

## FAQ



ALL

SKYPASS

Use Mileage

Earn Mileage

Reservation/Seats

Change/Refund

Website (30)

**Q I cannot find my reservation on the website.**

Click the link below to log in and find your trip.

• If you can't find your reservation record on the reservation list even though you're logged in, try entering your SKYPASS number.

- How to add SKYPASS number to the existing reservation: Log-in → [ My (My Account) ] → [ My Trips ] → Reservation List → [ Search other reservation ] → Enter your travel information such as booking reference or ticket number, boarding date, and name → Add your SKYPASS number on your reservation

• You can find your reservation record by entering your travel information even if you made a reservation as a non-member on the website or booked through a third-party travel site or agency.

[Find Trips](#) >**Q How can I find my password for the website?**

Click the [ Find Password ] link below and enter your member information to find your password!

You can find your ID by using the check member information including User ID/SKYPASS number, surname, and date of birth (these must be the same information that you entered when you registered).

※ Korean Air will send you a password reset link to your email address that registered in your account.

[Find Password](#) >**Q Can I book a flight on the website for someone else?**

You can book a flight for someone else on Korean Air's website or mobile app.

• Required information to be entered when booking a flight

- Name that appears on the passport, gender, date of birth, contact number, and email address.

※ Passport information can be entered and changed after ticket purchase.

• How to book a flight

- Book as a member (login is required): You can select your family members registered under the SKYPASS Family Plan or select "Direct Input" after clicking the "V" mark in [ Choose Passengers ].

※ You can change passenger information by clicking the [ No, Thanks ] link below on the "Express Checkout" pop-up screen when booking a flight for one passenger.

- Book as a guest: Enter passenger information correctly and set a guest password. The password is required for changing or canceling the booking.

※ When booking a flight for a child under 14 years of age, the consent and authorization of their legal representative are required. Please log in to book your flight.

[Book Flights](#) >

## Q Can I check my SKYPASS vouchers on the website?



You can check or cancel your Skypass voucher through the link below.

• Voucher Type: Lounge, Courtroom Bonus, Hotel, Jeju Folk Village, Naver, E-Mart, Kyobo Bookstore, In-flight Duty Free Shop SKYSHOP, Hanjin Travel

※ Cancellation: After selecting the voucher, click [Cancel Voucher] below.

[Coupon Voucher](#) >

## Q How can I change my username for the website?



Please see below on how to change the username for the Korean Air website.

• Your online-member username cannot be changed once it is registered. You need to withdraw your online membership first and sign up again to change the username.

- The existing username cannot be used again if the online membership is withdrawn.
- If you withdraw from online membership only, your SKYPASS number and accrued mileage remain the same.

[Withdraw](#) >

## Q How can I change my password for the website?



You can change your login password for the website by clicking the link below.

[Change](#) >

## Q What is the credit card authentication when purchasing a flight ticket on the website?



When a ticket is purchased on the website, the cardholder (including corporate credit cardholders) must be verified by the payer authentication process of the applicable credit card company before the payment is processed.

• Payment with Visa, Mastercard, AMEX, or JCB card is authenticated by the card company's own secure authentication service to ensure security.

You need to use the password you have set with your card company for the authentication program (Visa Secure, Mastercard Identity Check, AMEX Safekey, J/Secure).

• Please note that some card companies may not provide an authentication service. Please contact your card provider for more information.

## Q How do I apply an individual discount for Korean domestic flights when booking on the website?



Please see below on how to apply an individual discount when booking a domestic flight in Korea on the website or mobile app.

• When booking a paid ticket:

- Individual discounts are applied to Flex Fares only.
- Select from the types of individual discounts for each passenger when you fill out [ Passenger Information ]. For a round-trip, an individual discount should be applied each way.

• When booking an award ticket:



- Select passenger(s) to book in the [ Choose Passengers ] step and apply an individual discount for each passenger so that you can get a discount of 50% on the airport tax.

• Note:

- Individual discounts apply only to Economy Flex fares and do not apply to Economy Saver/Standard or Prestige fares.

- Discounts do not apply retroactively after the start of your itinerary, so be sure to indicate discount eligibility at the time of ticket purchase.

- Please have discount eligibility documents ready on the day of boarding.

[Book Flights](#) >

## Q How do I book an infant ticket on the website?



Please see below on how to purchase a ticket for an accompanying infant on our website.

• When booking online, select both an adult and an infant in the [ Choose Passengers ] step.

- For an international award flight, an infant should be registered as a family member under the SKYPASS Family Plan to be booked with a parent (or a guardian).

- One adult can only have one infant on the lap. If an adult requires a seat for their infant or travels with two or more infants, choose the passenger's type as "child" and purchase an additional seat under child fare.

• If an infant's guardian already has a ticket and needs to buy a ticket only for the infant, please reach out to our service center or your travel agency for assistance.

[Book Now](#) >

## Q Where can I find e-Documents?



You can download or write in advance travel forms in e-Documents on our website.

Click the link below to find out e-documents.

[Download \(All\)](#) >

< 1 2 3 >

About Korean Air



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