

FAQ



ALL

SKYPASS

Use Mileage

Earn Mileage

Reservation/Seats

Change/Refund

Website (30)

Q How do I use family miles to book award tickets on the website?



Follow the steps below to purchase Award Tickets using your Family Plan.

[Transfers]

- **Log in and use only your miles** to book flights for registered family members.
- Purchase flights for yourself and registered family members simultaneously.

[Pooling]

- **Log in and pool your (you = passenger) mileage with your family members' mileage** to book your flight.
- If there are two or more passengers, each person must log in separately to book their own flights.
- You may pool mileage with up to five people including yourself.

The following is an example of how to purchase flight tickets by redeeming miles.

- Mileage required to purchase flight tickets for a mother and daughter (Family Registration complete): 20,000
- Miles available: Mother 20,000 Daughter 3,000

[Transfer Example] If only the mother's miles are used: The mother logs in and purchases flights for herself and her daughter simultaneously (20,000 miles used)

[Pooling Example] If both the mother and daughter's miles are used: The mother and daughter log in separately to purchase

- ① The daughter logs in and pools her miles (3,000) with her mother's (7,000) to purchase flight tickets (pooling)
- ② The mother logs in and purchases her own flight ticket (10,000 miles used)

[Book Now >](#)[Overview >](#)

Q Can I change the payment currency when booking a flight on the website?



This is a guideline on changing the payment currency when booking a flight on Korean Air's website.

• Guidelines

- When booking a flight on Korean Air's website, you can change the payment currency at the outbound flight selection stage by clicking the currency link of the total amount.
- When purchasing a flight on the reservation list, you can change the payment currency at the payment stage by clicking the currency link.

• Payment currency per country of origin

- On Korean Air's website, fares for tickets are typically filed and quoted in the currency of KRW or USD, and payment currency may vary by country of origin.

[Payment Guide >](#)

Q What is "Wallet" on the website?



You can register payment card information (available only on websites of regions outside Korea) and find various coupons, SKYPASS vouchers (e.g., lounge, coatroom, hotel, etc.), and ticket purchase details in [MY (My Account) → Wallet] on the website. (Login Required)

Q How do I find my SKYPASS number?



Click the [Log In] link below to find your SKYPASS number, or click the [Find SKYPASS] link and enter your member information to find your number!

- Member information includes email address/phone number, surname, given names, and date of birth (these must be the same information that you entered when you registered).

- If you are not a member of the Korean Air website, you can check your membership number by signing up as a member.

※ If you forgot the member information that you have registered, please contact the Service Center.

(**) As of April 1, 2015, the SKYPASS membership number system has been changed from "2 digit letters + 7~8 digit numbers" to "12 digit numbers."

[Profile](#) >

[Find SKYPASS](#) >

Q The message "Unable to verify account information" appears. What should I do?



If you see the message [Unable to verify account information] when searching for user ID/password, please proceed as follows.

- If you are already a SKYPASS member, you can register for online membership by entering your SKYPASS number, name in English, and date of birth under the "I have a SKYPASS number" link on the Sign-up page. Your SKYPASS number will remain the same.

- If you cannot log in after consolidating your multiple SKYPASS numbers into one, please contact our service center.

[Service Center](#) >

Q I have not received a password reset email, what should I do?



If you do not receive the password reset email or cannot confirm it, please proceed as follows.

- Please check your "junk mail" folder or "spam" folder.

- Go to [Customer Support > Customer Feedback], enter your personal information and request for an email address change, then try again.

※ Personal information includes full name, date of birth, user ID, SKYPASS number, phone number, valid email address, and a copy of your photo ID (Resident Registration Card, Driver's License, Passport, etc.)

※ If the request is submitted by a legal representative on behalf of a member under the age of 14, additional documents are required, such as the photo ID of the legal representative and proof of family relations documents.

[Feedback](#) >

Q I forgot the email address I signed up with. What should I do?



If you forgot the e-mail address that you signed up with, please proceed as follows.

Go to [Customer Support > Customer Feedback], enter your personal information and request for an email address change, then try again.



※ Personal information includes full name, date of birth, user ID, SKYPASS number, phone number, valid email address, and a copy of your photo ID (Resident Registration Card, Driver's License, Passport, etc.)

※ If the request is submitted by a legal representative on behalf of a member under the age of 14, additional documents are required, such as the photo ID of the legal representative and proof of family relations documents.

[Feedback](#) >

Q What types of itineraries are available for purchase on the website?



You can make reservations for one-way, round-trip, multi-city itineraries, and different cabin classes on the website.

Examples of multi-city itineraries and different cabin classes are as below.

• Multi-city itineraries

- Returning to another city in the same country of your departure city
(e.g., Sydney-Incheon-Brisbane)
- Departing from another city in the same country of your arrival city
(e.g., Incheon-Los Angeles, New York-Incheon)
- Staying longer than 24 hours at a stopover city
(e.g., Bangkok-Incheon-Atlanta-Incheon-Bangkok, over 24 hours stay in Incheon)

• Different cabin classes

- (e.g., Incheon-Bangkok (economy class), Bangkok-Incheon (Prestige class))
- Book Flights → Select "Round Trip" with "Economy class" → Select Outbound flight → Click the [Next itinerary] on the bottom → Select "Prestige class" and Inbound flight.

[Book Flights](#) >

Q How can I change/cancel my flights booked as a non-member on the website?



Please see below on how to change or cancel your reservation (additional services) after booking a flight as a guest (non-member) on our website.

- You can make changes or cancellations by entering the "booking password" or authenticating yourself with the SMS or email you registered at the time of reservation.
- If you enter your SKYPASS number in your reservation, you can make changes or cancellations without entering your reservation password or authenticating your identity.

If you are unable to change/cancel your reservation or additional services on the website, please contact our live chat agent for assistance.

Q When pooling family mileage, I want to use the mileage with the shortest validity period first. What should I do?



When purchasing Award Tickets on the Korean Air website, select the family members you wish to pool mileage with [prioritize expiring mileage] and the family members' mileage expiring soonest will automatically be used first.

- Once you confirm the validity period of each family member's available miles, select the family members you wish to pool miles with and enter the number of miles you wish to use. Mileage expiring soonest will be used first.
- If you enter and pool miles directly, you can pool your Family Plan without using your own miles.



About Korean Air	▼
Customer Support	▼
Terms & Policies	▼
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Top countries	▼

