

Together we're bringing Singapore and beyond closer

Singapore Airlines and Air New Zealand formed an alliance in 2014, allowing the two airlines to operate codeshare services on flights between New Zealand and Singapore from January 2015.

As part of this alliance, Air New Zealand and Singapore Airlines offer 3x daily services between Auckland and Singapore year-round, with a fourth daily flight to operate seasonally during northern winter.

A service between Christchurch and Singapore is also offered daily, and will increase to 10 times weekly seasonally during northern winter.

For passengers wishing to travel, codeshare services are available from 20 points within New Zealand on to more than 25 destinations across Southeast Asia, India, the United Kingdom, and Europe.

Alliance Routes

OPERATING CARRIER

ROUTE	SINGAPORE AIRLINES	AIR NEW ZEALAND
AKL-SIN	SQ286 (NZ3286) SQ282 (NZ3282) operates seasonally during northern winter SQ288 (NZ3288) operates seasonally during northern winter	NZ284 (SQ4284) NZ282 (SQ4282) operates seasonally during northern summer
SIN-AKL	SQ285 (NZ3285) SQ281 (NZ3281) operates seasonally during northern winter SQ287 (NZ3288) operates seasonally during northern winter	NZ283 (SQ4283) NZ281 (SQ4281) operates seasonally during northern summer
CHC-SIN	SQ298 (NZ3298) SQ296 (NZ3296) operates seasonally during northern winter	
SIN-CHC	SQ297 (NZ3297) SQ295 (NZ3295) operates seasonally during northern winter	

Please note, seasonal service schedules are subject to change based on operational requirements and other factors. Please refer to GDS for detailed schedules.

Baggage

When travelling between New Zealand, Singapore and beyond, customers will receive the baggage allowance of the airline they buy the ticket from, regardless of carriage. For those travelling through or beyond Singapore to other locations please review the Most Significant Carrier baggage allowance information: [Singapore Airlines - Baggage Allowance](#) | [Air New Zealand - Checked in Baggage](#)

CHECKED BAGGAGE

Cabin Class	SQ 618 ticket	NZ 086 ticket
Checked Baggage		
Business	40KG, no limit on pieces*	3 x 23KG
Premium Economy	35KG, no limit on pieces	2 x 23KG
Economy	Lite/Value fares: 25KG, no limit on pieces* Standard/Flexi fares: 30KG, no limit on pieces*	1 x 23KG^, itineraries beyond SIN 2x 23KG^, itineraries between NZ-SIN only
Cabin Baggage		
Business	2 pieces, (1 piece 7KG max) total 14KG	2 pieces, (1 piece 10KG max) total 14KG
Premium Economy	1 x 7KG	2 pieces, (1 piece 10KG max) total 14KG
Economy	1 x 7KG	1 x 7KG
Travelling with Children		
Infants	Infants entitled to 10kg checked in baggage allowance as well as one item from each category below: Category 1: Fully collapsible stroller or pushchair Category 2: Carry-cot or car seat	Infants can bring carry-on only, no checked in baggage. For every infant or child under 12 years you can bring two of these items <ul style="list-style-type: none"> • Bassinet or portable cot • Car seat • Stroller, pram or pushchair
Child Baggage	Checked baggage allowance for a child is the same as that for an adult	Checked baggage allowance for a child is the same as that for an adult

*Checked baggage cannot exceed 32kg. PPS Club members and KrisFlyer Elite Gold, KrisFlyer Elite Silver & Star Alliance Gold members are entitled to additional checked baggage when travelling on Singapore Airlines ticketed and operated flights. For more information please see: [Singapore Airlines - Baggage Allowance](#)
Please note - Star Alliance Gold Members are entitled to an additional bag when travelling on Star Alliance carriers and tickets: [Air New Zealand - Gold Tier Benefits](#)

^Koru Members and Elite Partners are entitled to one additional standard piece of checked baggage when travelling on Air New Zealand ticketed and operated flights. For more baggage information please see: [Air New Zealand - Checked in Baggage](#)

Lounges

Customers entitled to lounge access on either carrier will be permitted entry to Air New Zealand and Singapore Airlines lounges based on the table below.

	Singapore Airlines SilverKris Lounge (Singapore)	Singapore Airlines KrisFlyer Gold Lounge (Singapore)	Air New Zealand International Lounges (NZ, AU, Pacific Islands)	Air New Zealand Domestic Lounges* (NZ)	Air New Zealand Contract Lounge (Singapore)
KrisFlyer Elite Gold	-	✓	✓	✓	-
Airpoints Elite Partners	✓	✓	✓	✓	✓
Airpoints Elite	✓	✓	✓	✓	✓
Airpoints Gold	-	✓	✓	✓	✓
Koru Members	-	-	✓**	✓**	✓**
Business Class – SQ Operated (086 or 618 ticket)	✓	✓	✓	-	-
Business Class – NZ Operated (086 or 618 ticket)	✓	✓	✓	✓	✓

* Only Star Gold members, Airpoints Elite/Gold/Koru members and customers travelling on a NZ operated business class tickets may enter Air New Zealand Regional Lounges.

**Koru members can access lounge when travelling on Air New Zealand ticketed and operated flights only. For more lounge information please see: [Air New Zealand - Partner Lounges](#) | [Singapore Airlines - Our Lounges](#)

Loyalty

- As Star Alliance member airlines, a frequent flyer programme partnership between Air New Zealand and Singapore Airlines already exists.
- As with all Star Alliance partnerships, the earning of Airpoints Dollars™ or KrisFlyer Miles is based on the Airline that operates the flight.
- Airpoints and KrisFlyer members may apply for reward bookings through their respective programmes.
- Premium customer handling is based on Star Alliance standards for Air New Zealand and Singapore Airlines operated flights.
- Airpoints™ members are able to earn Airpoints Dollars™ and Status Points when flying on eligible Singapore Airlines operated flights. Similarly, KrisFlyer members can also earn KrisFlyer Miles and Elite Miles* on eligible Air New Zealand operated flights.
- Benefits offered by each airline when their members travel on their own marketed and operated flights may differ from the Star Alliance benefits provided.
- Koru members will only receive their Koru benefits when travelling on Air New Zealand operated flights, or when travelling directly between New Zealand and Singapore on a Singapore Airlines operated flight, with an Air New Zealand flight number (starting with 'NZ') and ticket number (starting with '086').

*KrisFlyer miles can be redeemed for rewards, such as reward flights and flight upgrades, whereas Elite miles earned go towards a members KrisFlyer tier.

For more information please see: [Singapore Airlines - KrisFlyer](#), [Air New Zealand Alliance Partners - Singapore Airlines](#)

Seating

OPERATING CARRIER	Singapore Airlines		Air New Zealand	
TICKETING CARRIER	NZ 086 tickets	SQ 618 tickets	NZ 086 tickets	SQ 618 tickets
STANDARD SEAT SELECT	✓		✓	
	FOC, excluding K/V class which is available at a fee. Seat select available up to 48 hours before departure*		Available at a fee for selected booking classes on standard seats up to 48 hours before departure	
PAID PREFERRED SEAT SELECT	✓**	✓*	✓	-
	Available at a fee for booking up to 48 hours prior to departure			
BASSINET SEATS	Available FOC		Bassinet seat can be reserved ahead of the flight in Seat Select. There is a small charge for choosing this seat	
ADDITIONAL INFORMATION	Please refer to GDS for pricing. NZ 086 tickets can only book via SQ reservations		Customers with paid seat select get priority boarding privileges. Preferred or exit row seats still available 48 hours before travel can be booked by Airpoints Elite, Gold, and Koru members, PPS Club and KrisFlyer Gold members FOC	
	Premium Economy & Business Class passengers can preseat FOC up to 48 hours before departure			

* Available to book on [manage.booking](#) on [singaporeair.com](#)

** NZ 086 tickets can only book this feature via SQ reservations

Airport check in

All customers are to check-in with the Operating Carrier - please ensure your customers are made aware of this.

Codeshare Flight Number	Operating Carrier
NZ3200 - NZ3499	SINGAPORE AIRLINES
SQ4200 - SQ4599	AIR NEW ZEALAND

- Premium check-in counters will be available for eligible customers when travelling on either carrier.
- To ensure that Airpoints™ Elite, Elite Partner, Gold and Koru and KrisFlyer Elite Gold, KrisFlyer Elite Silver and PPS Club members receive premium benefits, they should always have their frequent flyer number entered into their booking.
- Airport self check-in kiosks are available in New Zealand for Domestic and International passengers travelling on Air New Zealand operated flights only.
- Through-check is available when travelling on more than one sector and when all the sectors are issued on the same ticket and booked in the same PNR. Customers will receive all boarding passes at the first airport in which they check in.
- For stopovers less than 48 hours in Singapore, Singapore Airlines allows for baggage to be checked through.
- Dedicated check-in counters are available at Auckland and Christchurch International terminals for passengers travelling on Singapore Airlines operated flights.

Online check-in

OPERATING CARRIER	TICKETING CARRIER	ONLINE CHECK-IN	ONLINE CHECK-IN OPENS	ONLINE CHECK-IN CLOSES
SINGAPORE AIRLINES OPERATED	NZ 086 tickets	✓*	48 hours to departure	90 minutes prior to departure
	SQ 618 tickets			
AIR NEW ZEALAND OPERATED	NZ 086 tickets	✓	24 hours to departure	
	SQ 618 tickets	-		

*Please note for NZ 086 tickets, online check-in must be completed on SQ's website or app using the ticket number. If any interline or domestic sectors are involved, customers will be required to check in manually.

Points to note

Key points when booking an alliance journey:

- Unaccompanied minors and MEDA pax are not permitted to be booked on NZ3200 - NZ3699 and SQ4200 - SQ4599 series flights. For further details on unaccompanied minors and MEDA pax, please see the operating carrier's website.
- Child fares apply to children aged 2-11 on Air New Zealand and Singapore Airlines flights based on Operating Carrier rules.
- For infants travelling on Singapore Airlines who turn 2 years of age at any point during the journey, the agent must contact SIA to assign a child seat for the remainder of travel (no additional costs involved). For NZ operated flights, if an infant turns 2 years of age at any point of the ticketed journey the infant must occupy a seat and purchase a child fare.
- Meals and Special Assistance request information is based on the Operating Carrier's rules. Please refer to the Operating Carrier's agency website for more information: [Singapore Airlines - Special Meals](#) | [Air New Zealand - Special Meals](#)

Singapore Airlines Book the Cook service

A restaurant setting, a world class dish... Your clients will find everything they need to enjoy an unforgettable dining experience in the air with 'Book the Cook.'

'Book the Cook' is offered on Singapore Airlines operated flights for passengers travelling in Suites, First Class, Business Class and Premium Economy out of Auckland and Christchurch.

Passengers can choose from a wide selection of meals, including creations inspired by Singapore Airlines International Culinary Panel, at least 48 hours prior to their flight. The experience is available on all meal services except for Continental Breakfast and refreshments.

Find out more: [Singapore Airlines - Book the Cook](#)

Singapore Airlines Guest Chef Programme

Joining Singapore Airlines Guest Chef programme, renowned chef and restaurateur Sid Sahrawat will curate four seasonal menus that spotlight the finest New Zealand ingredients, focusing on showcasing local produce and drawing inspiration from his Indian heritage. The in-flight menus will be available on flights departing Auckland and Christchurch in First Class and Business Class.

Find out more: [Singapore Airlines - Guest Chef](#)



Enjoy "A Taste of Aotearoa" with Air New Zealand

Your clients can enjoy A Taste of Aotearoa on board their next Air New Zealand flight.

Inspired by the rich heritage and diverse bounty of New Zealand, the new food and beverage offering was inspired by manaakitanga – the Māori tradition of hospitality, and is a true celebration of Aotearoa New Zealand's incredible culinary heritage.

Some of the delicious A Taste of Aotearoa cuisine found on select premium menus departing from New Zealand include Superfood Salad with horopito dusted New Zealand salmon, creamy kawakawa mushrooms on rye toast, sautéed spinach and grilled tomatoes, Ahia™ smoked moki on kawakawa blini, and grass fed New Zealand lamb rump with horopito rub.

The menu showcases fresh and locally sourced ingredients, and serves as a chance to introduce visitors to New Zealand to the wonders of our local food producers.

Key Contacts

For more information contact via the below channels:

Singapore Airlines travel agents

agent360.singaporeair.com

New Zealand travel agents

airnzagent.co.nz