

# Make every journey count with KrisFlyer

Elite Benefits Guide

June 2013



SINGAPORE AIRLINES KRISFLYER   
A STAR ALLIANCE MEMBER 





# Reserved for the Elite

Welcome to KrisFlyer Elite membership. You can now look forward to more recognition and exclusive benefits designed to make travelling for business or pleasure more enjoyable, and your award flights more frequent. Many membership services are also available online to help you make the most of your membership.

Please take some time to familiarise yourself with the contents of this guide, so that you can take full advantage of your status as a KrisFlyer Elite Silver or KrisFlyer Elite Gold member.



# Contents

- ▶ KrisFlyer Elite Silver 1
- ▶ KrisFlyer Elite Gold 2
- ▶ Making the most of your membership 3
- ▶ Benefits at a glance 4
- ▶ World-class partners 5
- ▶ Contact us 6

# KrisFlyer Elite Silver

Your KrisFlyer Elite Silver membership year is the 12-month period from the date of your qualification for or renewal of Elite Silver membership. During this time, you may retain your Elite Silver status or reach KrisFlyer Elite Gold status by earning the required number of Elite miles.

As a KrisFlyer Elite Silver member, you are automatically accorded Star Alliance Silver status. This means that in addition to KrisFlyer Elite Silver benefits, you will enjoy special privileges on all Star Alliance airlines, regardless of the class in which you travel.

## 25% tier bonus on KrisFlyer miles

Receive a 25% tier bonus on the actual number of miles flown on Singapore Airlines, SilkAir or Virgin Atlantic when you credit the miles to your KrisFlyer account. When you travel in Business or First Class on Singapore Airlines or SilkAir, or in the Singapore Airlines Suites on the Singapore Airlines A380, you will receive the 25% tier bonus in addition to the class bonuses earned. Here are just three examples of how this could benefit you:

|                       | Actual miles flown | + 25% tier bonus |
|-----------------------|--------------------|------------------|
| Singapore – Bali      | 1,041 miles        | 1,302 miles      |
| Singapore – Sydney    | 3,912 miles        | 4,890 miles      |
| Hong Kong – Singapore | 1,594 miles        | 1,993 miles      |

To ensure the correct mileage is credited into your KrisFlyer account, please quote your KrisFlyer membership number during reservation and present your KrisFlyer membership card upon check-in.

## Priority reservation waitlist

When you are waitlisted for a flight on Singapore Airlines, SilkAir or any Star Alliance partner airline, you will be given priority should a seat become available.

## Priority airport standby

If you need to take a flight at short notice and do not have a confirmed reservation, you will be given priority on airport standby lists for Singapore Airlines, SilkAir and Star Alliance airlines' flights\*.

*\* This benefit does not apply to award flights.*

## Waived or reduced KrisFlyer service fees

Enjoy waived or reduced fees for KrisFlyer services. To view the complete list of membership services available, along with their respective fees, simply go to [Service fees](#).

## KrisFlyer Elite Silver renewal

Your KrisFlyer Elite Silver status will be renewed when you earn at least 25,000 Elite miles in any class of service on Singapore Airlines, SilkAir, Virgin Atlantic or any Star Alliance airline during your Elite Silver membership year and credit them to your KrisFlyer account.

*Elite miles are the actual miles flown, plus any applicable class bonuses earned. When flying on Singapore Airlines or SilkAir, class bonuses awarded are based on 100%, 125%, 150% and 300% of the actual distance travelled in Economy Class, Business Class, First Class and the Singapore Airlines Suites respectively. In the Suites, 150% of the actual miles flown will be earned in F or P booking class. On partner airlines, the Elite miles earned may differ. Promotional and tier bonus miles earned do not count towards Elite membership. No Elite miles are awarded for booking classes not eligible for earning of miles.*



# KrisFlyer Elite Gold

From the moment you book your tickets through to the collection of your bags at the end of your journey, your KrisFlyer Elite Gold membership accords you a higher level of recognition and personalised service.

In addition to the benefits of KrisFlyer Elite Silver, you will enjoy a host of services reserved exclusively for KrisFlyer Elite Gold members, together with the full complement of Star Alliance Gold privileges on all Star Alliance airlines.



## Access to an extensive network of lounges

Relax in comfort at hundreds of lounges around the world, regardless of the class in which you travel on Singapore Airlines, Star Alliance airlines or our other partners.

### When you fly on Singapore Airlines and SilkAir

You can unwind in the KrisFlyer Gold Lounge in Singapore Changi Airport, as well as SilverKris lounges worldwide. Enjoy this benefit with a guest who is also flying on Singapore Airlines or SilkAir on the same day.

*The SilverKris lounges in Singapore are not designated Star Alliance Gold lounges. Please use the KrisFlyer Gold lounges in Terminals 2 and 3.*

### When you fly on Singapore Airlines or a Star Alliance partner airline

You have access to over 900 Star Alliance Gold lounges worldwide. Enjoy this benefit with a guest who is also flying on Singapore Airlines or a Star Alliance airline on the same day.

### When you fly on Virgin Australia

You can take advantage of the Virgin Australia lounges when you fly on the airline. Enjoy this benefit with a guest who is also flying on Virgin Australia on the same day.

## Extra check-in baggage allowance

You can check in an additional 20kg (44 pounds) or one extra piece of baggage.

*Please note: The piece concept applies primarily to flights to and from North and South America, where you can check in three bags instead of the usual two. On Virgin Atlantic flights, you can check in an additional piece of luggage (weighing up to 23kg), regardless of your class of travel. On Virgin Australia's long-haul international flights, you can check in one additional piece of luggage when flying to the USA or an extra 15kg when flying to other destinations, even when you travel in Economy Class. For details, please go to [KrisFlyer Elite Gold](#).*

## Priority airport check-in

Receive preferential treatment at specially designated Star Alliance check-in counters featuring the KrisFlyer Elite Gold or Star Alliance Gold logo.

## Priority boarding when travelling in Economy Class

Board before other passengers travelling in Economy Class.

## Priority baggage handling

Your baggage will be given priority handling, irrespective of the class in which you travel.

## KrisFlyer Elite Gold renewal

Your KrisFlyer Elite Gold status will be renewed when you earn at least 50,000 Elite miles in any class of service on Singapore Airlines, SilkAir, Virgin Atlantic or any Star Alliance airline during your Elite Gold membership year, and credit them to your KrisFlyer account. Your Elite Gold membership year is the 12-month period from the date of your qualification for or renewal of Elite Gold status.

# Making the most of your membership

Whether you wish to redeem your miles for an award flight, or simply make changes to your redemption nominees, you can save time and KrisFlyer miles when you log in with your membership number and PIN at [krisflyer.com](http://krisflyer.com)

## Online redemption

Save 15% on the usual number of miles required for an award ticket to any Singapore Airlines or SilkAir destination. You will also receive the same discount on flight upgrades for commercial bookings made at [singaporeair.com](http://singaporeair.com)

## Accrual calculator

Find out the number of KrisFlyer miles you can earn in each class of travel between two cities on Singapore Airlines, SilkAir and our partner airlines.

## Mileage calculator

View the destinations to which you can redeem your available KrisFlyer miles for flight awards and plan your journeys with greater ease and convenience.

## Redemption calculator

Find out the number of KrisFlyer miles required to your favourite destination on Singapore Airlines, SilkAir or any of our other partner airlines, or an upgrade to the Singapore Airlines Suites, First Class or Business Class.

## Redemption nominees

Nominate as many as five family members or friends for whom you can redeem your KrisFlyer miles for awards. You may also authorise your redemption nominees to collect tickets for flight awards on your behalf and for themselves.

First-time nomination for up to five individuals is a free service. There is no fee for adding names, as an addition is not considered a change. However, a fee will be incurred each time you make a change to your redemption nominees, regardless of the number of names changed or removed.

If you are a KrisFlyer Elite Silver member, you will save 40% on the usual number of miles required when you change your redemption nominees online. If you are a KrisFlyer Elite Gold member, this service fee is waived. Any deletion or change of name can only be made once every six months.



## Manage your miles

Keep up-to-date with the number of Elite miles you currently have, along with your current balance of KrisFlyer miles and when these miles expire. You can also view the miles you have earned and redeemed in the past 12 months.

At the same time, you can subscribe to have your account statements sent to you via email up to six times a year.

## News and promotions

Subscribe to KrisFlyer News, which will be sent to you via email every two months. KrisFlyer News keeps you in touch with the latest partner promotions, as well as updates from Singapore Airlines, KrisFlyer and the PPS Club.

In addition, you can choose to receive the latest promotions from Singapore Airlines, KrisFlyer and our partners.



# Benefits at a glance

| MEMBERSHIP TIER  | BENEFITS  | SINGAPORE AIRLINES | SILKAIR | STAR ALLIANCE MEMBER AIRLINES | VIRGIN ATLANTIC | VIRGIN AUSTRALIA |
|--|---|--------------------|---------|-------------------------------|-----------------|------------------|
| <i>For all members</i>                                   | Earn KrisFlyer miles  | ▼                  | ▼       | ▼                             | ▼               | ▼                |
|  | Earn Elite miles towards Elite Silver and Elite Gold status | ▼                  | ▼       | ▼                             | ▼               |                  |
|  | Earn PPS Value towards PPS Club status <sup>1</sup>         | ▼                  | ▼       |                               |                 |                  |
| <i>For KrisFlyer Elite Silver and Elite Gold members</i> | 25% tier bonus on actual miles flown <sup>2</sup>           | ▼                  | ▼       |                               | ▼               |                  |
|  | Priority reservation waitlist                               | ▼                  | ▼       | ▼                             |                 |                  |
| <i>For KrisFlyer Elite Gold members only</i>             | Increased check-in baggage allowance                        | ▼                  | ▼       | ▼                             | ▼               | ▼                |
|  | Priority airport standby                                    | ▼                  | ▼       | ▼                             | ▼               |                  |
|  | Priority airport check-in                                   | ▼                  | ▼       | ▼                             | ▼               | ▼                |
|  | Priority baggage handling                                   | ▼                  | ▼       | ▼                             | ▼               | ▼                |
|  | Priority boarding   | ▼                  | ▼       | ▼                             | ▼               | ▼                |
|  | SilkAir lounge access <sup>3</sup>                          | ▼                  | ▼       |                               |                 |                  |
|  | Star Alliance Gold lounge access <sup>4</sup>               | ▼                  |         | ▼                             |                 |                  |
|  | Virgin Australia lounge access <sup>5</sup>                 |                    |         |                               |                 | ▼                |



<sup>1</sup> If a member flies in the Singapore Airlines Suites on the Singapore Airlines A380, First Class or Business Class on Singapore Airlines or SilkAir, and chooses to credit the frequent flyer miles to a KrisFlyer airline partner's frequent flyer programme, these flights will still be recognised for PPS Club qualification. Members need to present both the airline partner's membership card and their valid KrisFlyer membership card at check-in to credit mileage and PPS Value.

<sup>2</sup> Not applicable to an Economy Class ticket issued in G, N, Q, T or V booking class.

<sup>3</sup> A guest can be invited as long as he or she is accompanied by the Elite Gold member and is travelling on a SilkAir flight on the same day.

<sup>4</sup> A guest can be invited as long as he or she is accompanied by the Elite Gold member and is travelling on a Star Alliance flight on the same day.

<sup>5</sup> A guest can be invited as long as he or she is accompanied by the Elite Gold member and is travelling on a Virgin Australia flight on the same day.

# World-class partners

## STAR ALLIANCE AIRLINES

Adria Airways, Aegean Airlines, Air Canada, Air China, Air New Zealand, ANA, Asiana Airlines, Austrian Airlines, Avianca-TACA, Brussels Airlines, Copa Airlines, Croatia Airlines, EGYPTAIR, Ethiopian Airlines, EVA Air, LOT Polish Airlines, Lufthansa, Scandinavian Airlines, Shenzhen Airlines, South African Airways, SWISS, TAM Airlines, TAP Portugal, THAI, Turkish Airlines, United, US Airways

## OTHER AIRLINES

Air India, Virgin America, Virgin Atlantic, Virgin Australia

## CREDIT/CHARGE CARDS

AmBank, American Express, ANZ, Bank Danamon, Bank SA, BCA, BII, BNI, Chinatrust Commercial Bank, Citibank, DBS, Diners Club International, HSBC, ICICI Bank, Bank Mandiri, Maybank, Metrobank, Mitsui Sumitomo, MUFG Card, The National Commercial Bank of Saudi Arabia, OCBC, Panin Bank, RBS, RHB Bank Berhad, Samsung, SBC Bank, Shanghai Rural Commercial Bank, Standard Chartered Bank, St George, UOB, Westpac

## CAR RENTALS

Avis, Europcar, Hertz, Sixt

## TELECOMMUNICATIONS\*

3, M1, Travelling Connect

## OTHERS\*

Agoda.com, Club 21, CruiseEscapes, Ctrip, Esso, OKCashBag, Shell, Tradewinds

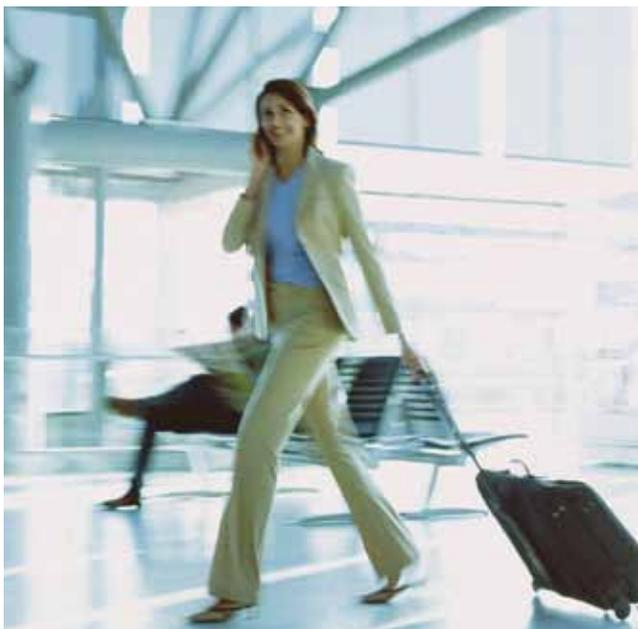
## HOTELS/SERVICED RESIDENCES

Accor, Ascott, Citadines & Somerset, Fairmont, Raffles & Swissôtel, Global Hotel Alliance, Hilton Worldwide, HPL Hotels & Resorts, Hyatt Hotels & Resorts, Intercontinental Hotels Group, Jumeirah Hotels & Resorts, Langham Hotels International, Leading Hotels of the World, Mandarin Oriental, Marriott International, Maybourne Hotel Group, Meritus Hotels & Resorts, Meliá Hotels International, Millennium & Copthorne, New Otani Hotels, Oberoi Hotels & Resorts, Okura Hotels & Resorts, Park Regis Hotels, Preferred Hotel Group, The Peninsula, Regent Hotels & Resorts, Rendezvous Hotels & Resorts International, Rotana, Shangri-La Hotels and Resorts, Starwood Hotels & Resorts, Taj Hotels, Resorts and Palaces, Trident Hotels, Worldhotels

For the latest list of partners, please go to [krisflyer.com](http://krisflyer.com)

*\* Some restrictions may apply. For more information, please go to [Earn miles](#).*

# Contact us



## By phone

At KrisFlyer Membership Services, our customer service representatives are pleased to assist you, all day, every day.

We have customer service representatives who are fluent in English, Bahasa Melayu, Bahasa Indonesia, Mandarin, Cantonese, Japanese, Korean, Thai, French and German.

| IF YOU ARE IN:                    | CALL:           |
|-----------------------------------|-----------------|
| Singapore                         | 6789 8188       |
| USA or Canada                     | 213 4040 301    |
| Australia                         | 02 9350 0203    |
| Hong Kong                         | (65) 6789 8188  |
| New Zealand                       | 0800 750 760    |
| Europe (including United Kingdom) | 44 207 531 2041 |
| Other countries                   | (65) 6789 8111  |

## By fax

You may also contact us by fax at (65) 6789 8777.

## By post

Please mail all KrisFlyer correspondence to:

KrisFlyer Membership Services  
PO Box 177  
Singapore Post Centre Post Office  
Singapore 914006  
Republic of Singapore

## By email

Simply complete the [online form](#) to send your feedback or enquiry.

SINGAPORE AIRLINES KRISFLYER 

[krisflyer.com](http://krisflyer.com)