.

Do I earn miles on Scoot award flights?

No, you will not earn KrisFlyer miles, Elite miles and/ or PPS Value for your Scoot award flight (Base fare). However, you can still earn miles for the cash portion paid for your purchased ancillaries (1 KrisFlyer mile for every eligible SGD 1 spent).

Do I earn non-flight Elite miles and/or PPS Value on cash purchases only?

Yes, non-flight Elite miles and/or PPS Value can only be earned for cash spend on Kris+, KrisShop and Pelago. This excludes any applicable taxes, delivery charges and any surcharges.

Redemption of KrisFlyer and/or KrisPay miles will not be eligible for earn of non-flight Elite miles and/or PPS Value.

Can I earn non-flight Elite miles and/or PPS Value on KrisShop and Pelago purchases via the Kris+ app?

Yes, non-flight Elite miles and/or PPS Value will be earned on KrisShop and Pelago purchases via the Kris+ app, for payments paid with credit/debit cards.

How do I know if I have earned the maximum number of non-flight Elite miles and/or PPS Value for my membership tier renewal/upgrade?

This will be reflected on the Account Summary page once you log in to your KrisFlyer account on singaporeair.com or the SingaporeAir mobile app.

What happens to the Non-flight Elite miles and/or PPS Value that I have earned if a transaction is refunded?

Non-flight Elite miles and/or non-flight PPS Value earned from transactions that are later refunded will be reversed. Any membership renewal, membership upgrade, PPS Club renewal gift vouchers, KrisFlyer Milestone Rewards or PPS Rewards earned as a result of those non-flight Elite miles and/or PPS Value will be voided.

When will non-flight Elite miles and/or PPS Value from a Retroactive Mileage Claim be credited to my KrisFlyer account?

Your Non-flight Elite miles and/or PPS Value will be credited within one month of the KrisFlyer/KrisPay miles being credited in your account.

If there is a change in my KrisFlyer membership tier, will the maximum number of non-flight Elite miles and/or PPS Value required to track towards my KrisFlyer Milestone Rewards and/or PPS Rewards also change?

Yes, the maximum number of non-flight Elite miles and/or PPS Value to track towards KrisFlyer Milestone Rewards and/or PPS Rewards will be adjusted to match to your new membership tier.

Example 1: When a KrisFlyer Elite Silver member's status is upgraded to KrisFlyer Elite Gold, the total number of non-flight Elite miles that can be used towards KrisFlyer Milestone Rewards will increase from 5,000 to 10,000 non-flight Elite miles - meaning a total maximum of 10,000 non-flight Elite miles earned within the calendar year can be tracked towards the earning of KrisFlyer Milestone Rewards.

Example 2: When a KrisFlyer Elite Gold member's status changes to KrisFlyer Elite Silver, the total number of non-flight Elite miles that can be used towards KrisFlyer Milestone Rewards will decrease from 10,000 to 5,000 Elite miles - meaning a total maximum of 5,000 non-flight Elite miles earned within the calendar year, can be tracked towards earning KrisFlyer Milestone Rewards. If the maximum number of 10,000 non-flight Elite miles has been reached before the tier change, the reward earned will not be voided, but the number of total Elite miles tracked towards KrisFlyer Milestone Rewards will be recalculated upon tier change.

What is Access redemption?

Available from 1 November 2025 0000hrs (GMT+8), Access is an additional option available to KrisFlyer members to use their KrisFlyer miles to pay and confirm Singapore Airlines flight tickets immediately if there are seats available on the desired flight. The number of miles required for seat confirmation will vary depending on seat demand on the flight and may fluctuate throughout the year.

When will Access redemption seats be available to be booked?

From 1 November 2025, Access redemption seats can be booked for one-way or return Singapore Airlines-operated flights for travel from 1 November 2025.

What are the changes to the Redemption Award rates for Singapore Airlines from 1 November 2025?

Members will benefit from a reduction of 5% in Economy Saver award redemption rates for flights within Asia and South West Pacific (Zones 1 to 9). However, Business and First/Suites Saver award redemption rates for Zones 1 to 9 will increase by 5%.

Saver award rates will increase by 5% across all cabin classes for flights to and from Europe and the United States of America (Zones 11 to 13). For flights to and from Africa, the Middle East, and Turkey (Zone 10), rates will rise by 10 to 20%.

Advantage award rates across all zones and cabin classes, except for Zone 10, will increase by 10 to 15%. For Zone 10, the Economy Advantage rates will increase by 5%, the Business Advantage rates by 18%, and First/Suites Advantage rates by 15%.

All figures above represent approximate changes for one-way Singapore Airlines flight awards between Singapore and the corresponding regions.

When will the new award and upgrade rates go into effect?

The revised Redemption Award and Redemption Upgrade charts apply to bookings ticketed on or after 1 November 2025, 0000hr (GMT +8).

I have booked an award flight on 30 August 2025 for a flight on 26 November 2025. I have redeemed 60,000 miles for it, and my ticket has been issued. Which mileage level is applicable?

If you have issued your ticket(s) before 1 November 2025, the redemption award levels before the revisions apply.

If I make changes to my redemption award booking or ticket on or after 1 November 2025, which mileage level will apply?

Changes made to flight dates on or after 1 November 2025 will not require additional miles*. Other changes made to the itinerary (e.g. change of cabin class, route and/ or award type) on or after 1 November 2025 will be calculated based on the revised award levels.

Members with existing redemption bookings/tickets who wish to change travel plans are advised to make the changes before 1 November 2025, for the current award levels to be applicable. Booking changes can be made online via the Manage Booking page.

*Subject to ticket validity. Additional miles may be required if ticket reissuance is required.

If I cancel and rebook my redemption award booking, will I be charged the old or new rate?

If you cancel your booking, and your new ticket is issued before 1 November 2025, the current redemption award levels (before the revisions) will apply. If you cancel your

booking and issue your ticket(s) on or after 1 November 2025, the revised redemption award level will apply.

I have been placed on waitlist for my SIA redemption award booking/upgrade. If my booking/upgrade is confirmed on/after 1 November 2025, which mileage level will apply?

The revised redemption award and redemption upgrade charts apply to confirmed waitlist bookings ticketed on or after 1 November 2025.

Waitlist Redemption Bookings

[Close All](#)

How do I manage my waitlist redemption bookings online?

Simply log in to singaporeair.com to manage your bookings and select alternative flights available for immediate ticketing. Alternatively, the email notification sent to your email address contains a link that will bring you directly to your booking.

Will I be able to cancel my waitlisted segments online?

To cancel any existing waitlisted redemptions online, please log in to singaporeair.com to retrieve your booking and click on "Cancel flights".

Can I make changes to a reserved segment for my redemption booking online?

Reserved segments are confirmed and available for ticketing. You may proceed to ticket the reserved segment online along with your entire itinerary, provided all other segments in the itinerary are available for confirmation. Other changes (such as flight number or date change) to a reserved segment are not available online.

I have made a waitlist redemption booking. Will I automatically receive periodic reminder emails regarding my waitlisted redemption? How often will these reminder emails be sent to me?

You will automatically receive periodic email reminders on your waitlisted redemptions from 18 July 2019 onwards. Notifications are sent at scheduled time intervals from the day of your flight

departure. You will receive notifications at intervals of nine, six, three and one month, and three weeks before flight departure date.

Where will these reminder emails be sent to?

The reminder emails will be sent to the email address saved in your KrisFlyer membership profile. If you have inserted a different email address at the point of booking, the reminder emails will be sent to both email addresses.

Please ensure the email address in your KrisFlyer profile is updated to receive timely reminders on your waitlisted redemption bookings.

Can I opt out of receiving the reminder emails on my waitlist redemption bookings?

If you prefer not to receive notifications about your waitlisted flights, you may change your preference by logging into your KrisFlyer account and clicking on "Profile" followed by "Preference". Please note that this feature is not available on the Singapore Airlines mobile app.

When will I receive an update on the outcome of my waitlist redemption - whether it is confirmed or cancelled?

You will be notified on the outcome of your waitlist for all redemption awards including Saver and Advantage Awards by two weeks from flight departure date. At two weeks to the flight departure date, any unsuccessful waitlist redemptions will be cancelled, and you will be informed via email.

If you are on a waitlist for a redemption upgrade, you will be able to hold on to your waitlist till flight departure day.

Does this mean that I will only know of my waitlist confirmation two weeks prior to the flight departure date?

Waitlists for redemption bookings can be confirmed at any time when seats become available and you will receive an email update on the waitlist redemption confirmation. However, if we are still unable to confirm your waitlist redemption on the flight at two weeks before departure, your waitlist will be cancelled and you will be notified via email.

When is the latest that I will be able to place myself on redemption waitlist for a flight?

Customers may waitlist for a redemption flight up to three weeks before the flight departure date. However, please note that there may be instances on popular flights where waitlisting is not available.

Why is waitlisting available up to 3 weeks before departure while cancellation for unsuccessful waitlists is at 2 weeks before departure?

The new redemption waitlist process seeks to give you greater certainty on your travels, with an outcome on your waitlist provided at least 2 weeks before your flight departure. You may place yourself on a redemption waitlist up to 3 weeks before flight departure. Thereafter, new waitlists will not be available as all existing waitlists will be reviewed to determine if they can be confirmed or cancelled, and members will be informed by 2 weeks to flight departure of the waitlist status.

Can I manage all types of redemption waitlist bookings online?

Currently, changes to itineraries for redemption upgrades and stopovers are not available online. Please contact KrisFlyer Membership services for assistance.

Can I confirm my flights if I have both a confirmed segment and a waitlisted segment?

You will be able to confirm your flights if your first segment has been confirmed and the second segment is on waitlist. However, please note that this will result in only your first segment being confirmed. The waitlisted segment will be removed should you proceed past the Review page.

HighFlyer

Close All

What are the benefits of HighFlyer programme? How does it benefit the company?

Please find all the benefits of HighFlyer programme [here](#).

Who is eligible for the Singapore Airlines HighFlyer programme?

The HighFlyer business travel programme is meant for registered businesses of all sizes and consists of four tiers: HighFlyer, HighFlyer Silver, HighFlyer Gold, HighFlyer Platinum.

Businesses that engage travel management companies or travel agents to book their corporate flights can sign up without changing their existing arrangements. Simply send us their contact details after your successful enrolment into the programme, and we will notify them of the next steps when making your HighFlyer booking.

Travel agencies can sign up for HighFlyer only if they intend to book flights for their own corporate travel, and not on behalf of their clients.

Can a HighFlyer account get preferred rates for corporate travel?

Yes, HighFlyer members in the Silver, Gold, and Platinum tiers will enjoy discounted corporate fares. The higher your membership tier, the lower your fares will be.

What are the requirements to be eligible for HighFlyer Silver tier and above?

Please find the requirements for HighFlyer Silver and HighFlyer Gold [here](#). HighFlyer Platinum is by invitation only.

What are the preferential airfares I can expect as a HighFlyer Silver, Gold, or Platinum member?

Please [register for the programme](#) and a member of our staff will evaluate your company's eligibility prior to discussing the upfront discounts we will be able to offer.

What milestone rewards can I expect as a HighFlyer Silver, Gold, or Platinum member?

After your enrolment into the programme, a member of our staff will explain the HighFlyer milestone reward benefits to you as part of the contracting process.

How do I join as a HighFlyer Platinum member?

HighFlyer Platinum is by invitation only. Please [register for the programme](#) and a member of our staff will evaluate your company's eligibility to be offered HighFlyer Platinum.

My company registered for HighFlyer before the refreshed HighFlyer business travel programme was launched on 1 September 2021. Is there anything I need to do?

No action is required from you. You will be automatically eligible for all of the new benefits and rewards under the entry HighFlyer tier. You may continue to use your existing credentials to access your HighFlyer account.

My company is registered for the Corporate Travel Programme (CTP). What will happen to my existing agreement given that HighFlyer will be the only programme offered going forward?

Singapore Airlines will continue to uphold the benefits offered under your current agreement as a CTP member until its expiry.

Prior to the expiry of your CTP contract, we will reach out to move you into HighFlyer, where you will continue to enjoy upfront discounts and additional HighFlyer programme benefits such as points accrual and redemption, and milestone rewards.

How does a company register for the Singapore Airlines HighFlyer programme?

You can register your company [here](#).

Can the company register for the programme through a Travel Management Company (TMC)?

No. The company may only register for the Singapore Airlines HighFlyer via the [online registration form](#).

How will I know when my company's registration is accepted?

You will be notified by email upon successful enrolment into HighFlyer.

How does the Corporate Travel Manager add Corporate Travellers?

The Corporate Travel Manager can add Corporate Travellers under the “Travellers” tab in the account dashboard.

How many Corporate Travellers can I add to my company's HighFlyer account?

HighFlyer has a maximum number of 30 Corporate Travellers. This limitation does not apply to HighFlyer Silver and above.

How many changes can I make to the list of Corporate Travellers?

Every new HighFlyer account is given 1 month to populate the initial list of Corporate Travellers. Thereafter, the Corporate Travel Manager can only make up to 5 changes every month. These 5 changes only apply to the addition and deletion of Corporate Travellers from the list, excluding changes to details of registered Corporate Travellers.

These limitations do not apply to HighFlyer Silver and above.

Must each Corporate Traveller be a KrisFlyer member?

For HighFlyer, an employee must be a KrisFlyer member to be registered as a Corporate Traveller. This requirement does not apply to HighFlyer Silver and above.

Can a Corporate Traveller be associated with multiple corporate accounts?

Each Corporate Traveller can only be associated with 1 corporate account.

What should the Corporate Travel Manager do if the number of Corporate Travellers exceeds the max limit indicated?

The Corporate Travel Manager can [email us](#) with the new Corporate Traveller details. Addition of the new Corporate Travellers is subject to Singapore Airlines' approval.

How do we book flights for our Corporate Travellers?

After you have [logged in to your HighFlyer account](#), on this website, you may proceed to book flights as usual through the booking widget.

You may also book through Singapore Airlines' appointed travel agents by first [getting in touch with us](#) to set this up.

To make bookings directly with Scoot, login [here](#).

If I usually book corporate flights via travel agents, what do I have to do to enjoy HighFlyer benefits?

Please [email us](#) with the name of your travel agency, and a Singapore Airlines staff will get in touch with you.

What are the available payment methods for online booking?

Available payment methods include credit or debit cards, PayPal, and Alipay. You can also use your HighFlyer points to offset the cost of your ticket.

What do I have to provide to ensure that the HighFlyer points are credited to the HighFlyer account?

If the booking is made via Singapore Airlines' website, you do not have to provide any further details. When entering the passenger's details, the various fields will be automatically populated based on the registered Corporate Traveller's details.

However, if the booking is made via our reservation offices or travel agents, your corporate ID and the KrisFlyer membership number (if applicable) of the Corporate Traveller must be provided to the agent to be included in the booking. If you would like to make your bookings through a travel agent, please [get in touch with us](#) first to set this up.

How do we calculate the number of points earned?

The points earned is based on the sum of base fare and carrier-imposed surcharges in SGD, excluding airport taxes and government surcharges. The sum is multiplied by an accrual rate, which varies according to the HighFlyer membership tier.

Currently, for every SGD 1 spent on the net air fare and carrier-imposed surcharges on eligible booking classes, the company will earn 5 HighFlyer points. For HighFlyer Gold and Platinum members, every SGD 1 spent will earn 6 HighFlyer points.

Can the Corporate Traveller choose to credit personal miles to another airline's frequent flyer programme, instead of KrisFlyer?

Yes, the traveller may choose to credit the miles to a non-KrisFlyer account provided the other airline's frequent flyer account is linked to the KrisFlyer account via the traveller's KrisFlyer profile.

However, bookings where HighFlyer points are used for partial redemption of air ticket, excess baggage or preferred seat selection purchases will not be eligible for miles crediting to a non-KrisFlyer account.

If a Corporate Traveller is not a KrisFlyer member, will their travel be considered for HighFlyer point earning?

If your HighFlyer account is registered in Singapore or New Zealand, non KrisFlyer Corporate Travellers will not be considered for HighFlyer point earning.

For HighFlyer accounts registered in all other countries, non KrisFlyer Corporate Travellers can earn 50% of HighFlyer points.

How long does it take for the points to be credited?

The HighFlyer points will be credited within 2 weeks after each flight.

What is the validity period of the HighFlyer points?

HighFlyer points are valid for 36 months after the month of accrual.

Can my company's HighFlyer account earn points on all flights?

The HighFlyer account may earn HighFlyer points on all flight tickets operated by Singapore Airlines if there are no upfront discounts on the fares.

However, Economy Class Value bookings (Q, N) will only earn 50% of HighFlyer points. Group bookings (G), Economy Class Lite bookings (V, K), as well as First, Business, and Economy Class redemption bookings (I, O, X) do not qualify for earning.

Earning of HighFlyer points is not allowed on codeshare flights (e.g. SQ 4-digit flight number operated by another airline).

How does my company claim missing HighFlyer points?

The Corporate Travel Manager may submit a retroactive claim request by [logging in](#) to the account dashboard and filling up the online form under "Points" tab.

The system will validate the information provided and proceed to accept, reject, or to place the request on hold for Singapore Airlines to verify. This process usually takes between 4 to 6 weeks.

Will travel agents be able to make changes on tickets issued using HighFlyer points (rebooking, reissuance, and refund)?

Travel agents will not be able to perform any transactions using HighFlyer points.

How can the HighFlyer points be redeemed?

HighFlyer points can be mixed with cash for payment when making a booking. Only the Corporate Travel Manager and the Assistant Corporate Travel Manager assigned with the appropriate access may use HighFlyer points to offset ticket price.

If there are sufficient HighFlyer points in the account, the entire value of the ticket can be paid for using HighFlyer points, including airport taxes and government surcharges.

For other available redemption options, [login](#) and refer to "Points" tab to view our entire redemption catalogue.

Can the HighFlyer points be used on codeshare flights (SQ flight number with 4 digits, operated by a non-SQ carrier)?

No, they cannot.

Can the HighFlyer points be used for award flights and redemption upgrades?

No, they cannot.

Are redemption upgrades with personal KrisFlyer miles allowed for tickets that are paid with HighFlyer points?

No further redemption upgrades using personal KrisFlyer miles is allowed.

Can HighFlyer points be mixed with cash for a cabin class upgrade?

No, they cannot.

Can HighFlyer points be used to offset the airport tax component of the ticket?

Yes, HighFlyer points can be used to offset the airport tax component of the ticket.

Is there a minimum number of HighFlyer points that my company must utilise in order to use “Pay with HighFlyer points” for payment?

The minimum number of HighFlyer points that have to be used is 1,000 per transaction.

Can my company make changes to tickets paid for with HighFlyer points?

Yes, Corporate Travel Managers can modify tickets by clicking on ‘Change Flight’ under Manage Booking.

Can tickets paid for with HighFlyer points be refunded?

Yes, HighFlyer points can be refunded.

Will residual points be refunded for booking changes which also brought about a lower fare?

No, residual points will not be refunded for changes in bookings which resulted in a lower fare from the original higher fare.

What happens if some HighFlyer points used to pay for the flight have expired at the point of refund?

The HighFlyer points will be forfeited if they have expired at the point of refund.

Can HighFlyer points be used to pay for any additional cost resulting from a booking change?

Yes, they can be used to pay for any additional cost.

How does the Corporate Travel Manager mix HighFlyer points with cash for payment?

If there are sufficient points in the company's HighFlyer account and if the travelling passenger is a registered Corporate Traveller with an associated KrisFlyer account, the Corporate Travel Manager may select "Pay with HighFlyer Points" when making payment.

The Corporate Travel Manager can use the slider on the payments page to determine how many points to redeem to offset the price of the ticket(s). The balance has to be paid for using one of the available payment methods.

For the Assistant Corporate Travel Manager to make any redemption transaction, the "Use HighFlyer points" box must be checked in the Assistant Corporate Travel Manager's Traveller profile. The Corporate Travel Manager may assign this access to the Assistant Corporate Travel Manager through the account dashboard.

Can my company mix a Corporate Traveller's personal KrisFlyer miles and the company's HighFlyer points to purchase flight tickets?

No, this is not possible.

How can I contact Singapore Airlines if I need help with my HighFlyer account?

Please email us [here](#).

What are the options for after office-hours support?

Support is only provided from 8:30am to 5:30pm (Singapore local time), Monday to Friday (including Public Holidays). All email inquiries will be responded to within 3 working days.

Scoot

Close All

What are some of the services I can do online for SIA - Scoot codeshare flights?

For your Singapore Airlines operated flight, you can manage your booking on [Singapore Airlines website](#) or [SingaporeAir mobile app](#). This includes selecting seats, meals and changing your booking.

For your Scoot-operated flight, you can select seats and meals on [flyscoot.com](#) , with the Scoot booking reference found on your e-ticket.

For other services required, please contact each airline's respective contact centre:

- [Singapore Airlines contact centre](#)
- [Scoot support centre](#) 

Can I earn KrisFlyer miles when flying on Scoot on SIA - Scoot codeshare flights?

Yes, you will earn KrisFlyer miles when you fly on Scoot on SIA - Scoot codeshare flights.

The KrisFlyer miles you earn is based on a percentage of the actual miles flown and booking class. Note that selected promotional fares may not be eligible for earning KrisFlyer miles.

If you mix miles and cash to pay for your ticket, only the cash portion paid will be accounted for in the calculation of miles earned. If the full fare is paid with KrisFlyer miles, no KrisFlyer miles will be earned.

How do I know that I have booked a flight operated by Scoot on the Singapore Airlines website?

When searching for flights, you can identify Scoot-operated flights by its logo in the search results listing on the Singapore Airlines website or SingaporeAir mobile app.

When you select a flight operated by Scoot, more information about the Scoot flight and the services offered will appear.

In addition to the above identifiers, Scoot-operated flights are differentiated by its 4-digit SQ code (e.g. SQ 8534). Flights operated by Singapore Airlines have a 3-digit flight code (e.g. SQ 212).

Flights operated by Scoot means that you will experience Scoot's own aircraft and services that makes Scoot the best low-cost carrier in the world.

How do I purchase additional baggage for my SIA - Scoot codeshare flight?

To purchase additional baggage for either your Singapore Airlines or Scoot flight segment, [contact Singapore Airlines](#) at least 24 hours from your flight departure. You can enjoy discounted rates when you purchase early.

Your purchased additional baggage will apply for both your Singapore Airlines and Scoot flight segments.

Will my checked-in baggage arrive to its final destination if I book a SIA - Scoot codeshare flight?

Yes, your checked-in baggage will reach your final destination when you fly on SIA - Scoot codeshare flights.

You do not need to collect your baggage during transit in Singapore. Enjoy a seamless experience on your SIA - Scoot codeshare flight.

What are the differences between flying on Singapore Airlines and on Scoot?

There are several differences in services when flying on Singapore Airlines and on Scoot.

For flights operated by Singapore Airlines, you will experience Singapore Airlines' aircraft and services, including its in-flight entertainment options and in-flight menu.

For flights operated by Scoot, you will experience Scoot's aircraft and services, including its in-flight menu from Scoot Café.

You can refer to the table for the full listing of the services you can expect on both your SIA and Scoot flights [here](#). This is applicable for SIA-Scoot codeshare flights.

Can I purchase an upgrade for my SIA - Scoot codeshare flight?

Singapore Airlines: Cabin upgrade only

For your Singapore Airlines flight segment, you can purchase cabin upgrade, depending on the conditions of your fare ticket type. Please contact [Singapore Airlines](#) to purchase a cabin upgrade.

Scoot: Seat upgrade only

4 hours before departure: Purchase a seat upgrade for your Scoot flight by contacting [Singapore Airlines](#).

Less than 4 hours before departure: Purchase a seat upgrade for your Scoot flight at Scoot's check-in counter at the airport.

Connecting flights: If Scoot is a connecting flight, you can purchase the upgrade at the Scoot transit counter or onboard your Scoot flight.

What are my benefits as a KrisFlyer Elite Silver member when flying on Scoot, in SIA - Scoot codeshare flights?

As a KrisFlyer Elite Silver member, you can enjoy the following benefits on your Scoot flight segment:

- **Elite miles:** Earn 2.5 times more Elite miles for your Scoot flight segment
- **Baggage allowance:** Additional 5kg
- **Seats:** Best available standard seat assigned
- **BoardMeFirst:** Priority check-in and boarding at selected airports

To enjoy the above benefits, please include your KrisFlyer membership number when you make your booking or when you manage your booking on [flyscoot.com](#)  at least 24 hours before the flight.

What are my benefits as a KrisFlyer Elite Gold member when flying on Scoot, in SIA - Scoot codeshare flights?

As a KrisFlyer Elite Gold member, you can enjoy the following benefits on your Scoot flight segment:

- **Elite:** Earn 2.5 times more Elite miles for your Scoot flight segment
- **Baggage allowance:** Additional 5kg
- **Seats:** Best available standard seat assigned
- **BoardMeFirst:** Priority check-in and boarding at selected airports

To enjoy the above benefits, please include your KrisFlyer membership number when you make your booking or when you manage your booking on [flyscoot.com](#) at least 24 hours before the flight.

What are my benefits as a PPS Club member when flying on Scoot, in SIA - Scoot codeshare flights?

As a PPS Club member, you can enjoy the following benefits on your Scoot flight segment:

- **Baggage allowance:** Additional 5kg
- **Seats:** Best available standard seat assigned
- **BoardMeFirst:** Priority check-in and boarding at selected airports
- **BookFlex:** One-time fee waiver for date and/or time change per booking. Please note that top-up for fare differences may apply accordingly.

To enjoy the above benefits, please include your KrisFlyer membership number when you make your booking or when you manage your booking on [flyscoot.com](#) at least 24 hours before the flight.

What are my benefits as a KrisFlyer basic member when flying on Scoot on SIA - Scoot codeshare flights?

As a KrisFlyer member, you can enjoy 2.5 times more Elite miles for your Scoot flight segment.

Can I earn Elite miles for Scoot-operated flights?

Yes, you can earn Elite miles for your Scoot-operated flight. You will earn 2.5 Elite miles for every KrisFlyer mile earned from flying on Scoot.

To enjoy these miles, please include your KrisFlyer membership number when you book your flight or when you manage your booking on [flyscoot.com](#), at least 24 hours before the flight.

Who do I contact for issues on Scoot-related KrisFlyer Milestone Rewards?

For issues regarding the crediting of bonus KrisFlyer miles to your account (1,000 Bonus KrisFlyer miles on your next flight with Scoot), please contact [Singapore Airlines](#).

For other Scoot-related KrisFlyer Milestone Rewards issues, please fill in a request on [Scoot's online form](#) and provide screenshots of the errors (where applicable) so that our staff can help you better.

This includes:

- Unable to view voucher in your Scoot account page ('Stash')
- Unable to apply voucher during booking

To apply the voucher during booking, the name in your booking must match the name in your KrisFlyer account.

Who do I contact for KrisFlyer log-in issues on Scoot's website or mobile app?

For issues on logging in to your KrisFlyer account on Scoot's website or mobile app, please request for assistance on [Scoot's online form](#)  and provide screenshots of the errors (where applicable) so that our staff can help you better.

Who do I contact when I'm facing issues logging in as a registered customer on Scoot's website or mobile app?

For issues on logging in to your Registered Customer account on Scoot's website or mobile app, please request for assistance on [Scoot's online form](#)  and provide screenshots of the errors (where applicable) so that our staff can help you better.

Can I carry my emotional support dog or pet on board an SIA - Scoot codeshare flight?

Only service dogs for guests with visual or hearing impairment is allowed on board SIA - Scoot codeshare flights. [Read more.](#) 

Emotional support dogs or pets are not allowed on board Singapore Airlines or Scoot operated flights. [Read more.](#)

Why is there a Scoot's booking reference on my Singapore Airlines e-ticket or booking confirmation?

There is a Scoot's booking reference on your Singapore Airlines e-ticket/ booking confirmation as you have booked a flight operated by Scoot in your itinerary.

To manage your Scoot-operated flight, please key in your Scoot's 6-character booking reference on [flyscoot.com](#)  or the mobile app. This allows you to select your seats and meals before your flight.

I booked through a travel agent and I don't see Scoot's booking reference in my confirmation email. How do I manage my Scoot's flight?

Please check with your travel agent who will be able to provide with the Scoot booking reference. Once you have your Scoot booking reference, you can then manage your Scoot flight.

Alternatively, you can go to [Manage Booking](#) on our website or mobile app with your SIA booking reference. On the page, you will be able to find your Scoot booking reference.

To manage your Scoot-operated flight, key in your Scoot's 6-character booking reference on [flyscoot.com](#)  or the mobile app. This allows you to select your seats and meals before your flight.

What is my baggage allowance on my Scoot segment of a SIA - Scoot codeshare flight?

Your baggage allowance for your Scoot flight segment will follow the baggage allowance listed in your Singapore Airlines fare ticket conditions.

If you are a KrisFlyer Elite Silver / Gold or PPS Club member, you will receive an extra 5kg baggage allowance.

What is my baggage allowance on my Scoot segment of a SIA - Scoot codeshare flight as a student?

Your baggage allowance privileges are according to your fare ticket conditions of your Singapore Airlines ticket.

Checked-in baggage allowance for students

Economy and Premium Economy Class:

- United States or Canada: 3 pieces of baggage (23kg each)
- All other destinations: Up to 40kg

Business Class:

- United States or Canada: 3 pieces of baggage (32kg each)
- All other destinations: Up to 50kg

This is applicable to both your Singapore Airlines and Scoot flights.

To purchase additional baggage for either your Singapore Airlines or Scoot flight segment, [contact Singapore Airlines](#) at least 24 hours from your flight departure.

Find out more about [student privileges on Singapore Airlines here](#).

Can my child travel unaccompanied on SIA - Scoot codeshare flights?

Children under 12 years old

For all SIA - Scoot codeshare flights, children below 12 years old need to be accompanied by an adult. This is because Scoot does not allow unaccompanied travel for children under the age of 12 years old on its flights.

Children aged 12-17 years old

Children aged 12 to 17 years old is allowed to travel on SIA -Scoot codeshare flights unaccompanied by an adult.

Once your flight is booked, please download and complete the following forms, and present it during check-in: [Unaccompanied Minors Waiver Form](#) or [Unaccompanied minor service waiver form](#) .

Documentation or identification of the parent or legal guardian of the child may be requested at check-in for verifying the details reflected in the completed form.

As this is a codeshare flight with Scoot, it follows Scoot's unaccompanied minors policy. Find out more about [Unaccompanied minors on Scoot here](#) .

I have checked in my child's stroller. Can I collect it during transit on an SIA - Scoot codeshare flight?

If your first flight is operated by Scoot, you will only be able to collect your stroller at the final destination, and not during transit.

If your first flight is operated by Singapore Airlines, you are able to collect your stroller at your preferred pick-up point during transit or at the final destination. Please inform the ground staff at check-in if you would like to do this.

If you are handing your stroller to our staff at the boarding gate and have a connecting flight, please collect your stroller at the aerobridge upon disembarkation during the transit. This is only if your first flight is operated by Singapore Airlines.

Is there Meet-and-Assist service on SIA - Scoot codeshare flights?

Please [contact Singapore Airlines](#) if you require Meet-and-Assist service, for your SIA - Scoot codeshare flights.

Please note that meet-and-assist service is not available for request online.

How do I select seats for my Scoot flight on SIA - Scoot codeshare flights?

Locate the 6-character booking reference for your Scoot flight in your booking confirmation email. Note that it differs from your SIA flight booking reference.

Then proceed to Manage Booking on [flyscoot.com](#) and enter the reference code and other required fields. You can then select your seats on the website.

How do I select my meals for my Scoot flight on SIA - Scoot codeshare flights?

Locate the 6-character booking reference for your Scoot flight in your booking confirmation email. Note that it differs from your SIA flight booking reference.

Then proceed to Manage Booking on [flyscoot.com](#) and enter the reference code and other required fields. You can then select your meals on the website.

How do I check in if my first flight is operated by Scoot, in a SIA - Scoot codeshare flight?

If the first flight in your itinerary is operated by Scoot, you may be eligible for online/mobile check in via Singapore Airlines website or app. Find out if you are eligible for online/mobile check in [here](#). If you do not meet the eligibility criteria, please proceed to the Scoot Airport Counter at the airport early to check-in and drop off your baggage.

How do I check in if my first flight is operated by Singapore Airlines, in a SIA - Scoot codeshare flight?

If your first flight is operated by Singapore Airlines, you can check in online on our [website](#) or the [SingaporeAir mobile app](#).

Alternatively, you can proceed to the Singapore Airlines check-in counter at the airport for manual check-in.

[View airport counter opening hours](#)

Which airport terminal do I go to check in for my Scoot-operated flight, on SIA - Scoot codeshare flight?

The airport terminal is indicated on your e-ticket and your Manage My Booking page on [flyscoot.com](#).

I was not a KrisFlyer Elite Silver / Gold member when I made a flight booking on Scoot. Subsequently, my tier was upgraded to Elite Silver / Gold. Will I enjoy the KrisFlyer Elite Silver / Gold benefits on my upcoming flight?

You will enjoy the benefits of your new membership tier if you have been upgraded to Elite Silver / Gold at least 24 hours before your flight.

However, do note that previously paid products and services (e.g. baggage, seat selection) that overlap with Elite Silver / Gold benefits will not be refunded.

I was not a PPS Club member when I made a flight booking on Scoot. Subsequently, my tier was upgraded to PPS Club. Will I enjoy the PPS Club benefits on my upcoming flight?

You will enjoy the benefits of your new membership tier if you have been upgraded to PPS Club at least 24 hours before your flight.

However, do note that previously paid products and services (e.g. baggage, seat selection) that overlap with PPS Club will not be refunded.

How do I check the KrisFlyer miles earned for my Scoot flight?

You can log in to your KrisFlyer dashboard and access your KrisFlyer statements in your profile.

How do I claim for miles that were not credited to my account, for my Scoot-operated flight?

To claim for missing miles, please follow these steps in the [Claim missing miles page](#). Do note that retroactive mileage claims for flights are only valid if they are flown within the last six months.

Do I also get a blanket on my Scoot-operated flight on a SIA - Scoot codeshare flight?

Yes, you will receive a complimentary blanket for Scoot-operated flights that are more than 4 hours in duration. This is only applicable to SIA - Scoot codeshare flights and excludes flights to Macau, Guangzhou and Kunming, China.

I am travelling to Jeddah on Scoot. What can I expect for my flight?

If you are travelling to Jeddah on Scoot, you will receive a halal meal and dessert, a snack pack, free-flow water, coffee or tea, and an extra 5kg baggage allowance for Zamzam water.

My SIA-Scoot codeshare flight was disrupted. Can I rebook my flight?

We are sorry to hear that your flight was disrupted. Singapore Airlines will be contacting you to assist with your booking. For urgent assistance, contact [Singapore Airlines](#).

Does SIA or Scoot provide stretcher service on SIA - Scoot codeshare flights?

For Scoot-operated flights, stretcher service is only available on Singapore-to-Jeddah and Jeddah-to-Singapore routes, and on Scoot 787 in Economy Class only.

Only one stretcher is accepted per eligible flight. Passengers using stretcher service must be accompanied by qualified medical personnel throughout the flight. [Read more](#) .

For SIA-operated flights, stretcher services are available for a fee on selected aircraft, and in Economy Class only. This service is reserved for passengers who must remain in a reclined position and must be accompanied by qualified personnel throughout the flight.

Do infants have baggage allowance for SIA - Scoot codeshare flights?

Infants travelling on SIA - Scoot codeshare flights are entitled to 1 piece of 10kg checked baggage allowance. For US itineraries, infants are entitled to 1 piece of 23kg (Economy/Premium Economy) or 32kg (Business/First) of checked baggage allowance.

Is there in-seat power to charge my devices on SIA - Scoot codeshare flights?

For Scoot-operated flights, in-seat power is only available on board Scoot Boeing 787 aircraft. ScootPlus passengers can enjoy complimentary power outlets and Scoot Economy passengers can access the power outlet with a small fee.

For SIA-operated flights, in-seat power is available on all aircraft except Boeing 787-NG.

