

FAQ


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Change/Refund (22)

Q Can I make changes to an upgrade award ticket after purchasing it?



If you wish to change your upgrade award ticket, the fare regulations of your paid ticket apply.

※ Flight ticket changes: travel date/flight number/change route & class

- You can check the fare regulations of your ticket on your e-ticket itinerary & receipt. Ticket fare differences, taxes, and fees may be incurred or changes may be restricted.
- Miles for seat upgrades can be additionally deducted or refunded when your flight changes.

Q Can I get a refund if I cannot use my flight ticket (unused flight ticket) on the reserved date?



If you request a refund within the ticket's refundable period (ticket validity period + 30 days), you will be able to get a refund of the fare and airport usage fee, excluding penalties/fees for unboarded flights.

Even in the case of non-refundable fares, unused airport fees can be refunded.



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