

FAQs for Students

Student Verification

1. How do I become a verified student?

To become a verified student, you will first have to be an existing KrisFlyer member. Once you have activated your KrisFlyer account, you will be able to verify yourself as a student.

2. Who conducts this student verification?

This verification is conducted by a third-party service, SheerID, on behalf of Singapore Airlines. Your information will be used by SheerID to verify that you are a student. [Click here to view SheerID FAQs.](#)

3. What countries do the student verification service support?

You will be able to verify yourself if your educational institution is located in the following countries/regions:

- Australia
- Denmark
- France
- Germany
- Hong Kong SAR, China
- India
- Indonesia
- Italy
- Japan
- Malaysia
- Netherlands
- New Zealand
- Philippines
- Singapore
- South Africa
- Spain
- Sweden
- Switzerland
- Taiwan, China
- Thailand
- Turkey
- United Kingdom
- United States of America

If the country of your educational institution is not listed above, you will not be able to verify yourself as a student. We are working to expand this list of countries, please do check back in the next few months.

4. My school is not on the list. What do I do?

If your school is not on the list, then you are not eligible for student verification at this point in time. To make sure you are not missing your school in the list, please type out the full name of your school.

5. What proof of enrolment do I need to provide?

You can provide up to three school-issued documents that clearly show the following details:

- Your first name
- Your last name
- Name of your educational institution
- A date that shows you are enrolled for the current term, or an issue date that's no older than 3 months.

Examples of some acceptable documents include enrolment letter, tuition receipt, or transcript. Do redact any sensitive information on the documents before uploading them.

6. Why can't I upload my supporting documents?

If you are having trouble uploading, please make sure that the total file size of all your documents is less than 10MB, and you have attached a maximum of 3 documents.

7. How will I be notified of my verification status?

An email notification will be sent to you when your student status is successfully verified. You may also receive notification emails requesting you to upload supporting documents for further verification. Please check your spam/junk folder if you do not see the emails in your inbox.

8. I just uploaded a document. When will I hear back with results of my request?

Documents are reviewed in the order received. You will be contacted via email within the next 48 hours with additional details regarding your verification request.

9. Why did my verification fail?

Verification may have failed because the document submitted does not meet our requirements. Do ensure that your document was issued less than three months ago, clearly states your first name, last name, name of your educational institution—and matches what you've entered in the student verification form.

If the uploaded document meets the requirements above but you are unable to get verified, get in touch with your local Singapore Airlines office.

Student Fares

10. How much savings can I enjoy on my air ticket as a student?

You will be able to enjoy 10% off round trip fares on selected fare types. One-way fares will be priced at 45% off regular round trip fares on selected fare types as well.

11. What additional benefits will I enjoy with my student ticket?

Additionally, you will enjoy:

- a. Up to 40kg in baggage allowance or up to 3 pieces of baggage if you are travelling to and from the United States
- b. One-time fee waiver for the first change made to your booking
- c. 12-month validity on your ticket

Student Booking Flow

12. I am logged in and verified and tried to search for student fares but cannot find any. Why?

Student fares are only accessible via the "[Student Privileges](#)" page. Please ensure that you are searching for student fares through this page.

If you are still unable to find student fares from the Student Privileges page, it may be because there are no flights and/or seats available for the route(s) you have selected.

Others

13. Am I able to manage my student booking online?

You will be able to manage your student booking via Manage Booking online. However, please note that you will not be able to make changes to your travel dates, cabin class or destination online. Please get in touch with your local Singapore Airlines office if you wish to do so.