

## **Scoot award flights terms and conditions (“these T&Cs”)**

1. The awards offered in the KrisFlyer programme include award flights as defined by Scoot Pte. Ltd. (“Scoot”) from time to time (the “Scoot award flights”).
2. These T&Cs contain the terms governing the redemption and use of Scoot award flights, which are part of the KrisFlyer programme. Unless stated otherwise here, all other terms and conditions of the KrisFlyer Terms and Conditions found at the Singapore Airlines’ website, shall continue in full force and effect as if restated here, and shall govern the relationship between you as a KrisFlyer member and Singapore Airlines Limited.
3. By redeeming and using Scoot award flights, it is deemed that you have read and agreed to be bound by these T&Cs.
4. Scoot award flights are available for redemption on Economy class only, and only on flights operated by Scoot. Flight redemptions on ScootPlus and Jeddah flights are currently not available.
5. Scoot award flights consist of 2 award types – Saver and Advantage. The miles required for each award type in different zones, are set out in the Scoot award chart available on the Scoot website. Should passenger wish to make changes to the flight, the following conditions will apply: (i) upgrade from Saver to Advantage will require a top up of miles; (ii) there will no refund of excess miles in a downgrade from Advantage to Saver.
6. KrisFlyer miles shown on the Scoot award chart is for a one-way award flight (base fare) only. Taxes, surcharges and fees are applicable in addition to the redemption mileage required. Add-ons may be purchased separately for Scoot award flights.
7. There are no upgrade awards. Add-ons, taxes, surcharges and fees are payable in the currency prescribed with Scoot’s published fares, unless stated otherwise.
8. The base fare must be redeemed fully in miles, and KrisFlyer miles must be valid at the time of award redemption. For this reason, members should ensure that Scoot award flights are redeemed before the KrisFlyer miles expire. Members must ensure that they have sufficient KrisFlyer miles in their accounts before an award flight is redeemed on Scoot. Purchase of miles is not allowed for Scoot award flight bookings.
9. Round-trip, one-way and multi-city Scoot award flights can only be redeemed when you log in as a KrisFlyer member on [flyscoot.com](http://flyscoot.com) or the Scoot mobile app and select “Redeem flights”. Redemption of Scoot award flights is not available via Scoot’s Hotline, KrisFlyer Membership Services or Singapore Airlines Reservations and Ticketing offices.
10. Scoot award flights can only be redeemed by you, the KrisFlyer member, for yourself and your nominees. You may add nominees by logging into your KrisFlyer account on [singaporeair.com](http://singaporeair.com). KrisFlyer members under 12 years of age are not eligible to redeem their KrisFlyer miles online, unless a Redemption Nominee of 18 years old or above is travelling with him/her on the same flight. KrisFlyer members between 12 and 17 years of age who are travelling unaccompanied, are required to bring along a signed copy of the Unaccompanied Minors Assistance and Handling form, which is to be completed by their parents or legal guardians, during check-in.

11. A child nominee requires the same number of KrisFlyer miles as an adult nominee for award flights. Scoot award flights cannot be redeemed for infant nominees. Flights on Scoot for infant nominees are payable in the currency prescribed with Scoot's published fares, unless stated otherwise.
12. All KrisFlyer miles required for a Scoot award flight must be earned by the same member under the same account number. Pooling of KrisFlyer miles is not permitted.
13. Scoot award flights are subject to seat availability at the time of redemption. Scoot reserves the right to allocate at its sole discretion the number of seats available for award redemption on each flight.
14. KrisFlyer tiered member benefits on Scoot are applicable to Scoot award flights.
15. Waitlist is not permitted for Scoot award flights.
16. Name changes to and requests to divide Scoot award bookings are not permitted.
17. Route changes are not permitted. Date changes are permitted, subject to additional service fees and award availability. Award level difference may be payable. If the new journey requires fewer KrisFlyer miles, the excess cannot be refunded.
18. Scoot award flights are not eligible for upgrades to ScootPlus.
19. Itineraries containing connections to other airlines and codeshare flights operated by other airlines are not applicable for redemption.
20. Eligible routes are subject to change without prior notice.
21. Award flight redemption rates and other terms and conditions may be supplemented or updated from time to time.
22. Updates / changes to members' bookings will be sent via email. Members are to ensure that their email addresses are valid before carrying out online redemption bookings.
23. Any vouchers, including the 20% Scoot Discount voucher (KrisFlyer Milestone Rewards), and promo codes, may not be used in a Scoot award flight redemption.
24. You can only earn miles from any eligible add-ons paid for in cash on Scoot award flights.
25. Passengers travelling on Scoot award flights with a confirmed reservation who fail to show up for the flight will be considered a no-show. Scoot award flights are non-cancellable and non-refundable except for the following reasons:
  - Medical reasons
  - Death of passenger or immediate family members
  - Schedule change or disruption affected with retiming of 2 hours or more

Refund will be in original mode of payment.

26. Members must report any suspected unauthorised award claims from their KrisFlyer accounts within three months of the unauthorised transaction activity for any corrective action to be possible.
27. Travel agencies cannot issue Scoot award flights.
28. All carriage on Scoot award flights are subject to the normal rules outlined in Scoot's Conditions of Carriage ("CoC"), copies of which may be obtained directly from [flyscoot.com](http://flyscoot.com).
29. To the extent that any of the terms regarding refunds of cancelled Scoot award flights in these T&Cs may contradict or conflict with any of the terms or conditions of the CoC, the terms of these T&Cs shall take precedence and supersede the CoC.
30. Notwithstanding anything in these T&Cs, Scoot reserves the right at any time in its absolute discretion to amend these T&Cs from time to time, including in the event of an expansion to the benefits under or in relation to Scoot award flights.