

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 and KrisFlyer Preferred Partnership Rules [here](#).

What is the Preferred Partnership Programme between Marriott Bonvoy and KrisFlyer?

The Preferred Partnership Programme provides members of Marriott Bonvoy and KrisFlyer the opportunity to match status and/or participate in the accelerator challenge.

<p>Solitaire PPS Club, PPS Club and KrisFlyer Elite Gold Members:</p> <ul style="list-style-type: none">• Complimentary Marriott Bonvoy Gold Elite status• Opportunity to participate in the accelerator challenge to receive Marriott Bonvoy Platinum Elite status <p>KrisFlyer Elite Silver Members:</p> <ul style="list-style-type: none">• Opportunity to participate in the accelerator challenge to receive Marriott Bonvoy Silver Elite status	<p>To register for these benefits, visit krisflyer.com/marriott</p>
<p>Marriott Bonvoy Platinum, Titanium and Ambassador Elite Members receive:</p> <ul style="list-style-type: none">• Complimentary KrisFlyer Elite Silver status• Opportunity to participate in accelerator challenge to receive KrisFlyer Elite Gold Status <p>Marriott Bonvoy Gold Elite Members receive:</p> <ul style="list-style-type: none">• Opportunity to participate in accelerator challenge to earn KrisFlyer Elite Silver Status	<p>To register for these benefits, visit travel-partner.marriott.com</p>

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 Program 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.

- Solitaire PPS Club, PPS Club and KrisFlyer Elite Gold Members with Marriott Bonvoy Gold Elite status 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.
 - When Marriott Bonvoy grants Marriott Bonvoy Platinum Elite status to an eligible Solitaire PPS Club, PPS Club, or KrisFlyer Elite Gold Member under the accelerator challenge, please allow up to six (6) weeks following completion of the last Qualifying Night for such member to receive Marriott Bonvoy Platinum Elite status.
- 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.
 - When Marriott Bonvoy grants Marriott Bonvoy Silver Elite status to an eligible KrisFlyer Elite Silver Member as part of the accelerator challenge, please allow up to six (6) weeks following completion of the last Qualifying Night for such member to receive the Marriott Bonvoy Silver Elite status.
- 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.

Will my Elite Night Credits apply to the accelerator challenges this partnership offers?

No. Elite Night Credits, including those earned through any Marriott Bonvoy promotion, will not count as Qualifying Nights towards either the Silver or Platinum accelerator challenge offered through this Preferred Partnership Program. Click [here](#) to learn more about Elite Night Credits.

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 12th month.
 - For example, if a Member registers for the Preferred Partnership Programme on 8 Feb 2024, they will receive complimentary KrisFlyer Elite Silver Status until 28 Feb 2025. 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. For example, if the existing KrisFlyer Elite Silver member registers for the Preferred Partnership Programme on 8 Feb 2024, their KrisFlyer Elite Silver Status will be extended till 31 Jan 2025.

- 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 (as defined below) 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.
 - When KrisFlyer grants the KrisFlyer Elite Gold Status to an eligible Member as part of the accelerator challenge under the Preferred Partnership Programme, such member will receive the upgraded KrisFlyer Elite Gold Status within four (4) to six (6) weeks upon completion of the last Qualifying Flight. Miles earned from the Qualifying Flights must be credited to the eligible member’s KrisFlyer membership account by the end of his qualification period to be eligible for the accelerated upgrade.
- 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 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.
 - When KrisFlyer grants the KrisFlyer Elite Silver Status to an eligible Member as part of the accelerator challenge under the Preferred Partnership Programme, such member will receive the upgraded KrisFlyer Elite Silver Status within four (4) to six (6) weeks upon completion of the last Qualifying Flight. Miles earned from the Qualifying Flights must be credited to the eligible member’s KrisFlyer membership account by the end of his qualification period to be eligible for the accelerated upgrade.

What is the definition of a “Qualifying Flight” as part of the Preferred Partnership Programme between KrisFlyer and Marriott Bonvoy?

A Qualifying Flight is defined as a Singapore Airlines-operated commercial flight in any booking class except booking class codes G ‘Group fares’.

The table below illustrates how to count the number of your Qualifying Flights. The flight segments (where a flight segment means the flight from one location to another on an aircraft, with zero or one scheduled stop(s) in between) must have first fulfilled the abovementioned criteria.

S/N	Itinerary	Flight numbers for segments flown	No. of eligible flight(s)
1.	SIN-FRA	SQ 26 (SIN-FRA)	1
2.	SIN-JFK	SQ 26 (SIN-FRA-JFK)	1*

3	SIN-JFK (round-trip)	SQ26 (SIN-FRA-JFK) SQ25 (JFK-FRA-SIN)	2
4	SIN-FRA-JFK (round-trip)	SQ326 (SIN-FRA) SQ26 (FRA-JFK) SQ25 (JFK-FRA) SQ325 (FRA-SIN)	4
5.	CGK-SIN SIN-KUL (one way)	SQ 951 (CGK-SIN) SQ 126 (SIN-KUL)	2**
6.	CGK-KUL (round trip)	SQ 951 (CGK-SIN) SQ 126 (SIN-KUL) SQ 125 (KUL-SIN) SQ 950 (SIN-CGK)	4

** If SIN↔FRA and FRA↔JFK segments are flown on different days, this will be counted as two flights even though they are both numbered as SQ26.*

*** Regardless of whether a passenger exits immigration and leaves the airport or not in between flights, it will be considered as two flights.*

Do my Qualifying Flights have to be booked in a single booking reference?

Qualifying flights can be booked in a single booking reference or across multiple booking references, but KrisFlyer miles must be credited into your KrisFlyer account to be eligible for the status match upgrade.

Are flights operated by Scoot counted as Qualifying Flights?

No, only flights operated by Singapore Airlines are eligible as Qualifying Flights. For avoidance of doubt, an SQ-TR codeshare flight number marketed by Singapore Airlines but operated by Scoot is not a Qualifying Flight.

I have flown on Qualifying Flights operated by Singapore Airlines but I chose to accrue miles with another frequent flyer programme. Will I be eligible for the status match upgrade?

No, frequent flyer miles must be credited to your KrisFlyer account in order to meet the criteria of fulfilling the Qualifying Flights and be eligible for the status match upgrade.

I completed my flights on 7 December 2023. When will my KrisFlyer Elite status be valid until?

Your KrisFlyer Elite status is valid for 12 months from the date of your last flight with the status ending on the last day of the 12th month, i.e. in this case, until 31 Dec 2024. In order to maintain KrisFlyer Elite status, you will need to fulfil regular KrisFlyer programme qualification rules, i.e. accumulate 25,000 Elite miles for KrisFlyer Elite Silver status or 50,000 Elite miles for KrisFlyer Elite Gold status by 31 Dec 2024.

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 as well as KrisFlyer Elite Silver Status or higher, can I register for the Preferred Partnership Programme?

Members with Marriott Bonvoy Gold Elite status or higher may register for the Preferred Partnership Programme to link their KrisFlyer and Marriott accounts on Marriott's [website](#), but there will not be a change to their Marriott Bonvoy or KrisFlyer status. PPS Club, KrisFlyer Elite Gold and KrisFlyer Elite Silver members will not be able to register for a status match on KrisFlyer' website.

I am unable to link my KrisFlyer account with my Marriott Bonvoy account on the KrisFlyer website. Why is my Marriott Bonvoy account shown as "Not linked"?

Once you click the "add" button, your Marriott Bonvoy account will be added but reflected as "Not linked". Your KrisFlyer and Marriott Bonvoy accounts will be linked after you make a successful KrisFlyer Miles to Marriott Bonvoy Points conversion or after you have successfully registered for status match.

After adding my Marriott Bonvoy account on the KrisFlyer website, I attempted to register but I received a general error message.

Please reach out to Singapore Airlines via this [website](#) and include your Marriott Bonvoy account number, tier and a screenshot of the error message.

I attempted to register but I received an error message informing me that I am ineligible for the benefits under the Preferred Partnership Programme.

Upon registration on the KrisFlyer website, your registration will be unsuccessful if your Marriott Bonvoy membership tier is higher than the eligible membership tiers available for the status match or accelerator challenge. The eligible membership tiers are Marriott Bonvoy Gold Elite, Silver Elite and Member status.

Upon registration on the Marriott website, your registration will be unsuccessful if your KrisFlyer membership tier is higher than the eligible membership tiers available for the status match or accelerator challenge. The eligible membership tiers are KrisFlyer Elite Silver and Member status.

To be eligible for the KrisFlyer or Marriott Bonvoy benefits under the Preferred Partnership Programme, refer to the table below for the eligible membership tiers and the correct registration website.

<p>Solitaire PPS Club, PPS Club and KrisFlyer Elite Gold Members:</p> <ul style="list-style-type: none"> • Complimentary Marriott Bonvoy Gold Elite status • Opportunity to participate in the accelerator challenge to receive Marriott Bonvoy Platinum Elite status <p>KrisFlyer Elite Silver Members:</p> <ul style="list-style-type: none"> • Opportunity to participate in the accelerator challenge to receive Marriott Bonvoy Silver Elite status 	<p>To register for these benefits, visit krisflyer.com/marriott</p>
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<p>Marriott Bonvoy Platinum, Titanium and Ambassador Elite Members receive:</p> <ul style="list-style-type: none"> • Complimentary KrisFlyer Elite Silver status • Opportunity to participate in accelerator challenge to receive KrisFlyer Elite Gold Status <p>Marriott Bonvoy Gold Elite Members receive:</p> <ul style="list-style-type: none"> • Opportunity to participate in accelerator challenge to earn KrisFlyer Elite Silver Status 	<p>To register for these benefits, visit travel-partner.marriott.com</p>
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Can I register for the Preferred Partnership Programme more than once?

An individual may only register for the Preferred Partnership Program and link their Marriott Bonvoy Account and KrisFlyer Account once.

What if my Marriott tier gets downgraded or upgraded after registering for KrisFlyer status match and I am in the midst of fulfilling the requirements for the accelerator challenge?

You do not need to hold your Marriott Bonvoy Elite status until the end of 6 months of the accelerator challenge to be qualified for the status upgrade. As long as your Marriott Bonvoy membership status is eligible on the day of registration, any changes to your Marriott Bonvoy Elite tier thereafter does not affect your eligibility to be upgraded under the accelerator challenge.

What if my KrisFlyer status tier gets downgraded or upgraded after registering for Marriott status match and I am in the midst of fulfilling the requirements for accelerator?

You do not need to hold your KrisFlyer Elite status until the end of 6 months of the accelerator to be qualified for the status upgrade. As long as your KrisFlyer Elite tier is eligible on the day of registration, any changes to your KrisFlyer Elite tier thereafter does not affect your eligibility to be upgraded under the accelerator challenge.

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).

I have two Marriott Bonvoy accounts and have already status matched with the first one. Can I status match with the second account?

A: No. The terms and conditions of the [Marriott Bonvoy Loyalty Program](#) require that individuals may

only maintain one membership account in Marriott Bonvoy. Please refer to the Marriott website (<https://help.marriott.com/s/article/Article-22511>) for more information on how to merge your accounts. Please ensure that the account you have already status matched with remains as the active account after the merge.