

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. With an activated 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 should be able to verify yourself if your educational institution is located in the following countries/regions:

- Australia
- Canada
- Denmark
- France
- Germany
- Hong Kong SAR, China
- India
- Indonesia
- Ireland
- Italy
- Japan
- Korea
- Malaysia
- Netherlands
- New Zealand
- Philippines
- Republic of Korea
- Russia
- 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?

To ensure that you are not missing your school in the list, type out the full name of your school. If your school is not on the list, then you are not eligible for student verification on our website at this point in time. You may wish to submit a request through the [school request form](#).

Online verification is only available for tertiary institutions, i.e. post-secondary colleges, universities. Non-tertiary institutions such as secondary schools and boarding schools will not be verifiable through our online portal.

If you are unable to be verified through our website, you can still purchase student fares via your [local Singapore Airlines office](#) if you have the necessary documentary proof of your student status.

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

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 student ID card, offer letter, 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 for student verification?

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. It may take up to 48 hours to receive this email notification. During this time, please refrain from re-verifying yourself as this may result in verification errors.

8. I have just uploaded my supporting documents for student verification. 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 student 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, please contact [SheerID Help Centre](#).

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 when you purchase your tickets online. One-way fares will be priced at 45% off regular round trip fares on selected fare types in Premium Economy class and Economy class as well.

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

Additionally, you will enjoy:

- a. Baggage allowance of 50kg (for Business Class) or 40kg (for Economy Class and Premium Economy Class). Students flying to and from the United States or Canada can check in a total of 3 pieces of baggage, each weighing up to 32kg (for Business Class) or 23kg (for Economy Class and Premium Economy Class).
- b. One-time change fee waiver for the first change made to your booking. (Please note that this only covers the waiver of the change fee penalty. Any fare difference resulting from this change remains chargeable.)
- 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.

13. Which flight itineraries are applicable for student privileges?

Student privileges are applicable for pure SQ-operated flights, itineraries with both SQ- and TR-operated flights, and both SQ- and LH-operated flights with the "618" prefix in the ticket number.

14. Can I verify my Working Holiday/Work Holiday visa online?

The verification of Working Holiday/Work Holiday visa is currently not available online. If you possess a valid Working Holiday/Work Holiday visa, you may purchase your ticket via our SIA ticket offices or appointed agents. We are working with our partner to enable online verification of these visas.

Others

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

You will be able to manage your student booking via [Manage Booking](#).

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.