



KrisFlyer Experiences 5D4N Chartered Getaway to Okinawa, Japan

18 June to 22 June 2024

Frequently Asked Questions

| Chartered Flight Queries

Q: What are the flight details for this experience?

SQ8252	Operated by Singapore Airlines	Boeing 737 Max 8
From: Singapore (SIN – Changi)	Depart: Tues, 18 Jun 2024, 02:05	Check in: Terminal 2, Row 4
To: Okinawa (OKA – Naha)	Arrive: Tues, 18 Jun 2024, 08:20	From 00:05 onwards
SQ8253	Operated by Singapore Airlines	Boeing 737 Max 8
From: Okinawa (OKA – Naha)	Depart: Sat, 22 Jun 2024, 19:30	Check in: INTL Area, Level 3, Counter A
To: Singapore (SIN – Changi)	Arrive: Sat, 22 Jun 2024, 23:40	From 17:35 onwards

*All times are displayed in local time.

Q: Which aircraft will I be flying on with this experience?

Both inbound and outbound flights will be operated on a SIA Boeing 737-8 aircraft. For more information, please click [here](#).

Q: How can I check my booking or flight status?

Your seat(s) on flight SQ 8252 from SIN to OKA and SQ 8253 from OKA to SIN is confirmed upon your successful submission of personal details via the form sent to your KrisFlyer-registered email address after redemption.

E-tickets and flight itinerary will not be issued. A confirmation email containing email about your check-in at Singapore Changi Airport on 18 June 2024 will be sent to you at least one week before departure.

Q: Can I choose my seats on the chartered flight?

Your seats will be pre-assigned on a first-come, first-served basis.

Economy Class passengers will have the option to indicate their preference between the following seating options: window-middle or aisle-aisle seats.

We seek your understanding that seat requests will be fulfilled on a best-effort basis.

Q: What is the baggage weight allowance? Can I opt for additional baggage allowance?

Members who redeem packages bundled with a seat in Business Class are entitled to 40kg of baggage allowance.

Members who redeem packages bundled with a seat in Economy Class are entitled to 30kg of baggage allowance.

Q: Do I get access to the lounges at the airport?

Please note that lounge entitlements accorded at each airport are in accordance with the prevailing lounge access policy. Click [here](#) for more information on lounge access, including guest entitlements, based on your class of travel as well as your KrisFlyer membership and Star Alliance status. Click [here](#) for more information on Star Alliance lounge access policy.

[UPDATE:]

Business Class passengers, PPS Club and KrisFlyer Elite Gold members may access Lounge Ryuwa at Naha Airport on 22 June 2024.

The lounge is on Level 4 of the Transit Area.

Q: What are the in-flight meal options?

For passengers travelling on Economy Class, Breakfast with 2 meal options will be served on the outbound flight to Okinawa and Dinner with 2 meal options will be served on the return flight to Singapore. Advance meal selection is not available in Economy Class. However, special meals are available for pre-order.

For passengers travelling on Business Class, a choice of 2 Breakfast Menus (International or Japanese) will be available for pre-order on the outbound flight to Okinawa. Book-the-cook and special meals are also available and must be ordered in advance.

On the return flight to Singapore, a choice of 2 Dinner Menus (International or Japanese) will be available for pre-order. Special meals are also available on advance request. Book-the-cook is not available on this flight.

You will receive a follow-up email to select your meals within 2 weeks of your successful redemption. We seek your understanding that all requests will be fulfilled on a best-effort basis.

Q: Do I have to pay airport taxes / tourism taxes?

Yes, airport taxes are applicable in addition to the required redemption mileage and will be collected via payment on the Kris+ app. You will receive an email with payment instructions after your redemption. Payment must be made by 4 June 2024.

The tourism tax for each guest is bundled with the miles charged for the flight and hotel package(s).

Q: How much are the airport taxes for this flight?

Airport taxes are estimated at SGD80 per traveller for the round-trip to Okinawa. The exact amount to be paid, and instructions on how to make payment will be shared in a follow-up email.

Q: If I have an existing flight booking on Singapore Airlines, can I transfer to this chartered flight?

Existing bookings cannot be transferred to this chartered flight.

Q: What happens in the event of a flight cancellation?

In the event of flight cancellation by SIA due to governmental regulatory changes, the miles redeemed for the experience will be refunded into the relevant Participant's KrisFlyer account with no additional fees charged.

Requests to transfer the redemption to other SIA flights will not be considered.

| General Experience Queries

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

No, the experience must be redeemed in full using KrisFlyer miles only.

Airport taxes are applicable in addition to the required redemption mileage and will be collected via payment on the Kris+ app. You will receive an email with payment instructions after your redemption.

Q: What are my redemption options for this chartered getaway?

Please view the [info sheet](#) for the full redemption options for this experience.

Q: Can I use PPS Club Gift vouchers to redeem the experience?

No, the experience must be redeemed in full using KrisFlyer miles only.

Q: I am not able to travel on the charter flight on 18-22 June 2024. Will there be another chartered flight date option available?

No, this flight and hotel package is curated as a once-off experience. Do visit krisflyerexperiences.com for other offerings available.

Q: Can I make a redemption for someone who isn't a KrisFlyer member?

Yes, you can make a redemption for family and/or friends.

Q: Do I need to hold a valid passport and/or visa to be able to go on this experience?

Each passenger must hold a valid passport (and visa(s), if required) to be allowed entry into Japan.

Passengers holding a valid Singapore passport will not require a visa to enter Japan for this experience. Please refer to the [Ministry of Foreign Affairs of Japan](#) website for the list of visa-exempted countries/regions.

Q: Does the experience include insurance coverage?

No, travel insurance is not included. Members are encouraged to purchase their own travel insurance.

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 to your KrisFlyer account after your redemption is completed successfully. You may also log in to your profile to view your latest account balance.

Q: The redemption option that I'm interested in is fully redeemed. Can I sign up to be waitlisted?

No, there are no waitlist options available for this experience. Please visit [krisflyerexperiences.com](https://www.krisflyerexperiences.com) for available experiences.

Q: I am no longer able to attend the experience. Can I cancel my redemption for a refund?

No, miles redeemed for this experience are non-refundable in the event of member's cancellation.

Requests for a transfer of redemption(s) or change(s) to the travelling party will be reviewed on a case-by-case basis and may be subject to additional administrative fees. Members may write in to krisflyer_team@singaporeair.com.sg for enquiries.

| Hotel Redemption Queries

Q: I would like to bring my infant on this experience. Do I need to make an additional redemption?

Yes, infants (at least seven days old and under two years old) will require a flight ticket. Please email krisflyer_team@singaporeair.com.sg to make a manual redemption for your infant only. Please make the redemption for the rest of the travelling party on KrisFlyerExperiences.com.

Each infant must be accompanied by an adult who is at least 18 years old and will use an infant seat belt on the adult's lap. Bassinet seats in Economy Class are reserved for passengers with infants, on a first-come, first-served basis.

Q: We would like to travel with our child who will be staying in our room. Can I make a redemption for the 2pax accommodation?

No, children above the age of two will require an additional redemption for a flight seat and bed in-room.

You will need to make a redemption for either the **Deluxe Twin Room** at Hyatt Regency Naha or the **Deluxe Twin Room** at Loisir Hotel Naha for 3pax.

Q: I would like to travel in a group of 3 (2 adults and 1 child/adult.) How should I make my redemption?

You can redeem an additional flight seat and bed in-room for a total of 3 paxes at either the **Deluxe Twin Room** at Hyatt Regency Naha or the **Deluxe Twin Room** at Loisir Hotel Naha.

Q: I would like to travel in a group of 4 (2 adults and 2 children.) How should I make my redemption?

Rooms can only accommodate up to 3 pax. You will have to make two redemptions for 2 pax at either hotel.

Q: I am making multiple redemptions for a group. Can I request adjoining rooms?

You will receive a follow-up email within 2 weeks of your redemption to fill in your personal details required for flight booking, your inflight meal requests, as well as other information needed for the experience. You may indicate any special requests in the same form.

We seek your understanding that all requests will be fulfilled on a best-effort basis.

Q: Can I request for the bed-type in rooms?

No, the bed configuration in rooms are fixed for each room-type listed. For the full details of each redemption, please refer to the [info sheet here](#).

Q: Will early check in/late check out be available?

Early check-in will be available at 12 noon on 18 June at Loisir Hotel Naha only.

Early check-in is not available at Hyatt Regency Hotel.

Late check-out will not be available at either hotel. Guests may store their luggage at the hotels until the airport transfer pick-up at 4pm on 22 June.

Q: Can I earn KrisFlyer miles or World of Hyatt points for my stay at Hyatt Regency Naha?

KrisFlyer miles and World of Hyatt points will not be accorded for this chartered stay.

| Cancellations and Refunds due to Governmental Regulations

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

Singapore Airlines will be guided by prevailing government regulations.

Q: What are my options if the experience is cancelled?

In the event of a cancellation due to a delay in securing the relevant flight regulatory approval, the miles redeemed will be refunded into the relevant Participant's KrisFlyer account with no additional fees charged. However, requests to transfer the redemption to other SIA flights will not be granted.

Q: I made a redemption but I'm not able to go for the experience now. Can I cancel my redemption and receive a refund for my miles?

Requests for a transfer of redemption(s) or change(s) to the travelling party will be reviewed on a case-by-case basis and may be subject to additional administrative fees. Members may write in to krisflyer_team@singaporeair.com.sg for enquiries.