

Scandinavian Airlines Exits Star Alliance

Frequently Asked Questions

Note: The following frequently asked questions (FAQs) are subject to and shall be interpreted in accordance with the [KrisFlyer Programme Rules](#), which are hereby incorporated for reference. The information provided on this page is accurate as of 6 August 2024. Please note that this content is subject to change, and updates will be made regularly to ensure accuracy.

Q1: What happens to my Scandinavian Airlines/Singapore Airlines flight booking for flights departing on or after 1 September 2024?

Please be assured that your Scandinavian Airlines/Singapore Airlines flight booking remains valid for travel, and there are no changes to your flight, barring any flight schedule changes. There is no further action required.

Q2: Can I earn KrisFlyer miles if I am travelling with Scandinavian Airlines from 1 September 2024?

KrisFlyer members may continue to earn KrisFlyer miles when travelling on eligible Scandinavian Airlines-operated flights, regardless of whether you book through Scandinavian Airlines or Singapore Airlines. You may refer to the [Accrual Chart](#) for more information on the eligible booking classes, and mileage accrual levels.

Eligible Scandinavian Airlines flights refer to all published regular scheduled flights, which are operated by Scandinavian Airlines and excludes:

- flights operated by a third party but marketed by SK; or
- the passenger is travelling in bulk, charter or selected unpublished fares, travel industry reduced rate or other non-revenue tickets, including Award tickets, or other types of tickets which are normally excluded from earning Singapore Airlines KrisFlyer Miles according to the Singapore Airlines KrisFlyer Programme rules.

Q3: Can I earn KrisFlyer Elite miles if I am travelling with Scandinavian Airlines from 1 September 2024?

From 1 September 2024, only KrisFlyer miles will be awarded for eligible flights with Scandinavian Airlines. Please note that KrisFlyer Elite miles will not be awarded.

KrisFlyer members travelling with Scandinavian Airlines before 1 September 2024 will still be eligible to earn KrisFlyer Elite miles, provided your KrisFlyer membership number is added to your booking before your departure date.

Q4: How can I ensure KrisFlyer miles are credited for my upcoming flights with Scandinavian Airlines?

For Scandinavian Airlines-operated codeshare flights purchased directly with Singapore Airlines (SIA), KrisFlyer members may add their KrisFlyer membership number via the following SIA touchpoints before flight departure:

1. During the commercial booking process (before ticketing), select “Singapore Airlines – KrisFlyer” from the “Select Frequent Flyer Programme” dropdown when filling up passenger details.

2. Retrieve booking using the six-character booking reference number via the “Manage Booking” tab on the Singapore Airlines website or SingaporeAir mobile application, and select “Add passenger details” to add Frequent Flyer profile.
3. During Internet Check-In via the Singapore Airlines website.
4. At airport check-in counter, seek manual assistance from check-in staff to input your KrisFlyer membership number.

For tickets purchased directly with Scandinavian Airlines, please ensure that you select and input your KrisFlyer profile details on Scandinavian Airlines touchpoints before your flight departure.

Q5: I flew with Scandinavian Airlines before 1 September 2024, and did not add my KrisFlyer membership number in the booking. Can I still submit a Retroactive Mileage Claim for the flown flight after 1 September 2024?

For eligible Scandinavian Airlines flights flown before 1 September 2024, KrisFlyer members may continue to submit Retroactive Mileage Claims after 1 September 2024. However, for all successful Retroactive Mileage Claims submitted from 1 September 2024, only KrisFlyer miles will be awarded. Please note that KrisFlyer Elite miles will not be awarded. Retroactive mileage claims can only be made for flights flown within the last six months.

To ensure you earn both KrisFlyer miles and KrisFlyer Elite miles for your Scandinavian Airlines flights departing before 1 September 2024, please add your KrisFlyer membership number to your booking before departure via the various touchpoints illustrated in Q4, or submit the Retroactive Mileage Claim before 1 September 2024.

Q6: I have an Award ticket for a Scandinavian Airlines flight departing after 1 September 2024. Is it still valid for travel?

KrisFlyer members holding Award tickets issued by Singapore Airlines (SIA) for Scandinavian Airlines-operated flights beyond 31 August 2024 will still be valid for travel. However, we are unable to accommodate any changes to the ticket from 1 September 2024. Please contact [KrisFlyer membership services](#) for assistance.

Q7: Can I redeem KrisFlyer miles for an Award ticket on Scandinavian Airlines or Upgrade Awards from 1 September 2024?

KrisFlyer members can no longer redeem KrisFlyer miles for Award ticket or Upgrade Awards on Scandinavian Airlines from 1 September 2024.

Q8: What are the benefits for PPS Club and KrisFlyer Elite Gold members when travelling with Scandinavian Airlines?

Effective 1 September, 2024, Star Alliance Gold and Star Alliance Silver benefits will no longer be offered when travelling on Scandinavian Airlines flights. Benefits for PPS Club and KrisFlyer Elite Gold members when travelling on eligible Scandinavian Airlines operated flights will be progressively reinstated. More information will be released at a later date in this FAQ.

Updated as at 6 August 2024