

Terms & Conditions for Miles Redemption via KrisFlyer Experiences

The following terms and conditions ("**Terms**") apply to the miles redemption of tickets via KrisFlyer Experiences for the OneRepublic "From Asia, With Love" 2026 concert in Singapore (the "**Concert**") available to members of Singapore Airlines ("**SIA**") KrisFlyer membership programme.

1. If you are a KrisFlyer member, you may be eligible to redeem tickets for the Concert (the "**Experience**") using KrisFlyer Miles via [SIA's KrisFlyerExperiences.com website](https://www.sia.com/krisflyerexperiences). This Experience must be redeemed in full using KrisFlyer miles.
2. Redemption of the Experience is on a first-come, first-served basis. Your redemption is only confirmed when you receive a confirmation email and the stated KrisFlyer miles have been deducted from your account.
3. Redemptions of the Experience will commence on 18 November 2025 at 12:00hr (GMT+8) for Solitaire PPS Club, Solitaire PPS Club supplementary cardholders, PPS Club and KrisFlyer Elite Gold members; and at 14:00hr (GMT+8) for all other KrisFlyer members (i.e. KrisFlyer Elite Silver and KrisFlyer members).
4. Tickets in each category must be redeemed in a single redemption. Tickets are redeemable as single (1) tickets for standing categories, or in pairs (2) or groups of four (4) for seated categories.
5. You may purchase and/or redeem a maximum of six (6) tickets across all ticket categories per KrisFlyer member or per Unique Redemption Link, whichever results in the lower limit. This limit applies to all purchases and/or redemptions under the KrisFlyer Presale and the KrisFlyer Experiences mile redemption.
6. Real time seat availability is not available for viewing prior to the redemption of this Experience.
7. Seat selection is not available for this Experience.
8. Refunds or changes to the category are strictly not allowed upon successful miles redemption.
9. The KrisFlyer miles redeemed for this Experience are strictly non-refundable in the event of withdrawal or no show.
10. If you have successfully redeemed the Experience, you will receive an email from KrisFlyer within a month from 18 November 2025, with instructions to retrieve your Print-At-Home tickets on [Ticketmaster.sg](https://www.ticketmaster.sg). You must use a valid and verified Ticketmaster account to retrieve your tickets. The tickets may be sent or made accessible to you via a Ticketmaster link, PDF document, and/or such format as SIA may determine from time to time at its sole and absolute discretion.
11. The name of the Ticketmaster account holder will be indicated on all tickets.
12. Admission to the Concert is at all times subject to the applicable terms and conditions, including without limitation the general terms and conditions applicable to the tickets and terms and conditions imposed by Ticketmaster, the Concert promoter, and/or the Concert venue owner or operator. Failure to comply with any applicable terms and conditions may result in refusal of admission or eviction from the venue without any refund.
13. You shall and shall procure and ensure that any holder of any tickets redeemed by you in respect of the Experience:
 - (a) uses such ticket in accordance with the applicable terms and conditions, including without limitation the general terms and conditions applicable to the tickets and terms

and conditions imposed by Ticketmaster, the Concert promoter, and/or the Concert venue owner or operator; and

(b) does not resell or on-sell the tickets, or offer the tickets for resale or on-sale (by any means).

14. You agree that if you have breached these Terms or SIA believes that you may have breached these Terms, any tickets redeemed by you may be cancelled, withheld, withdrawn or reclaimed, with or without notice to you, and/or you may be denied entry into or evicted from the Concert venue, and you may not be eligible for any refund.
15. Where you use the services provided by Ticketmaster, Ticketmaster terms and conditions may apply, including without limitation as set out at <https://ticketmaster.sg/terms-of-use>. SIA will not be responsible or liable for: (a) any consequences that you and/or any other person may suffer (including without limitation any damage, loss, injury, claim, cost, disbursement, expense or disappointment of any nature) arising out of or in connection with the Experience and/or your redemption of the Experience; (b) any and all expenses and ancillary costs which may be incurred in connection with your redemption of the Experience; (c) any injury, loss, claim, damage, cost, disbursement or expense of any kind whatsoever in connection with any services provided by Ticketmaster; and/or (d) any delay, postponement, or cancellation of the Concert in whole or in part, howsoever arising .
16. SIA reserves the right at any time and at its absolute discretion to cancel or modify the redemption and/or the Experience without prior notice, without having to disclose any reason, and without any payment or compensation whatsoever. All decisions made by SIA, in respect to any matter relating to the redemption and/or the Experience, including with respect to eligibility, shall be final, conclusive and binding on you. SIA reserves the right to vary these Terms without prior notice at its sole and absolute discretion.
17. By redeeming and/or participating in the Experience:
 - a. you agree to comply with and be bound by these Terms, [SIA's conditions of use of website](#), [SIA's Privacy Policy](#), and [KrisFlyer Terms and Conditions](#) , (collectively, the "**SIA Terms & Conditions**"). Non-compliance with or breach of any of the SIA Terms & Conditions may result in your being disqualified and any tickets purchased cancelled, withheld, withdrawn or reclaimed by SIA. Unless otherwise defined, capitalised terms used herein shall have the meanings assigned to them in the respective SIA Terms and Conditions;
 - b. you agree that any and all personal data you submit (including your name, KrisFlyer membership number, email address and contact number) or otherwise make available to SIA may be collected, used, disclosed, or otherwise processed by SIA, its authorised service providers and its advertising and promotion agencies for the purposes indicated in SIA's Privacy Policy and for administering the Experience, including to communicate with you in relation to the Concert and the tickets, and for SIA's publicity and/or advertising campaigns connected to the Concert (collectively, the "**Purposes**"). You further agree that such collection, use, disclosure, and processing will be without payment or compensation. If you provide SIA with personal data relating to any other person, you represent and warrant that you are authorised to provide such personal data on behalf of the relevant person, you shall

procure and ensure that their consent has been obtained and all requisite notices have been given for the collection, use, disclosure, and/or processing of personal data by SIA for all the Purposes, and you shall immediately notify SIA if any such consents have been withdrawn; and

- c. You further agree and shall procure and ensure that any holder of any tickets redeemed by you in respect of the Experience agrees that: (i) photographs and videos of you and/or such ticket holders may be taken at the Concert and/or in the course of the Experience; and (ii) such photographs may be used by SIA for marketing and promotional purposes, including without limitation in social media posts. You shall immediately notify SIA if any such consents have been withdrawn.

- 18. In the event of any inconsistency between these Terms and any advertising, promotional, publicity, or other materials relating to or in connection with the Experience, these Terms shall prevail.
- 19. These Terms shall be governed by and construed in accordance with the laws of the Republic of Singapore and shall be subject to the exclusive jurisdiction of the Singapore courts.