



# KRISFLYER EXPERIENCES

IN PARTNERSHIP WITH MASTERCARD.

## Chartered Flight to Langkawi and Hotel Redemption Experience

### Frequently Asked Questions

#### | General queries on experience

**Q: Is there an option to redeem the experience in part miles and cash, or purchase the package in cash only?**

No, the experience must be redeemed in full using KrisFlyer miles only.

**Q: Can I use PPS Club Gift vouchers to redeem the experience?**

No, the experience must be redeemed in full using KrisFlyer miles only.

**Q: Can I make a redemption for someone who isn't a KrisFlyer member?**

Yes, you can make a redemption for family and/or friends.

**Q: Do I need to hold a valid passport to be able to go on this experience?**

Each passenger must hold a valid passport (and visa(s), if required) to be allowed entry into Malaysia.

**Q: Does the experience include insurance coverage?**

No, travel insurance is not included. Members are encouraged to purchase their own travel insurance.

**Q: How will I know if the redemption I made was successful?**

There will be an auto-triggered email sent to the email address registered to your KrisFlyer account after your redemption is completed successfully. You may also log in to your profile to view your latest account balance.

**Q: The redemption option that I'm interested in is fully redeemed. Can I sign up to be waitlisted?**

No, there are no waitlist options available for this experience. Please visit [krisflyerexperiences.com](https://www.krisflyerexperiences.com) for available experiences.

## | Chartered Flight Queries

### **Q: Which aircraft will I be flying on with this experience?**

The chartered flight will be on a Boeing 737-8. For more information, please click [here](#).

### **Q: How can I check my booking or flight status?**

Your seat(s) on flight SQ 8060 from SIN to LGK and SQ 8063 from LGK to SIN is confirmed upon your successful submission of personal details. There will not be an e-ticket issued but you will receive your flight itinerary via email. The flight itinerary will be sent to the email address registered in your KrisFlyer profile.

### **Q: Can I choose my seats on the chartered flight?**

Your seats will be pre-assigned on a first-come, first-served basis.

Members who redeem packages bundled with a seat in Economy Class will have the option to select between the following seating options: window-middle or aisle-aisle seats.

We seek your understanding that seat requests will be fulfilled on a best-effort basis.

### **Q: What is the baggage weight allowance? Can I opt for additional baggage allowance?**

Members who redeem packages bundled with a seat in Business Class are entitled to 40kg of baggage allowance.

Members who redeem packages bundled with a seat in Economy Class are entitled to 30kg of baggage allowance.

### **Q: Do I get access to the lounges at the airport?**

Please note that lounge entitlements accorded at each airport are in accordance with the prevailing lounge access policy. Click [here](#) for more information on lounge access, including guest entitlements, based on your class of travel as well as your KrisFlyer membership and Star Alliance status. Click [here](#) for more information on Star Alliance lounge access policy.

No lounge access is accorded at Langkawi International Airport.

### **Q: Do I have to pay airport taxes / tourism taxes?**

No, you will not have to pay for any additional taxes or surcharges.

### **Q: If I have an existing flight booking on Singapore Airlines, can I transfer to this chartered flight?**

Existing bookings cannot be transferred to this chartered flight.

## | Redemption Queries

**Q: I would like to bring my infant on this experience. Do I need to make an additional redemption?**

Yes, infants (at least seven days old and under two years old) will require a flight ticket. Please email [krisflyer\\_teams@singaporeair.com.sg](mailto:krisflyer_teams@singaporeair.com.sg) to make a manual redemption for your infant.

Each infant must also be accompanied by an adult who is at least 18 years old.

**Q: I would like to travel in a group of 3 (2 adults and 1 child/adult.) How should I make my redemption?**

You can redeem for an extra bed in the same room with either the **Premium Ocean View Room** at The Westin Langkawi or the **Rainforest Deluxe** at The Ritz-Carlton Langkawi option for 1 adult or child above 2 years old in the same hotel.

**Q: I would like to travel in a group of 4 (2 adults and 2 children.) How should I make my redemption?**

Each room can only accommodate up to 3 pax. You will have to make two redemptions for 2 pax at either hotel.

**Q: We would like to travel with our child who will be staying in our room. Can I make a redemption for the 2pax?**

No. You will need to make a redemption for either the **Premium Ocean View Room** at The Westin Langkawi or the **Rainforest Deluxe** at The Ritz-Carlton Langkawi for 3pax as your child will require a flight ticket as well.

**Q: I am making multiple redemptions for a group. Can I request adjoining rooms?**

You will receive an email on the Friday of the week that you've made your redemption to fill in your personal details required for flight booking, your dietary requests, as well as other information needed for the experience. We seek your understanding that all requests will be fulfilled on a best-effort basis.

**Q: Can I request for the bed-type in rooms?**

You will receive an email on the Friday of the week that you've made your redemption to fill in your personal details required for flight booking, your dietary requests, as well as other information needed for the experience. We seek your understanding that all requests will be fulfilled on a best-effort basis.

**Q: Will early check in/late check out be available?**

Early check in/late check out will be extended on a best effort basis. We seek your understanding this is dependent on the inventory available at the hotels.

**Q: How can I provide my dietary requests for the welcome dinner?**

You will receive an email on the Friday of the week that you've made your redemption to fill in your personal details required for flight booking, your dietary requests, as well as other information needed for the experience. We seek your understanding that all requests will be fulfilled on a best-effort basis.

**Q: Can I opt-out of the welcome dinner or daily breakfasts?**

Guests may choose to make their own meal arrangements. The miles charged for each package are fixed.

**Q: Can I earn KrisFlyer miles or Marriott Bonvoy points for my stay?**

KrisFlyer miles or Marriott Bonvoy points will not be accorded for your hotel stay. However, you can earn miles or points for add-on activities booked with The Westin Langkawi Resort & Spa.

For members who wish to receive Marriott Bonvoy points or KrisFlyer miles, please provide your name and Marriott Bonvoy Membership Number at the point of check-in at the hotel.

| [Add-on Activities](#)

**Q: What are the add-on activities available at each hotel?**

For more information, click [here](#) for activities available at The Westin Langkawi Resort & Spa, and [here](#) for activities available at The Ritz-Carlton, Langkawi.

**Q: How do I sign up for the add-on activities?**

Guests can sign up for add-on activities upon arrival at the hotel. Activities are subject to availability, on a first-come, first-served basis. All add-on activities are to be paid for with a Mastercard. Activities may be cancelled if the minimum number of guests required is not met.

**Q: I made a redemption for a hotel stay at The Westin Langkawi Resort & Spa. Can I opt to attend the add-on activities at The Ritz-Carlton, Langkawi?**

No. Guests are only allowed to sign up for activities hosted by the hotels that they are staying at.

| [Cancellations and Refunds due to Covid-19](#)

**Q: Is there a possibility that the experience may be suspended?**

Singapore Airlines will be guided by prevailing government regulations.

**Q: What are my options if the experience is cancelled?**

The experience will be cancelled if there are border closures during the travel period. Members will be refunded if the experience is cancelled.

**Q: I made a redemption but I'm not able to go for the experience now. Can I cancel my redemption and receive a refund for my miles?**

Redemptions are non-refundable. However, you may write in to [krisflyer\\_teams@singaporeair.com.sg](mailto:krisflyer_teams@singaporeair.com.sg) with your KrisFlyer membership number to transfer your redemption to another party if you have already provided the details for flight bookings.

**Q: Must I be vaccinated to be able to go on this experience?**

Singapore Airlines will be guided by prevailing government regulations. Current guidelines require passengers to be vaccinated to enter Malaysia without quarantine. For more information, click [here](#).

**Q: If some customers of the travelling party are not eligible to board the chartered flight due to changes in regulatory requirements despite making a successful redemption, what options are available? Can exceptions be made?**

Miles will be refunded if the travel party is involuntarily unable to join the experience due to changes in regulatory requirements.