

## Marriott Bonvoy & KrisFlyer Preferred Partnership Programme Frequently Asked Questions

**NOTE:** The following frequently asked questions (FAQs) are governed by and incorporate the full Marriott Bonvoy & KrisFlyer Preferred Partnership Rules [here](#).

### What is the Preferred Partnership Programme between Marriott Bonvoy & KrisFlyer?

The Preferred Partnership Programme provides members of Marriott Bonvoy and KrisFlyer the opportunity to match status and more.

Solitaire PPS Club, PPS Club and KrisFlyer Elite Gold Members receive:

- Complimentary Marriott Bonvoy Gold Elite status (registration required [here](#)).
- Opportunity to participate in accelerator offer to earn Marriott Bonvoy Platinum Elite status.

KrisFlyer Elite Silver Members receive:

- Opportunity to participate in accelerator offer to earn Marriott Bonvoy Silver Elite status.

Marriott Bonvoy Platinum, Titanium and Ambassador Members receive:

- Complimentary KrisFlyer Elite Silver Status (registration required [here](#)).
- Opportunity to participate in accelerator offer to earn KrisFlyer Elite Gold Status.

Marriott Bonvoy Gold Members receive:

- Opportunity to participate in accelerator challenge to earn KrisFlyer Elite Silver Status.

### What Marriott Bonvoy status levels are offered through the Preferred Partnership Programme for KrisFlyer Members?

- For Solitaire PPS Club, PPS Club and KrisFlyer Elite Gold Members, the Preferred Partnership Programme offers complimentary Marriott Bonvoy Gold Elite status (registration required). The status is valid for at least 12 months from the day of registration.
  - For example, if a member registers for the Preferred Partnership Programme in December 2023, the member will receive Gold Elite status through the end of 2023, all of 2024, and until February 2025. Thereafter, a member will retain their complimentary Gold Elite status by fulfilling the requalification criteria under the [Marriott Bonvoy Programme Rules](#).
  - For KrisFlyer members with Solitaire PPS Club, PPS Club and KrisFlyer Elite Gold status, who are also existing Marriott Bonvoy Gold Members, they can enjoy a 12-month extension of their Marriott Bonvoy Gold Status from the date of registration in the Preferred Partnership Programme.
  - Members will have an opportunity through an Accelerator Challenge to earn Marriott Bonvoy Platinum Elite status by staying ten (10) Qualifying Nights at a Qualifying Rate (as each such term is defined in the [Marriott Bonvoy & KrisFlyer Preferred Partnership Rules](#)) at hotels participating in Marriott Bonvoy within a six (6) month period from date of registration in the Preferred Partnership Programme.
- For KrisFlyer Elite Silver Members, the Preferred Partnership Programme offers an opportunity, through an Accelerator Challenge to earn Marriott Bonvoy Silver Elite status by staying three (3) Qualifying Nights at a Qualifying Rate at hotels participating in Marriott Bonvoy within a six (6) month period from the date of registration in the Preferred Partnership Programme.
- As further described in the Marriott Bonvoy & KrisFlyer Preferred Partnership Rules, Award Redemption Stays, including Cash + Points Awards, Free Night Awards, or a Points redemption, are not eligible as Qualifying Nights.

## What KrisFlyer status levels are offered through the Preferred Partnership Programme for Marriott Bonvoy Members?

- For Marriott Bonvoy Platinum, Titanium and Ambassador Members, the Preferred Partnership Programme offers complimentary KrisFlyer Elite Silver Status (registration required). The Status is valid for 12 months from the day of registration, with the status ending on the last day of the 12<sup>th</sup> month.
  - For example, if a Member registers for the Preferred Partnership Programme on 8 Feb 2023, they will receive complimentary KrisFlyer Elite Silver Status until 29 Feb 2024. Thereafter, a member can retain their KrisFlyer Elite Silver Status by fulfilling the requalification criteria under the [KrisFlyer Programme Rules](#).
  - For Marriott Bonvoy members with Platinum, Titanium or Ambassador Elite status, who are also existing KrisFlyer Elite Silver Members, they can enjoy a 12-month extension of their KrisFlyer Elite Silver Status from the date of registration in the Preferred Partnership Programme.
  - Marriott Bonvoy Platinum, Titanium and Ambassador Members will have an opportunity, through an Accelerator Challenge, to earn KrisFlyer Elite Gold Status by completing (4) four qualifying flights on a Singapore Airlines commercial flight in any booking class except booking class codes G 'Group fares', within a six (6) month period from date of registration. Award tickets and codeshare flights are excluded.
- For Marriott Bonvoy Gold Elite members, the Preferred Partnership Programme offers the opportunity, through an Accelerator Challenge, to earn KrisFlyer Elite Silver status by completing 2 qualifying flights on a Singapore Airlines commercial flight paid with cash in any booking class except booking class codes G 'Group fares', within a six (6) month period from the date of registration in the Preferred Partner Programme. Award tickets and codeshare flights are excluded.

## What are the benefits of Marriott Bonvoy Gold Elite status?

Marriott Bonvoy Gold Elite status includes the following benefits (subject to the Marriott Bonvoy Programme [Rules](#)):

- Exclusive member rates
- Complimentary enhanced Wi-Fi
- Ultimate Reservation Guarantee
- 25% bonus Points on stays
- 2 p.m. Late Checkout\*
- Elite Welcome Gift of Points
- Enhanced Room Upgrade\*

\* Benefits vary by hotel and brand. Additionally, benefits such as Late Checkout and Complimentary Enhanced Room Upgrade are based on availability. For more information on Gold Elite status, visit [here](#).

## What are the benefits of KrisFlyer Elite Silver status?

KrisFlyer Elite Silver status includes the following benefits when travelling with Singapore Airlines (subject to Singapore Airlines Programme [Rules](#)):

- 25% tier bonus on actual miles flown on Singapore Airlines and Scoot
- Complimentary Standard Seat selection in Economy Class on Singapore Airlines
- Star Alliance Silver Status
- Priority reservation waitlist on Singapore Airlines or a Star Alliance airline

- Priority on airport standby lists for Singapore Airlines or a Star Alliance airline flight
- Waived or Discounted fees for KrisFlyer services
- Additional benefits on Scoot, the sister carrier of Singapore Airlines, including:
  - Additional 5kg baggage upgrade for the principal KrisFlyer Elite Silver member with minimum purchase of 20kg baggage online per member
  - Automatic assignment of standard seat for the travelling group
  - Complimentary BoardMeFirst for the travelling group
  - *The above Scoot benefits are not applicable for group bookings with 10 or more passengers.*

For more information on KrisFlyer Elite Silver status, visit [here](#).

### **Does a customer have to be a member of both KrisFlyer and Marriott Bonvoy to participate in the Preferred Partnership Programme?**

Yes. Customers can join KrisFlyer [here](#) and Marriott Bonvoy [here](#).

### **Is the Preferred Partnership Programme open to all members worldwide?**

Yes. Members of Marriott Bonvoy and KrisFlyer, regardless of where they live, can participate in the Preferred Partnership Programme if they meet the eligibility requirements for the complimentary status match or Accelerator Challenge and register for the Preferred Partnership Programme.

### **How do members register for the Preferred Partnership Programme?**

Marriott Bonvoy members who have Gold Elite status or higher can register [here](#).

1. On this page, members can sign in with their Marriott Bonvoy account number and password. Once logged into their Marriott Bonvoy account, they will be prompted to connect/log into their KrisFlyer membership account to link the two accounts.
2. Members must accept the KrisFlyer Programme Rules and the Marriott Bonvoy Programme Rules for their registration to be processed. Please note that the first and last name of both accounts must match for the registration to be processed.
3. The updated status will be reflected in the member's KrisFlyer and Marriott Bonvoy membership accounts within 48 hours.

KrisFlyer Members who have Elite Silver Status or higher can register [here](#).

1. On this page, members can sign in with their KrisFlyer membership number and password. Once logged into their KrisFlyer account, members will navigate to the Partner Programmes Page.
2. Under "Category", members are to select "Non-Airline Partner" from the dropdown menu. Under "Partner", members are to select "Marriott Bonvoy" from the dropdown menu. Members then enter their Marriott Bonvoy membership account number and click "Add". Please note that the first and last name of both accounts must match for the registration to be processed.
3. After Marriott Bonvoy has been added, members can click on the "Register" button to register for the status match and/or accelerator offer.
4. The updated status will be reflected in the member's Marriott Bonvoy membership account within 48 hours for all successful status match registrations.

**Do Marriott Bonvoy members who receive KrisFlyer Elite Silver Status through the Preferred Partnership Programme have the same benefits as other KrisFlyer Elite Silver Members?**

Yes. However, members must meet the criteria each year to be eligible for retention of their complimentary KrisFlyer Elite Silver Status through the Preferred Partnership Programme.

**Do members who receive Marriott Bonvoy Gold Elite status through the Preferred Partnership Programme have the same benefits as other Gold Elite members?**

Yes. However, members must meet the criteria each year to be eligible for complimentary Marriott Bonvoy Gold Elite status through the Preferred Partnership Programme.

**Once a Marriott Bonvoy member has complimentary KrisFlyer Elite Silver Status, can the member reach a higher KrisFlyer Status?**

Yes, members may achieve higher status by reaching all published qualification requirements as determined by KrisFlyer. For full qualification details, visit [here](#).

**Once a KrisFlyer member has complimentary Marriott Bonvoy Gold Elite status, can the member reach a higher Marriott Bonvoy Elite status?**

Yes, members may achieve higher status by reaching all published qualification requirements as determined by Marriott Bonvoy. For full qualification details, visit [here](#).

**If I already have Marriott Bonvoy Gold Elite status or higher and KrisFlyer Elite Silver Status or higher, can I register for the Preferred Partnership Programme?**

Yes. However please note that the website will accept registration, but your membership status will not change. Refer to the Preferred Partnership Rules for more information.

**Can Marriott Bonvoy Platinum Elite members and above use their membership cards at the airport to enjoy the benefits of KrisFlyer Elite Silver Status?**

No. Eligible Marriott Bonvoy Platinum Elite and above members who wish to enjoy the benefits of KrisFlyer Elite Silver Status must register and be confirmed through the Preferred Partnership Programme [here](#). To enjoy KrisFlyer Elite Silver Status benefits, members must enter their KrisFlyer membership number when booking flights with Singapore Airlines.

**Can KrisFlyer members who are of Elite Silver Status or higher use their KrisFlyer membership cards at hotels participating in Marriott Bonvoy to enjoy the benefits of Gold Elite status?**

No. Eligible KrisFlyer members of Elite Silver Status and above who wish to enjoy the benefits of Marriott Bonvoy Gold Elite status must register and be confirmed through the Preferred Partnership Programme [here](#). To enjoy Gold Elite benefits, members must enter their Marriott Bonvoy account number when booking stays at Marriott Bonvoy participating properties.

**What additional “points and miles” benefits are available to all members of the KrisFlyer and Marriott Bonvoy loyalty Programmes, regardless of whether they are eligible for the Preferred Partnership Programme, and how do these benefits work?**

- All Marriott Bonvoy members can convert their Points to KrisFlyer miles at a ratio of 3 Marriott Bonvoy Points to 1 KrisFlyer mile.
- For every 60,000 Marriott Bonvoy Points converted to KrisFlyer miles in a single transaction, members receive an additional 5,000 bonus KrisFlyer miles.
- All KrisFlyer members can convert KrisFlyer miles into Marriott Bonvoy Points at a 2:1 ratio (2 KrisFlyer miles to 1 Marriott Bonvoy Point).
- Registration is not required for these points and miles benefits offered by Marriott Bonvoy and KrisFlyer, but customers must be members of KrisFlyer and Marriott Bonvoy.

**Will there be limited time promotional offers available for the Marriott Bonvoy and KrisFlyer Preferred Partnership Programme?**

Marriott Bonvoy and KrisFlyer may from time to time offer limited time offers to members of the Marriott Bonvoy and KrisFlyer preferred partnership Programme.

**What hotel brands are participating in the Marriott Bonvoy portfolio?**

For a list of hotels and brands participating in the Marriott Bonvoy portfolio please refer to the Marriott Bonvoy Programme terms [here](#).

**Are KrisFlyer members, who previously registered for other KrisFlyer status match Programme(s), able to participate in the Marriott Bonvoy KrisFlyer Preferred Partnership Programme?**

Yes, members can participate unless they are currently registered for other KrisFlyer status match Programme(s) and are in the process of fulfilling the flight criteria to obtain KrisFlyer Elite Silver or Elite Gold status under the other status match Programme(s).