

**Termination of Singapore Airlines (SQ) and Vistara (UK)'s frequent flyer programme
partnership
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 5 September 2024. Please note that this content is subject to change, and updates will be made regularly to ensure accuracy.

Q1: What happens to my Vistara flight booking for flights departing on or after 1 October 2024?

Please be assured that your Vistara flight booking remains valid for travel. The changes to your existing booking with Vistara will depend on the date of departure for your flight.

If your flight is scheduled before 12 November 2024, there will be no change to your booking, and you will continue to fly with Vistara.

If your flight is scheduled on or after 12 November 2024, you will either be (i) rebooked on a Singapore Airlines operated flight (if you were originally booked on a Vistara operated flight travelling between Singapore and Delhi/Mumbai), or (ii) notice a change to your flight number which will begin with an Air India (AI) designator instead of a UK designator, without any changes in flight timing (for all other Vistara operated flights). You will receive notifications about any changes to your booking, including your updated e-ticket, with the revised booking reference number, flight number, terminal, etc. No further action is required.

Please refer to Vistara's website [here](#) and Air India's website [here](#) for more information on the reaccommodation of flights.

Q2: Can I earn KrisFlyer miles if I am travelling with Vistara from 1 October 2024?

KrisFlyer members will no longer be able to earn KrisFlyer miles for travel on Vistara flights from 1 October 2024. KrisFlyer members will only be able to earn KrisFlyer miles on Vistara flights flown on or before 30 September 2024. Please ensure that you select and input your KrisFlyer profile details via the following SIA touchpoints before your 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. Complete Internet Check-in via the Singapore Airlines website, and select and input your KrisFlyer profile details.

4. At airport check-in counter, seek manual assistance from check-in staff to input your KrisFlyer membership number.

For Vistara flights scheduled on or after 12 November 2024 that will be reaccommodated to Air India flights, KrisFlyer members will continue to earn KrisFlyer miles on Air India flights. For such cases, please note that the number of KrisFlyer miles received will be based on accrual level with Air India, illustrated in the Accrual Chart [here](#).

Q3: I flew with Vistara before 1 October 2024, and did not add my KrisFlyer membership number in the booking. Can I still submit a Retroactive Mileage Claim after 30 September 2024?

Vistara operated flights will not be eligible for Retroactive Mileage Claim after 30 September 2024. To ensure that you earn KrisFlyer miles for your Vistara flights departing before 1 October 2024, please add your KrisFlyer membership number to your booking in the various touchpoints in Q2, or submit any pending Retroactive Mileage Claim before 1 October 2024.

Q4: I have an Award ticket for a Vistara flight departing after 30 September 2024. Is it still valid for travel?

Award tickets issued by Singapore Airlines for Vistara operated flights with travel date after 30 September 2024 will remain valid.

Award tickets on Vistara flights with travel date on or after 12 November 2024 will be progressively rebooked to begin with an AI designator instead of a UK designator. KrisFlyer members will receive notifications about any relevant changes to your booking, including your updated e-ticket, with the revised booking reference number, flight number, terminal, etc. No further action is required.

Q5: Can I redeem KrisFlyer miles for an Award ticket on Vistara from 1 October 2024?

KrisFlyer members can no longer redeem KrisFlyer miles for Award ticket on Vistara from 1 October 2024.

Q6: What are the benefits for PPS Club and KrisFlyer Elite Gold members when travelling with Vistara from 1 October 2024?

Benefits for PPS Club and KrisFlyer Elite Gold members when travelling on Vistara flights will not be available from 1 October 2024.

Updated as at 5 September 2024