

Preferential treatment
wherever you go

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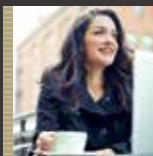


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You are our priority



The PPS Club is a world of prestige and luxury, with a greater level of preferential treatment and special attention designed to make your travel experience more comfortable and convenient.

As a PPS Club member, your satisfaction is our priority. Please take the time to read this membership guide, which contains a summary of the many special privileges you can enjoy.

To make the most of your membership and avail of the many services online, please log in with your PPS Club membership number and PIN at **krisflyer.com**

YOUR MEMBERSHIP



YOUR MEMBERSHIP

PPS Club membership

PPS Club membership is accorded to you when you earn a PPS Value of S\$25,000 within 12 consecutive months. Your membership is valid for 12 months from the date of your qualification or renewal.

Solitaire PPS Club membership

The Solitaire PPS Club is an even more exclusive tier, and will be extended to you when you earn a cumulative PPS Value of S\$250,000 within five consecutive years of PPS Club membership. As a Solitaire PPS Club member, you are accorded some very special privileges in addition to all of those offered by the PPS Club.

Solitaire PPS Club Supplementary Card

If you are a Solitaire PPS Club member, you can elect to have a Solitaire PPS Club Supplementary Card for your spouse, who will enjoy the same personalised service and several of the same privileges as you do whenever he or she travels.

Renewing your membership

Your membership will be renewed when you earn a PPS Value of at least S\$25,000 during your 12-month membership year. You can earn PPS Value when you fly in the Singapore Airlines Suites, First Class, or Business Class on Singapore Airlines or SilkAir.

For more information on PPS Value, please refer to page 18.

YOUR PRIVILEGES



YOUR PRIVILEGES

RESERVATIONS

Guaranteed reservation

On Singapore Airlines and SilkAir, you will always be guaranteed a seat in Economy Class. Please place your request directly with Singapore Airlines or SilkAir at least 24 hours prior to your flight.

This privilege applies to the highest applicable booking class only. It is not applicable to award tickets and flight upgrades, or on codeshare flights operated by other airlines. This guaranteed reservation does not include specific seat selection.

Priority reservation waitlist

If you are waitlisted for a flight on Singapore Airlines, SilkAir, or a Star Alliance airline, you will be given priority when a seat becomes available. Your immediate family members (spouse and children) can also enjoy this privilege if they are accompanying you on the same flight.

This privilege does not apply to flights where the waitlist may be closed.

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, Virgin Atlantic, and Star Alliance airlines flights.

This privilege does not apply to award tickets and flight upgrades.

AIRPORT SERVICES

Priority check-in, boarding, and baggage handling

If you and your immediate family members are travelling in Premium Economy or Economy Class on the same flight, you can check in at the:

- Business Class counter when you fly on Singapore Airlines or SilkAir
- Star Alliance Gold counter when you fly on a Star Alliance airline
- Upper Class counter when you fly on Virgin Atlantic
- Priority Check-in counter when you fly on Virgin Australia.

You may also choose to board your flight before other passengers or at your leisure. Your baggage, along with that of your immediate family members travelling on the same flight, will be given priority handling regardless of your class of travel.

Departure gate closure times vary at different airports. Please visit singaporeair.com for details.

Increased check-in baggage allowance

You and your immediate family members travelling with you on the same flight will enjoy a 100% increase in check-in baggage allowance when you fly on Singapore Airlines or SilkAir, irrespective of your class of travel.

You will also have increased check-in baggage allowance when travelling with our partner airlines such as Virgin Atlantic, Virgin Australia and those in the Star Alliance network. The allowance may vary; for more information, please visit **singaporeair.com**





LOUNGE SERVICES

Access to Singapore Airlines SilverKris Lounges

If you are travelling on Singapore Airlines or SilkAir, relax in the Business Class area of the Singapore Airlines SilverKris Lounge, even when you are travelling in Premium Economy or Economy Class. You are also welcome to invite a guest to join you in the lounge as long as he or she is travelling on a Star Alliance airline departing on the same day. All you need to do is present your Singapore Airlines boarding pass and PPS Club membership card.

For a full list of SilverKris Lounges worldwide and their facilities, please visit **singaporeair.com**

Access to SilkAir lounges

If you are travelling on SilkAir, you are welcome to unwind in the SilkAir lounge regardless of your class of travel. You may also invite a guest to enjoy this privilege with you, as long as he or she is travelling on a SilkAir flight departing on the same day.

For more information on SilkAir lounges, please visit silkair.com

Access to Star Alliance Gold lounges

Your PPS Club membership also accords you Star Alliance Gold status, assuring you access to over a thousand Star Alliance lounges worldwide when you are travelling on a Star Alliance flight – even in Economy Class. You may also invite a guest to enjoy this privilege with you, as long as he or she is departing on a Star Alliance airline on the same day.

For more information on Star Alliance lounges, please visit staralliance.com

The Solitaire PPS Club privilege of accessing the First Class area regardless of class of travel does not apply when using Star Alliance lounges.

If you are travelling in Economy Class on a Star Alliance flight from Singapore, you may use the KrisFlyer Gold Lounge in Terminal 2 or 3, which are the designated Star Alliance lounges in Singapore.

Access to Virgin Australia Lounges

You can use the Virgin Australia Lounges when travelling in Economy Class on Virgin Australia. You may also invite a guest to enjoy this privilege together with you, provided he or she is travelling on a Virgin Australia flight departing on the same day. Your immediate family members (spouse and children) can also enjoy this privilege if they are accompanying you on the same flight.





OTHER PRIVILEGES

Overseas Emergency Medical And Travel Accident Insurance

Provided by AIG Asia Pacific Insurance Pte Ltd, you are covered under this insurance policy for travel accidents and/or medical emergencies as well as the related expenses that are incurred when you are outside of your usual country of residence.

Exclusions apply; for more details, and to obtain a copy of the claim form, please log in at **krisflyer.com** or call the AIG Asia Pacific Insurance hotline at (65) 6339 9959.

Worldwide Emergency Assistance

Should you ever require medical help or legal assistance when you travel outside your country of residence, a Worldwide Emergency Assistance service (provided by International SOS) is available to you at no charge. Simply call the dedicated 24-hour hotline at (65) 6336 6017.

The Worldwide Emergency Assistance service includes:

- Access to an Interpreter and Legal Assistance
- Emergency Medical Evacuation, Medically Supervised Repatriation and Repatriation of Mortal Remains
- Emergency Message Transmission (to family members)
- Emergency Personal Cash Advance
- Emergency Travel Service Assistance
- Family-related Assistance
- Guarantee of Hospital Admission
- Medical Referral Service
- Return to Place of Work (after recovery)
- Round-the-clock Telephone Access
- Transportation of Family Member (in case of medical emergency or hospitalisation of the PPS Club member)
- Travel-related Services

Exclusions apply; for more details, please log in at **krisflyer.com** or call the hotline.

Preferred seats and meals

We will do our best to make your preferred seat and meals available to you when you fly on Singapore Airlines or SilkAir. Simply log in at **krisflyer.com** to indicate your preferences in your profile. Alternatively, you may download the seat and meal preference forms, then complete and return them to us.

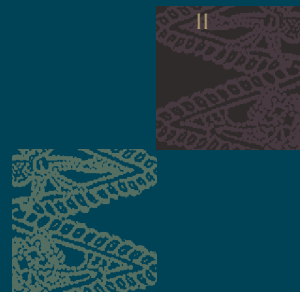
Renewal gift

You will receive a special gift when your PPS Club membership is renewed.

Magazines and newsletters, exclusively for PPS Club members

Priority is a complimentary travel and lifestyle magazine published every quarter, while Lifestyle Privileges lists special offers provided by a host of global merchants. You can find the latest issues for your reading pleasure when you log in at **krisflyer.com**

PPS Club News, a newsletter delivered via email every two months, enables you to stay up-to-date with the latest news from Singapore Airlines, the PPS Club and KrisFlyer, as well as special promotions from our world-class partners. These news and offers are also available for your viewing at **krisflyer.com**





PRIVILEGES EXCLUSIVELY FOR SOLITAIRE PPS CLUB MEMBERS

As a Solitaire PPS Club member, you can look forward to even more exceptional privileges both in the air and on the ground.

Priority access to Saver award tickets

When you book a Saver award ticket in Economy Class for yourself or any of your redemption nominees, your booking will have priority for confirmation over other members.

Priority check-in

You and your immediate family members travelling with you on the same Singapore Airlines flight are invited to check in at the First Class counter, irrespective of your class of travel.

Special check-in services at Singapore's Changi Airport

When you travel out of Terminal 2, a porter will take care of your baggage while a member of our Premium Services team assists you through to our First Class Reception lounge. He or she will handle your check-in while you sit back and enjoy the comfort of the lounge.

And when you travel out of Terminal 3, enjoy the exclusivity of our First Class Check-in Reception, complete with its own dedicated driveway.

At both Terminals 2 and 3, there are private exits to lead you directly to the Immigration counter, after which you can proceed to the SilverKris Lounge or your boarding gate.

Access to Singapore Airlines SilverKris Lounges

DEPARTURE

Prior to your departure on Singapore Airlines or SilkAir, you can unwind in the First Class area of the Singapore Airlines SilverKris Lounge, regardless of your class of travel.

If you are travelling on Singapore Airlines, you are also welcome to invite a guest to join you as long as he or she is travelling on a Star Alliance airline departing on the same day.

ARRIVAL

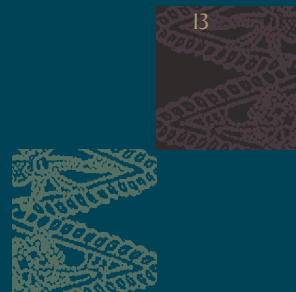
We understand the importance of looking and feeling refreshed for an appointment after a long flight. If you are arriving in Singapore on Singapore Airlines or SilkAir, you are welcome to freshen up in the First Class area of the SilverKris Lounge in Changi Airport Terminal 2 or 3. You may also invite a guest travelling with you on the same flight.

To take advantage of these privileges, all you need to do is present your Singapore Airlines or SilkAir boarding pass and PPS Club membership card at the lounge. For a full list of SilverKris Lounges worldwide and their facilities, please visit **singaporeair.com**

Access to Plaza Premium Lounge upon arrival in London

When you travel on Singapore Airlines, you are welcome to relax in the Plaza Premium Lounge at London Heathrow Airport Terminal 2.

Access is limited to members arriving on SQ306 and SQ322. Members will not be able to invite guests to join them at the Plaza Premium Lounge.



YOUR PRIVILEGES AT A GLANCE

	Singapore Airlines	SilkAir	Star Alliance member airlines	Virgin Atlantic	Virgin Australia
Earn frequent flyer miles	•	•	•	•	•
Earn PPS Value towards PPS Club status	•	•			
Earn Reserve Value towards PPS Club renewal	•	•			
25% tier bonus on KrisFlyer miles ¹	•	•		•	
Guaranteed reservation in Economy Class ²	•	•			
Increased check-in baggage allowance	•	•	•	•	•
Priority check-in, boarding, and baggage handling	•	•	•	•	•
Priority airport standby	•	•	•	•	
Priority reservation waitlist	•	•	•		
Access to Singapore Airlines SilverKris Lounges	•	•	• ³		
Access to SilkAir lounges		•			
Access to Star Alliance Gold lounges ³	•		•		
Access to Virgin Australia Lounges	•				•
Seat and meal preferences	•	•			
Priority access to Economy Class Saver award tickets ⁴	•	•			

¹ Tier bonus is based on the actual miles flown. Not applicable to G, K, N, Q, or V booking classes on Singapore Airlines and SilkAir.

² In the highest applicable booking class only. ³ PPS Club members travelling in Economy Class on Star Alliance partner airlines out of Singapore Changi Airport will enjoy access to the KrisFlyer Gold Lounges at Terminals 2 and 3 instead, the designated Star Alliance lounges in Singapore. ⁴ Exclusive to Solitaire PPS Club members only.

Other privileges

- Overseas Emergency Medical and Travel Accident Insurance
- Worldwide Emergency Assistance
- Renewal gift
- Exclusive magazines and newsletters
- Lifestyle Privileges offers
- Waived or reduced service fees
- Supplementary card for spouse (Solitaire PPS Club members only)





YOUR PPS VALUE



YOUR PPS VALUE



PPS Value counts towards your PPS Club membership qualification and renewal, and is earned when you travel in the Singapore Airlines Suites, First Class, or Business Class on Singapore Airlines and/or SilkAir.

PPS Value is in Singapore dollars (S\$), and calculated based on the airfare and fuel surcharge components of your ticket(s). In most instances, this amount will be reflected on your ticket(s). You may wish to note that PPS Value will not be earned on airport taxes or other fees.

If your ticket is purchased outside of Singapore, the PPS Value you earn is the airfare and fuel surcharge components of your ticket(s) in your local currency, converted to Singapore dollars. The exchange rate is based on the International Air Transport Association's (IATA) rate at the month of ticketing.


Earning PPS Value on a codeshare flight

When you travel in First or Business Class on a codeshare flight, you will earn PPS Value if the flight is on a Singapore Airlines or SilkAir aircraft.

YOUR RESERVE VALUE



YOUR RESERVE VALUE



Reserve Value is designed to reward you when you earn more than S\$25,000 in PPS Value by the end of your membership year.

At the end of each membership year, your PPS Club membership will be renewed using the Reserve Value in your account. Any additional amount required will be taken from your current PPS Value*. Any remaining PPS Value will then be credited as your new Reserve Value.

Reserve Value is valid for three years from the month in which it is credited to your account.

For Solitaire PPS Club members only, Reserve Value earned from 8 October 2013 will be valid for six years from the month in which it is credited.

Reserve Value is reflected in your online account statement at the end of the membership year in which it is earned.

** Current PPS Value is the PPS Value earned during your current membership year.*

This table illustrates how Reserve Value is credited and used for membership renewal, based on a PPS Club member who does not currently have any Reserve Value.

End of Membership Year	Current PPS Value	Requalification		Reserve Value		
		Current Reserve Value Used	Current PPS Value Used	Amount	Date of Expiry*	
					PPS Club member	Solitaire PPS Club member
Dec 2015	S\$32,000	S\$0	S\$25,000	S\$7,000	Dec 2018	Dec 2021
Dec 2016	S\$45,000	S\$7,000	S\$18,000	S\$27,000	Dec 2019	Dec 2022
Dec 2017	S\$10,000	S\$25,000	S\$0	S\$12,000	S\$2,000: Dec 2019	S\$2,000: Dec 2022
					S\$10,000: Dec 2020	S\$10,000: Dec 2023
Dec 2018	S\$15,000	S\$12,000	S\$13,000	S\$2,000	Dec 2021	Dec 2024

**For Solitaire PPS Club members, Reserve Value earned before 8 October 2013 will continue to have a validity of three years from the month in which it was credited.*



YOUR FREQUENT FLYER MILES



YOUR FREQUENT FLYER MILES



As a PPS Club member, you also have membership in KrisFlyer, the frequent flyer programme of Singapore Airlines.

When you fly on Singapore Airlines or SilkAir, you will earn PPS Value as well as frequent flyer miles. You can choose to credit these frequent flyer miles to your KrisFlyer account or that of a partner airline's frequent flyer programme.

If you fly in Premium Economy or Economy Class on Singapore Airlines or SilkAir, you will only earn frequent flyer miles* – which you can credit to your KrisFlyer account or that of a partner airline's frequent flyer programme**.

** By default, no KrisFlyer miles will be accrued for tickets booked in G booking class on Singapore Airlines and SilkAir.*

*** Not applicable to G, K, N, Q or V booking classes on Singapore Airlines and SilkAir.*

25% tier bonus on KrisFlyer miles

If you choose to credit your frequent flyer miles to your KrisFlyer account, you will be accorded a tier bonus of 25% on the actual miles flown on Singapore Airlines, SilkAir, and Virgin Atlantic.

Not applicable to G, K, N, Q, or V booking classes on Singapore Airlines and SilkAir.

Earning KrisFlyer miles with non-airline partners

It is easy to earn KrisFlyer miles, even when you are not flying, with a growing network of partners around the world. Charge to your Singapore Airlines PPS Club or KrisFlyer co-branded credit card or convert your reward points to KrisFlyer miles, stay at partner hotels, rent a car, shop, dine, or simply use the services of our other partners.

For KrisFlyer miles to be credited to your account, please ensure that your name registered with the partner matches the name on your PPS Club account.

Please refer to **krisflyer.com** for a full list of non-airline partners.

Using your KrisFlyer miles

When you credit your frequent flyer miles to KrisFlyer, you can redeem them for award tickets and flight upgrades on Singapore Airlines and SilkAir, across all classes, including the luxurious Singapore Airlines Suites on the A380. When you redeem your miles at **krisflyer.com** you will also receive a 15% discount on the usual number of miles required.

When you purchase a Singapore Airlines or SilkAir ticket on **singaporeair.com** you can mix KrisFlyer miles and cash to pay for your airfare – starting at just 3,000 miles. This gives you more opportunities to use your miles before they expire, and greater flexibility than ever before to choose from any available seat on any available flight.

You may also redeem your KrisFlyer miles for award tickets on your choice of more than 30 partner airlines, as well as flight upgrades on selected partner airlines.





Crediting of PPS Value and frequent flyer miles

To ensure that your PPS Value and KrisFlyer miles are credited accordingly, please use the name as it appears in your passport when purchasing your ticket. Please quote your PPS Club membership number at the time of reservation and present your PPS Club membership card when you check in.

To earn PPS Value and credit your miles to a partner airline's frequent flyer programme, please quote the membership numbers for both programmes when purchasing your ticket. Alternatively, you can update your account profile at **krisflyer.com** with your membership number for your preferred partner airline frequent flyer programme. Please present both your PPS Club membership card and the partner airline's frequent flyer programme membership card when you check in.

Premium Economy or Economy Class tickets, free or award tickets, or tickets issued with industry, agency or special discounts (including sponsored and lucky draw tickets) are not eligible for earning of PPS Value and/or frequent flyer miles. For tickets paid with KrisFlyer miles, KrisFlyer miles will be earned in proportion to the amount of cash paid with credit/debit card for each ticket (excluding airport taxes). If you are involuntarily upgraded to a higher class of travel, only the PPS Value and/or frequent flyer miles for the lower class will be credited, if applicable. If you are waitlisted in a higher class but travel in a lower class, only the PPS Value and/or frequent flyer miles for the lower class will be credited. If you have a confirmed ticket but travel in a lower class due to involuntary downgrading, the PPS Value and/or frequent flyer miles for the ticketed class will be credited. If you redeem your frequent flyer miles for an upgrade from Business Class to First Class, you will earn PPS Value and frequent flyer miles for travel in Business Class. If you redeem your frequent flyer miles for an upgrade from Economy Class to Business Class, no PPS Value will be credited.

Account statements

Subscribe to account statements, which are delivered to you via email up to six times a year. You can also visit **krisflyer.com** and log in at your convenience to view an up-to-date summary of your account.

AT YOUR SERVICE



AT YOUR SERVICE



Getting in touch

Wherever you are in the world, our PPS Co-ordinators are on hand to assist you. To receive help or answers to any travel-related questions you may have, please call the number for the city closest to you.

Please log in at **krisflyer.com** for a complete list of PPS Club service numbers.

Waived or reduced service fees

For your convenience, we have made many membership services available online. As one of our most valued members, you will enjoy a waiver or reduction on the fees for these services.

PPS Connect

Whenever you have a question, a request, or need assistance with travel- and membership-related matters, send a text message with "PPS<space><10-digit PPS Club membership number>" to +65 9184 8888 and we will call you back as soon as possible.

This service is available to all PPS Club members worldwide. Simply ensure that the mobile number from which you have sent the text message is the same as the mobile number provided in your PPS Club membership profile.

For more information, please visit **krisflyer.com**

Terms and Conditions

The PPS Club membership card is not transferable. All benefits and privileges indicated are strictly for PPS Club members only, unless otherwise stated. The benefits and privileges listed are gratuitous and shall not be treated as creating any legal enforceable obligation in favour of any PPS Club member against Singapore Airlines. The PPS Club rules, regulations, benefits and privileges are subject to the full Terms and Conditions listed at krisflyer.com

Every effort has been made to ensure that the facts and information are correct at the time of publication, July 2015. Singapore Airlines and PPS Club reserve the right to change the programme rules without prior notice. Please contact your nearest Singapore Airlines office if you need clarification or assistance.

