

KrisFlyer Chartered Cruise Experience (17- 19 November 2021)

Frequently Asked Questions

1. Cruise Experience

Q: Is there a possibility that the Chartered Cruise may be suspended?

Singapore Airlines will be guided by prevailing government regulations.

Q: What are my options if the Chartered Cruise is cancelled?

The chartered cruise will be postponed to a later date if we are not able to sail on 17-19 November 2021. Members who are not able to sail on the new date will have their miles refunded.

Q: What are my options if the social gathering group size limit on the Chartered Cruise is reduced?

Singapore Airlines will be guided by prevailing government regulations.

Q: I made a redemption on the Chartered cruise but I am not able to make it now. Is my redemption transferrable?

Yes, however do note that if you have already submitted your details and your ticket is issued, there will be an SGD 30 amendment fee.

Q: I would like to travel in a family of 4 in the Balcony Stateroom. How should I make my redemption?

You can either redeem two Balcony Staterooms (for 2 passengers per cabin) OR one Balcony Stateroom (for 3 passengers per cabin) and add on one "Plus One Pax booking (without cabin)".

Q: I would like to travel in a family of 3 (2 adults and one infant). How should I make my redemption?

You can redeem the Balcony Stateroom (for two passengers) and add on an infant booking.

Q: I would like to travel in a family of 5 (2 adults, 2 children and 1 infant). Can I redeem the Balcony Stateroom for 3 passengers, and add on 1 adult and one infant booking?

We regret that the maximum cabin capacity is 4 passengers. Do redeem two Balcony Staterooms (2 passengers) and add on one infant booking to complete your booking.

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

Yes, your passport must be valid for at least 6 months from the sail date in order for you to be accepted on board.

Q: If I have recently travelled overseas, am I allowed to cruise?

Individuals that have travelled overseas within 21 days of the cruise departure date, regardless of travel history, will be prohibited from taking a cruise and embarking on the ship as per the requirement of the Ministry of Health.

Q: Does the Chartered Cruise package include insurance coverage?

Travel insurance is not included and is to be purchased separately by customers.

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

The Chartered Cruise package may only be redeemed in full using KrisFlyer miles.

Q: Can I use PPS vouchers to purchase the package?

The Chartered Cruise package may only be redeemed in full using KrisFlyer miles.

2. SIA initiatives available onboard

Q: What kind of SIA activities can I expect on board?

Memorable Welcome Experience

KrisFlyer members on board the cruise ship will enjoy a series of pre-boarding activities, such as photo opportunities with SIA's cabin crew, the chance to win KrisPay miles and KrisFlyer merchandise on the day of departure at the Marina Cruise Centre. Members will also receive exclusive KrisFlyer x Dream Cruises merchandise curated for this exclusive chartered cruise trip.

As a treat, customers will get to enjoy SIA's signature satay during boarding, have access to complimentary Wi-Fi throughout their journey, and receive a welcome pack which includes SIA's First Class or Business Class amenity kits, sleeper suits and other SIA and KrisFlyer commemorative items.

Batik Rose-making Workshop

With multiple sessions per day, customers are invited to join the free batik rose-making workshop, and bring home one-of-a-kind batik roses.

Grooming Workshop Conducted by SIA's Cabin Crew Trainers

Customers who have always admired the impeccable grooming of SIA's cabin crew can learn to achieve the look in this workshop conducted by cabin crew trainers. Participants of this paid workshop will be guided through a demonstration on makeup application, grooming etiquette, and the secret behind the perfect Singapore Girl chignon. Participants will also bring home a goodie bag at the end of the session.

Up to 270,000 KrisPay Miles to be Won

KrisFlyer members on board the cruise ship can look forward to winning up to 270,000 KrisPay miles (equivalent to SGD1,800) during the KrisFlyer-exclusive Bingo activity.

Satisfy In-flight Cuisine Cravings

KrisFlyer members booked in the Palace Suites and Palace Deluxe Suites can choose to satisfy their in-flight cravings with SIA's First Class meals. Available on the first night of the cruise trip, these meals are specially curated by our Chef Georges Blanc, who is part of SIA's International Culinary Panel.

Q: I noticed that the grooming workshop is payable, how much will it cost?

We will release more information on the grooming workshop including the cost at a later date.

Q: How do I book the grooming workshop and when will it be available for booking?

We will release more information on the grooming workshop including how to book at a later date. Members who have already made a redemption will also be notified on how to make bookings for the grooming workshop.

Q: Do I have to pay for the other SIA initiatives on top of the miles I have redeemed?

Aside from the Grooming workshop, all other SIA initiatives are included in the miles redemption. SIA First Class meals are only available to those who have redeemed the Palace Suites and Palace Deluxe Suites packages.

Q: How do I sign up to participate in the KrisFlyer-exclusive Bingo game?

We will release more information on the Bingo game at a later date.

Q: What is the SIA First Class meal served on board?

We will be serving a First Class Menu created by Georges Blanc. The menu will be confirmed at a later date and members will be able to pre-order their meal choices as well as selection of red or white wines before the cruise.

Q: Is there a vegetarian option for the SIA First Class meal/SIA signature satay served during the cruise?

There will not be a vegetarian option for the SIA First Class meal served during the cruise and members can instead pick other vegetarian options that is offered on the other restaurants on World Dream.

Q: Is the SIA First Class meal served on board Halal?

The SIA First Class meals are served during the cruise are not halal-certified. Members can instead pick from the extensive Halal options offered at the other restaurants on World Dream.

Q: I am not a Palace Suites passenger, am I able to purchase the SIA First Class meal?

No, this menu is only for members who have made redemption for the Palace Suites or Palace Deluxe Suites during the KrisFlyer Chartered Cruise on 17 November 2021.

Q: I am a Palace Suites passenger, but I don't want to have the SIA First Class meal. What are my options?

You may opt to dine at any one of the speciality restaurants or restaurants on World Dream. Do note that specialty restaurants will require a reservation.

Q: What is in the welcome pack?

There will be various SIA, KrisFlyer and Dream Cruise items in the welcome pack.

Q: Can I select the sleeper suit size for my welcome pack?

The sleeper suits will be available in a standard size only.

Q: Will this be a one-time only cruise experience? Is this on a first-come, first-served basis?

The KrisFlyer Chartered Cruise is a one-time only experience, available for miles-only redemption on a first-come, first-served basis.

Q: Is there a criteria/ eligibility in order to redeem this KrisFlyer chartered cruise?

No, All KrisFlyer members are eligible to redeem.

Q: Will there be cabin crew/Singapore Airlines staff on board?

There will be SIA cabin crew during pre-boarding for photo taking opportunities with KrisFlyer members. Singapore Airlines staff will be on board to help facilitate the SIA-exclusive workshops, such as the grooming and batik rose making workshops.

Q: Will all the meals served during the cruise be Singapore Airlines in-flight meals?

The meals served on the cruise ship will be provided by Dream Cruises. SIA's signature satay will be served to all passengers as part of boarding activities, and passengers booked in the Palace Suites cabins and above will also be treated to SIA's First Class in-flight dining meal, as part of the first night's dinner activities.

Covid-19 Testing & Vaccination

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

Ans: Singapore Airlines will be guided by prevailing government regulations. Current guidelines do not require passengers to be vaccinated in order to be accepted on board the cruise. All passengers, regardless of vaccination status, will be required to undergo an Antigen Rapid Test on the day of boarding, and must test negative prior to boarding.

Q: If I have redeemed the trip, but I tested positive for Covid-19 for the pre-departure Covid-19 PCR test, will I be able to get a refund?

Yes, in the event a member is unable to travel due to his Covid-19 test status, miles redeemed will be refunded.

Q: Do I have to take a Covid-19 test is required before the trip?

All passengers, including infants are only required to take the Antigen Rapid Test on the day of boarding. Passenger do not have to pay for this test. More information on how to proceed for your ART test will be provided together with your cruise ticket.

Q: The Chartered Cruise trip will depart on 17 November 2021. If I have an existing booking for a cruise trip with Genting Cruise Line, can I transfer to this Chartered Cruise?

Existing bookings cannot be transferred to this chartered cruise.

Q: If some customers of the travelling party are not eligible to board the Chartered Cruise due to 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 cruise due to regulatory requirements.

Q: What are some of the health and safety measures that will be taken for this cruise trip?

Please refer to <https://www.dreamcruiseline.com/notice> for more information.

3. General Cruise/ World Dream queries

You may visit <https://campaign.dreamcruiseline.com/2020/campaign/world-dream-cruiser-faq/en.html> for other common FAQs related to the cruise experience on board Dream Cruises.

4. General KrisFlyer Experiences queries

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 in your KrisFlyer account once your redemption is successful.