



Make every journey count with KrisFlyer

Programme Guide

June 2013

SINGAPORE AIRLINES KRISFLYER 
A STAR ALLIANCE MEMBER 





Welcome to KrisFlyer

KrisFlyer is Singapore Airlines' frequent flyer programme, and it rewards you in so many ways. Your KrisFlyer membership gives you the opportunity to earn KrisFlyer miles when you fly on Singapore Airlines, SilkAir and our partner airlines, or enjoy the services of our many world-class partners. You can then redeem your KrisFlyer miles for travel to your favourite destinations, and upgrades to the next higher class of travel on Singapore Airlines, SilkAir and selected Star Alliance or other partner airlines.

Whether you are looking to redeem your KrisFlyer miles for award tickets, enjoy the latest promotions, update your personal particulars or keep track of your miles, you can do all these and more at your convenience online. Simply log in with your KrisFlyer membership number and PIN to take advantage of our host of services at **krisflyer.com**

Please take some time to familiarise yourself with the contents of this programme guide, which details the many benefits you can enjoy as a KrisFlyer member, so that you can take full advantage of your KrisFlyer membership.

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Earning KrisFlyer miles



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Easy to earn KrisFlyer miles

Fly, stay, charge, call, book, drive or shop – there are many ways to earn KrisFlyer miles with Singapore Airlines, SilkAir and our world-class partners in the air, and on the ground. Many of our partners also offer special promotions regularly, providing you with opportunities to earn bonus miles and receive other great benefits.

Airline partners – Fly on Singapore Airlines or SilkAir and you could earn up to 325% of the actual miles flown. You can also earn KrisFlyer miles when you fly on our partner airlines, which include all of those in Star Alliance, the world's largest airline network.

Non-airline partners – Earn KrisFlyer miles even when you are not flying by taking advantage of the attractive earning opportunities offered by our global partners, from hotels and serviced residences, to credit/charge cards, telecommunication services, car rental firms, boutiques and more.

All the KrisFlyer miles you earn are tracked and credited to your KrisFlyer account. Always quote your KrisFlyer membership number whenever you make a reservation, and present your KrisFlyer membership card at the point of transaction such as checking in for a flight or into a hotel, or collecting a rental car.

For enquiries relating to points transferred from a partner's programme to KrisFlyer miles, please check with the relevant partner's office where the original transfer request was made.

Please go to [Earn miles](#) to see the latest list of partners with whom you can earn miles.

Manage your miles

Log in with your KrisFlyer membership number and PIN and find out 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.

Retroactive mileage claims

If the KrisFlyer miles you have earned on Singapore Airlines and SilkAir are not credited to your account within two weeks, you can have your miles credited retroactively within six months from the date of the flight. For miles earned on partner airlines, please allow four weeks before submitting your claim. For miles earned with a non-airline partner, please wait six to eight weeks. To submit your retroactive mileage claim, simply **log in** with your KrisFlyer membership number and PIN.

For miles earned when you fly on a partner airline, and when you use the service of a non-airline partner, please download the [Retroactive Mileage Claim form](#).



Partner airlines

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

Please go to [Earn miles](#) for the latest list of airline partners.

You can earn KrisFlyer miles in most booking classes when you fly on Singapore Airlines, SilkAir and our partner airlines. Please remember to check with the relevant airline or your travel agent before you book your flights, as there may be some booking classes in which you cannot earn miles.

To find out the number of miles you can earn in each class of travel between two cities on Singapore Airlines, SilkAir and our partner airlines, simply use the [Accrual calculator](#) or view the [Accrual levels chart](#).

The mileage earned from codeshare flights is based on the earning rates of the operating carrier.

Crediting your miles

On Singapore Airlines and SilkAir:

- Book under your name as it appears in your passport and KrisFlyer membership records.
- Quote your KrisFlyer membership number at the time of reservation.
- Present your KrisFlyer membership card upon check-in.
- Miles will be credited into your KrisFlyer account within two weeks after your flight. Please **log in** to check your KrisFlyer transaction details online.
- When flying on Singapore Airlines or SilkAir, Elite miles are the actual miles flown, plus any applicable class bonuses earned.

On partner airlines:

- Book under your name as it appears in your passport and KrisFlyer membership records.
- Quote your KrisFlyer membership number at the time of reservation.
- Present your KrisFlyer membership card upon check-in.
- Miles will be credited into your KrisFlyer account within four weeks after your flight. Please **log in** to check your KrisFlyer statements online.
- On flights operated by partner airlines, the miles earned may differ. Please consult the respective partner airlines for their mileage earning rates.

AIRLINES	HOW TO EARN MILES	PLEASE NOTE
SINGAPORE AIRLINES AND SILKAIR*	<p>Fly in Economy, Business or First Class, or in the Singapore Airlines Suites, on a fare that earns miles.</p> <p>Economy Class : Earn 100% of the actual miles flown in B, E, H, K, L, M, S, W or Y booking class</p> <p>Earn 50% of the actual miles flown in N or Q booking class</p> <p>Earn 10% of the actual miles flown in V or T booking class</p> <p>Business Class : Earn 125% of the actual miles flown</p> <p>First Class : Earn 150% of the actual miles flown</p> <p>Singapore Airlines Suites : Earn 300% of the actual miles flown in R booking class</p> <p>Earn 150% of the actual miles flown in F or P booking class</p>	<ul style="list-style-type: none"> • Economy tickets issued in G booking class on Singapore Airlines and SilkAir are ineligible for earning of miles. • Please check with your travel agent or the relevant airline before making a reservation. • If you are checking in online, log in using your KrisFlyer membership number and PIN.

AIRLINES	HOW TO EARN MILES	PLEASE NOTE
OTHER AIRLINES	Fly in Economy, Business or First Class on an eligible fare.	Most booking fares enable the earning of miles. Please check with your travel agent or the relevant airline before making a reservation.

* SilkAir has only Economy and Business Class cabins.

Hotels/Serviced residences

You can earn KrisFlyer miles when you stay at these hotels or serviced apartments at qualifying rates.

To find out the number of miles you can earn, simply go to [Earn miles](#).

Crediting your miles:

- Quote your KrisFlyer membership number at the time of reservation.
- Present your KrisFlyer membership card upon check-in.
- Miles will be credited to your KrisFlyer account approximately six to eight weeks after your transaction.

Please [log in](#) to check your KrisFlyer transaction details online.

HOTEL PARTNERS

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

Please go to [Earn miles](#) for the latest list of hotel partners.

Credit/Charge cards

You can earn KrisFlyer miles by charging your purchases to credit/charge cards from our partners.

To find out the number of miles you can earn, simply go to [Earn miles](#).



Crediting your miles:

- When you use your Singapore Airlines co-brand credit cards*, the KrisFlyer miles you earn are credited monthly to your KrisFlyer account.
- With other regular credit/charge cards*, you will have to convert the points you earn to KrisFlyer miles. The miles you earn with these cards will be credited to your KrisFlyer account approximately six to eight weeks after your conversion request.
- Please [log in](#) to check your KrisFlyer statements online, or call the respective partner for details.

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

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

Other non-airline partners

You can earn KrisFlyer miles when you use the services of our non-airline partners.

To find out the number of miles you can earn, simply go to [Earn miles](#).

Crediting your miles:

- Where applicable, quote your KrisFlyer membership number at the time of reservation.
- Present your KrisFlyer membership card at the point of purchase.
- Except where indicated, miles will be credited to your KrisFlyer account approximately six to eight weeks after your transaction. Please [log in](#) to register or check your KrisFlyer transaction details online.

CAR RENTALS _____

Avis, Europcar, Hertz, Sixt

TELECOMMUNICATIONS* _____

3, M1, Travelling Connect

OTHERS* _____

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

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

Redeeming KrisFlyer miles



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Save 15% when you redeem online

You can redeem your KrisFlyer miles for travel to hundreds of destinations around the world, or an upgrade to the next higher class of travel on Singapore Airlines, SilkAir and selected partner airlines.

In addition, when you **redeem online**, you can 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

Here are some examples of just how many miles you will save when you redeem online:

	OFFLINE	ONLINE
Singapore – Bali	15,000 KrisFlyer miles	12,750 KrisFlyer miles
Perth – Singapore	40,000 KrisFlyer miles	34,000 KrisFlyer miles
Hong Kong – Singapore	30,000 KrisFlyer miles	25,500 KrisFlyer miles

Miles quoted are based on Economy Saver return trips.

Award flights start from 7,500 miles and from US\$80 in taxes, surcharges and fees.



Before redeeming your miles



To offer you the ease and convenience of planning your journeys online, the [Mileage calculator](#) lists the destinations to which you can redeem your available KrisFlyer miles for flight awards.

To 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, simply use the [Redemption calculator](#).

Full, Standard and Saver awards

With Full and Standard awards, you will enjoy a greater selection of seats on all flights, extended ticket validity and two complimentary stopovers per round trip. Alternatively, you may choose a Saver award, as it requires fewer KrisFlyer miles. You are encouraged to book your flight early, as Saver awards are very popular and availability may be limited.

For all award types, you can choose a round-trip or one-way journey. Round-trip flight awards are available at twice the number of KrisFlyer miles as a one-way flight award of the same type.

The following table provides an overview of the validity and number of stopovers that are available for each award type:

	Full and Standard awards	Saver awards
One-way	One stopover	No stopover
Round-trip	Two stopovers	One stopover
Validity	1 year	1 year

Redemption nominees

As a KrisFlyer member, you can 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.

For more information, please go to [Redeem miles](#).

Award flights

Whether you are taking a family vacation or going on a business trip, you can choose from hundreds of destinations around the world with Singapore Airlines, SilkAir, Star Alliance airlines, and our other partner airlines.

On Singapore Airlines and SilkAir

When you go online, redeeming your KrisFlyer miles for award tickets is not only easy, it is great value with a 15% discount on the usual number of miles required.

On Star Alliance airlines

Star Alliance, the world's largest airline network, provides you with a host of major airlines and hundreds of global destinations. With Round The World Awards, you can travel around the world with the flexibility of up to seven complimentary stopovers. Circle the globe and visit up to seven cities of your choice for just 180,000 KrisFlyer miles in Economy Class, 240,000 KrisFlyer miles in Business Class or 360,000 KrisFlyer miles in First Class.

If you wish to redeem your miles for an award ticket on a Star Alliance airline, please call **KrisFlyer Membership Services**. Alternatively, you may download, complete and fax us the **Partner Airlines Reservation Request Form**.

Terms and conditions apply.

To find out the number of miles you need for an award flight, simply use the **Redemption calculator** or view the relevant **Award Charts**.

Topping up your miles for an award ticket

If you have at least 50% of the KrisFlyer miles required to redeem for an award ticket, you may purchase the additional miles required to top-up your KrisFlyer account at US\$40 (or the local currency equivalent) per block of 1,000 miles, using your credit card.

To make an award ticket reservation and purchase KrisFlyer miles, simply **download** the relevant forms.

Flight upgrades

For an even more relaxing and comfortable journey, you can redeem your KrisFlyer miles for upgrades to the next higher class of travel on Singapore Airlines, SilkAir and selected Star Alliance airlines.

Once you have purchased a commercial ticket at a qualifying fare*, you can upgrade from Economy to Business Class or from Business Class to First Class/Suites on Singapore Airlines. On SilkAir, you can upgrade from Economy to Business Class. You can also upgrade to the next cabin class on selected Star Alliance carriers.

For more information, please go to [Redeem miles](#).

** Only tickets in S, Y, B or E Class booking class are eligible for upgrade award redemption. In an itinerary with multiple sectors, only the sectors booked under one of these classes are eligible for upgrade award redemption.*

On Singapore Airlines and SilkAir

Redeem online and you will save 15% on the number of miles required for a flight upgrade.

Only applicable to ticketed commercial bookings on Singapore Airlines or SilkAir made at singaporeair.com

On Star Alliance airlines

If you have purchased a ticket at a qualifying fare on participating Star Alliance airlines, you can also upgrade to the next higher class of travel. To redeem your miles for flight upgrades on Star Alliance airlines, please call **KrisFlyer Membership Services**. Alternatively, you may download, complete and fax us the **Partner Airlines Reservation Request form**.

For the participating Star Alliance airlines, please go to **Partner Airlines**.

Eligibility for a flight upgrade on Star Alliance is dependent on the commercial booking class and participating carrier. Miles must be redeemed for a flight upgrade on Star Alliance through [KrisFlyer Membership Services](#), in accordance to procedures that may be enforced from time to time.

Terms and conditions apply.

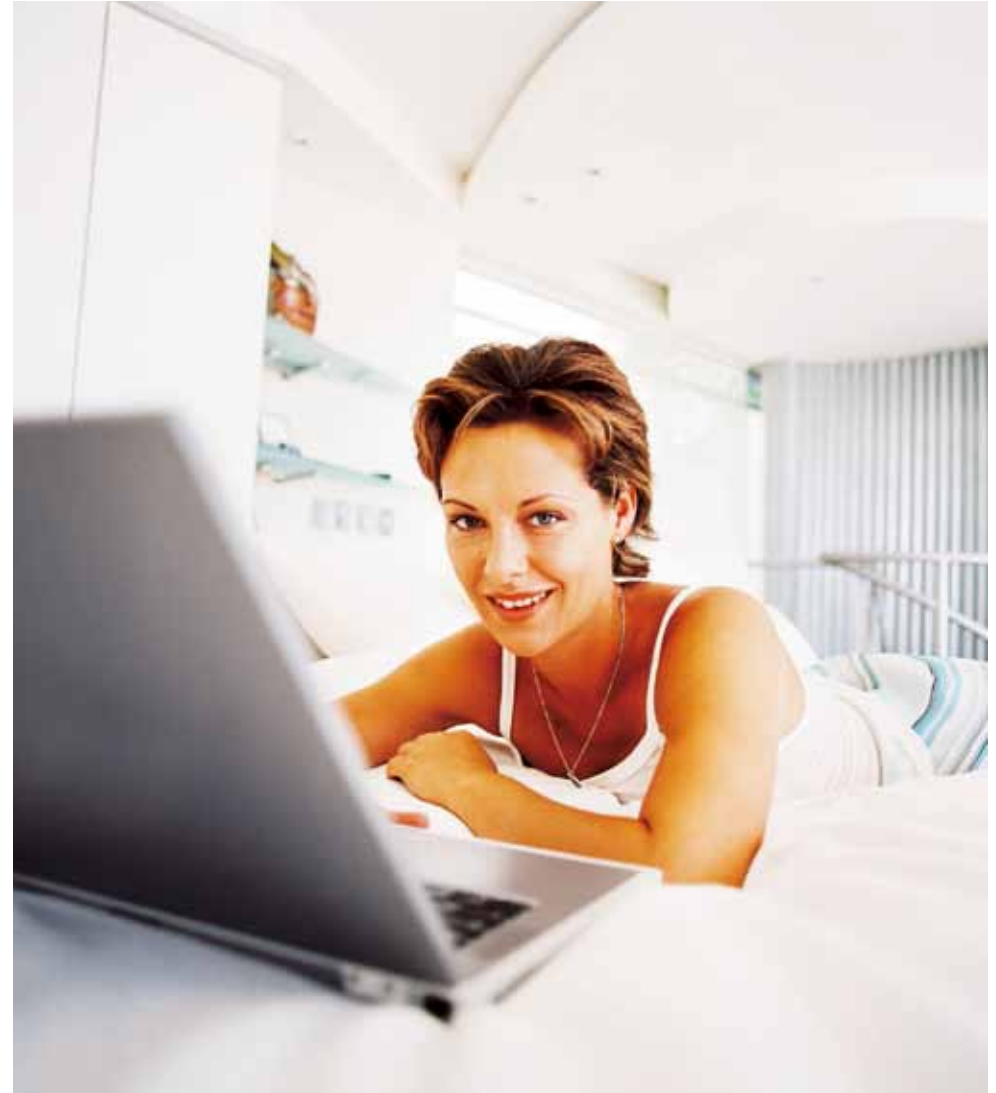
To find out the number of miles you need for a flight upgrade on Singapore Airlines and SilkAir, simply use the **Redemption calculator** or view the relevant **Upgrade Award Charts**.

Issuing tickets for awards

Please make sure your award tickets are issued before your KrisFlyer miles expire. If you have KrisFlyer miles expiring for the first time, you can extend the validity of these miles for six months if you are a KrisFlyer member, and 12 months if you are a KrisFlyer Elite Silver or Elite Gold member. Save 40% on the usual number of miles required when you **log in** with your KrisFlyer membership number and PIN.

E-tickets

- Only e-tickets are issued for all award redemptions.
- When you redeem online, you will be given a booking reference number with your e-ticket receipt at the time of reservation. Simply print this out and present it at check-in.
- For payment of the relevant taxes, you will be asked for your credit card number and expiry date.
- For award tickets booked through **KrisFlyer Membership Services**, an e-ticket receipt will be emailed to you. Please produce this receipt together with your passport when you check in at the airport.



Star Alliance award restrictions

Ticketing time limit

For award tickets booked online, your e-ticket will be issued immediately if all sectors of your booking are confirmed. Your e-ticket will be sent to you via email.

For award tickets booked by phone, your ticket will be issued immediately if all sectors of your booking are confirmed.

For award tickets booked by fax, your booking will be ticketed immediately when all sectors are confirmed.

For all bookings, sectors that are waitlisted must be ticketed within the time limit shown in your booking, or the entire itinerary will be cancelled.

Changes to your award ticket

- You can make changes to your award ticket by **logging in** with your KrisFlyer membership number and PIN.
- If the changes are made by calling **KrisFlyer Membership Services**, you will be ineligible for the 15% discount even if your booking was made online. If you are holding tickets issued for flights on partner airlines, any change to the date, carrier or destination requires ticket re-issuance. A fee of 2,000 KrisFlyer miles or US\$20 will be incurred.
- Depending on your new journey, additional KrisFlyer miles may be required. However, there will be no refund of excess KrisFlyer miles if the new award ticket requires fewer KrisFlyer miles.
- No refunds are allowed for partially used award tickets or flight upgrades.
- Your award tickets can only be changed if:
 - The award ticket is valid.
 - No part of the award ticket has been used.
 - The new award ticket has the same expiry date as the original ticket, and is on the same airline and for the same person.
- For cancellation of award tickets, please contact **KrisFlyer Membership Services**.

- An itinerary may contain flights operated by a Star Alliance carrier (excluding Singapore Airlines), or flights operated by two or more Star Alliance carriers (including Singapore Airlines). A maximum of six travel segments are allowed per itinerary.
- Travel is subject to blackout dates, capacity control and schedule changes by the operating Star Alliance carrier.
- All reservations must be confirmed before ticketing. Waitlisting is not permitted except on Singapore Airlines-operated segments only.
- If your itinerary includes bookings in different classes of service, the award level corresponding to the highest class will apply for the whole award ticket.
- A one-way award requires half the number of KrisFlyer miles as a round-trip award, and is only applicable to the list of carriers as specified in the [Star Alliance Award Chart](#) at **krisflyer.com**
- No stopovers are permitted for one-way awards.
- One complimentary en route stopover is permitted for round-trip awards. Up to three more additional stopovers are also permitted at US\$100 each, regardless of the class of service.
- No stopovers are permitted for purely domestic travel, or within the country of departure in an itinerary. No stopovers are permitted if an itinerary contains only European cities, or is between continental USA and Central America or Canada.
- The original outbound departure point may not be used as a transfer point to the final destination on the return leg.
- One origin or destination open-jaw is permitted for a round-trip award (for example, from Singapore to San Francisco, and then from Los Angeles to Singapore; or from Seoul to Singapore, then from Singapore to Tokyo). Open-jaws are permitted across different award zones but the higher award level will apply. En route open-jaws are not permitted.
- Side trips are not permitted. A separate award ticket is required for a side trip.
- Backtracking is not permitted. Travel must be made via the most direct route.
- For tickets that have been issued, changes can only be made to the destination or carrier if travel has not commenced. Such changes will require re-issuance of tickets at a service charge. For the relevant fees, please go to [Service fees](#).

ROUND THE WORLD AWARD RESTRICTIONS

- Normal Star Alliance Award travel restrictions apply.
- You must travel in a continuous eastbound or westbound direction, beginning and ending in the same country. You must make only one crossing of the Atlantic Ocean and only one crossing of the Pacific Ocean. You are allowed an origin open-jaw in the same country.
- Your total travel distance must not exceed 35,000 miles. You are allowed a maximum of 16 segments in your itinerary.
- You may include a maximum of seven complimentary stopovers in your itinerary. The same stopover restrictions for Star Alliance Awards apply for Round The World Awards. In addition, you may stop over only once in each city and no more than twice in any one country. You may not purchase additional stopovers. Surface sectors are permitted but count as stopovers.
- For further information on Star Alliance Awards and Round The World Awards, please call [KrisFlyer Membership Services](#).

KrisFlyer Elite Silver and KrisFlyer Elite Gold



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Reserved for the Elite

The more frequently you fly, the sooner you will advance to higher levels of KrisFlyer membership, where you can enjoy even more exclusive benefits and greater recognition.

When you travel in Economy Class on Singapore Airlines or SilkAir, you could earn 100% of the actual miles flown. Furthermore, you could earn 125% of the actual miles flown when you travel in Business Class, 150% of the actual miles flown when you travel in First Class on Singapore Airlines and 300% of the actual miles flown* when you travel in the Singapore Airlines Suites on the Singapore Airlines A380 – so it is even easier for you to qualify for KrisFlyer Elite Silver or Elite Gold status.

** 300% of the actual miles flown are earned in R booking class; 150% is earned in F or P booking class.*

KrisFlyer Elite Silver

Your Elite qualification periods are the 12-month periods from the start date of your KrisFlyer membership. During this time, you may qualify for KrisFlyer Elite Silver status by earning the required number of Elite miles.

KrisFlyer Elite Silver status will be yours when you achieve 25,000 Elite miles in any class of service on Singapore Airlines, SilkAir, Virgin Atlantic or any Star Alliance airline during your qualification period, and credit them to your KrisFlyer account.

If you achieve an upgrade to KrisFlyer Elite Silver status, your Elite Silver membership year will begin on the date of your upgrade.

Your KrisFlyer Elite Silver status will be renewed if you earn 25,000 Elite miles 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.

As an Elite Silver member, you will enjoy:

- **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. Please see the table below.

- **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*.

- **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](#).

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

Here are three examples of how you can benefit from the 25% tier bonus (plus any applicable class bonuses):

	Actual miles flown	KrisFlyer miles earned in Economy Class on Singapore Airlines	KrisFlyer miles earned in Business Class on Singapore Airlines	KrisFlyer miles earned in First Class on Singapore Airlines	KrisFlyer miles earned in Singapore Airlines Suites on the Singapore Airlines A380**
Singapore – Bali	1,041 miles	1,302 miles	1,562 miles	1,822 miles	N/A
Singapore – Sydney	3,912 miles	4,890 miles	5,868 miles	6,846 miles	12,714 miles
Hong Kong – Singapore	1,594 miles	1,993 miles	2,391 miles	2,790 miles	5,181 miles

*** In R booking class*

KrisFlyer Elite Gold

Your Elite qualification periods are the 12-month periods from the start date of your KrisFlyer membership. During this time, you may qualify for KrisFlyer Elite Gold status by earning the required number of Elite miles.

KrisFlyer Elite Gold status will be yours when you achieve 50,000 Elite miles in any class of service on Singapore Airlines, SilkAir, Virgin Atlantic or any Star Alliance airline during your qualification period, and credit them to your KrisFlyer account.

If you achieve an upgrade to KrisFlyer Elite Gold status, your Elite Gold membership year will begin on the date of your upgrade.

Your KrisFlyer Elite Gold status will be renewed if you earn at least 50,000 Elite miles during your Elite Gold 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.

In addition to all of 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.

As an Elite Gold member, you will enjoy:

- **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.

- **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](#).

KrisFlyer membership 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 ¹	▼	▼			
<i>For KrisFlyer Elite Silver and Elite Gold members</i>	25% tier bonus on actual miles flown ²	▼	▼		▼	
	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 ³	▼	▼			
	Star Alliance Gold lounge access ⁴	▼		▼		
	Virgin Australia lounge access ⁵					▼



¹ 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.

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

³ 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.

⁴ 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.

⁵ 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.

The PPS Club



- ▶ **Preferential treatment
around the world**

Preferential treatment around the world

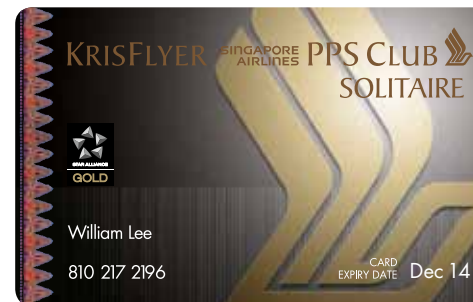
The PPS Club is reserved for those who fly frequently in First or Business Class on Singapore Airlines or SilkAir, or in the Singapore Airlines Suites on the Singapore Airlines A380.

Qualification for the PPS Club requires a PPS Value of S\$25,000 to be earned within 12 consecutive months. PPS Value is only earned in First or Business Class on Singapore Airlines or SilkAir, or in the Singapore Airlines Suites on the Singapore Airlines A380.

PPS Club members will earn frequent flyer miles when they fly on Singapore Airlines, SilkAir, Star Alliance airlines or our other partners. When they credit these miles to their KrisFlyer accounts, they will also earn a 25% tier bonus on the actual miles flown on Singapore Airlines, SilkAir and/or Virgin Atlantic, and a class bonus on Singapore Airlines and SilkAir. These KrisFlyer miles can then be redeemed for award tickets and flight upgrades.

PPS Club members are also automatically accorded Star Alliance Gold status. This means that they enjoy greater recognition on all Star Alliance airlines, including priority check-in, increased baggage allowance and access to Star Alliance Gold lounges around the world.

For more information, please go to [The PPS Club](#).



For more information



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News and promotions



When you **log in** with your KrisFlyer membership number and PIN, you can 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.

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.

Service fees

Many services are available at nominal fees that can be paid for in KrisFlyer miles or in US dollars (or local currency equivalent). KrisFlyer Elite Silver and Elite Gold members can access many of these services at waived or reduced fees, especially when the request is submitted online.

For the complete list of services available, along with their respective fees, please go to [Service fees](#).



Terms and Conditions

For the latest Terms and Conditions of the KrisFlyer programme, please go to [krisflyer.com](https://www.krisflyer.com)



SINGAPORE AIRLINES KRISFLYER 

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