

Termination of Singapore Airlines (SQ) and Virgin Atlantic (VS)'s frequent flyer programme partnership
Frequently Asked Questions

Note: The following frequently asked questions (FAQs) are subject to and shall be interpreted in accordance with the [KrisFlyer Programme Rules](#), which are hereby incorporated for reference. The information provided on this page is accurate as of 3 March 2025. Please note that this content is subject to change, and updates will be made regularly to ensure accuracy.

Q1: Can I earn KrisFlyer miles if I am travelling with Virgin Atlantic after 23 April 2025?

KrisFlyer members will no longer be able to earn KrisFlyer miles for travel on Virgin Atlantic flights after 23 April 2025. KrisFlyer members will only be able to earn KrisFlyer miles on Virgin Atlantic flights flown on or before 23 April 2025. Please ensure that you select and input your KrisFlyer profile details via the following SIA touchpoints before your flight departure.

1. During the commercial booking process (before ticketing), select “Singapore Airlines – KrisFlyer” from the “Select Frequent Flyer Programme” dropdown when filling up passenger details.
2. Retrieve booking using the six-character booking reference number via the “Manage Booking” tab on the Singapore Airlines website or SingaporeAir mobile application, and select “Add passenger details” to add Frequent Flyer profile.
3. Complete Internet Check-in via the Singapore Airlines website, and select and input your KrisFlyer profile details.
4. At airport check-in counter, seek manual assistance from check-in staff to input your KrisFlyer membership number.

Q2: I flew with Virgin Atlantic on or before 23 April 2025, and did not add my KrisFlyer membership number in the booking. Can I still submit a Retroactive Mileage Claim?

Virgin Atlantic operated flights on or before 23 April 2025 will be eligible for Retroactive Mileage Claims submitted up to 6 months after flight flown. Members won't be able to claim for flights with a departure date after 23 April 2025.

Q3: I have an Award ticket for a Virgin Atlantic flight departing after 23 April 2025. Is it still valid for travel?

Award tickets issued by Singapore Airlines for Virgin Atlantic operated flights with travel date after 23 April 2025 will remain valid, with no changes allowed. Please contact our SIA customer support centre if you would like to cancel your ticket and get a refund.

Q4: Can I redeem KrisFlyer miles for an Award ticket on Virgin Atlantic after 23 April 2025?

KrisFlyer members can no longer redeem KrisFlyer miles for Award ticket on Virgin Atlantic after 23 April 2025.

Q5: What are the benefits for PPS Club and KrisFlyer Elite Gold members when travelling with Virgin Atlantic after 23 April 2025?

Benefits for PPS Club and KrisFlyer Elite Gold members when travelling on Virgin Atlantic flights will not be available after 23 April 2025.

Q6: Will Suites customers and Solitaire PPS Club members still have access to the Virgin Atlantic Clubhouse at John F. Kennedy International Airport after 23 April 2025?

Suites customers and Solitaire PPS Club members will continue to enjoy access to the Virgin Atlantic Clubhouse at John F. Kennedy International Airport in New York, when traveling on SQ operated flights after 23 April 2025.

Updated as at 3 March 2025