

# FAQ


[ALL](#)
[SKYPASS](#)
[Use Mileage](#)
[Earn Mileage](#)
[Reservation/Seats](#)
[Change/Refund](#)

Reservation/Seats (40)

## Q What is the free baggage allowance on a codeshare flight?



Baggage regulations of either a marketing airline or an operating airline apply in accordance with the agreements between airlines.

You can find the free baggage allowance on your e-ticket.

Click the link below to find out more about the codeshare flight baggage allowance!

[Learn More](#) >

## Q How do I change my flight?



To change your flight, select [ View Details ] on your reservation. (login required)

- If you have a confirmed flight, please change or cancel your flight before departure to avoid a no-show penalty.

- If you wish to change your reservation after purchasing additional services (purchased seat options, excess baggage fees, etc.), you can change your reservation after requesting a refund for all additional services you have purchased.

※ How to request a refund on additional services: Reservation List > View Details > [ Purchased service refund ] on Change/Refund Itinerary

- You can request a change through the website for tickets purchased from Korean Air, but please note that the service we provide online for change is limited.

- For tickets booked through a travel agency, you can also reach out to them for assistance.

[Make a Change](#) >



## Q Can I be put on the waiting list for an award flight?



Click the [ Award Travel ] to put yourself on the waitlist for an award flight with Korean Air.

- Log in to the website and check for any available seats for the award flight, and put yourself on the waitlist if there are none.

- Standby booking on award tickets is not available on SkyTeam and other partner airlines.

- How to confirm, purchase and cancel your reservation on the waitlist

- You can click the [ My Trips ] to view the details in [ Reservation List ] and then confirm or cancel the standby reservation.

- The confirmed itinerary can be purchased after canceling the rest of the waiting itinerary in the same reservation.

- It is not possible to know whether or when your reservation on the waitlist will be confirmed, but when your reservation does get confirmed, Korean Air will inform you via the contact information (email, text message, and KakaoTalk notification) you entered when making a reservation.

- The standby bookings will be automatically canceled if not confirmed 24 hours before flight departure.

[Award Travel](#) >

[My Trips](#) >

## Q Can I change the passenger's name after booking a flight?



You cannot change the passenger's name after booking a flight or purchasing a ticket.

- If you need to change your name due to a legal name change or for simple spelling corrections, please reach out to our service center.

However, if you purchased your ticket through a travel agency, please directly contact them for assistance.

## Q Can I use Korean Air mileage to book codeshare flights?



Korean Air award and upgrade tickets can be issued for some codeshare flights based on the contract between the airlines.

You can find the schedule and book award tickets for codeshare flights by clicking the link below.



- For award tickets: Click the [Book with Miles] link below.
- For upgrade tickets: Click the [Book Flights] link below and select "Purchase & Upgrade."

[Book with Miles >](#)

[Book Flights >](#)

## Q Can I split a reservation into separate bookings?



Please click the [ Change/Cancel ] link below **to split one or more passengers under the same reservation number into separate bookings.**

- A new reservation number is created for passenger(s) selected to be split into a separate booking.
- Please note that we provide a limited range of services on our website and mobile app, so if you have tickets booked through a travel agency, please reach out to them for assistance.
- If you have a confirmed ticket, please change or cancel your reservation before flight departure to avoid a no-show penalty.

[Change/Cancel >](#)

## Q I was notified of my flight schedule change (flight number, time, date) by Korean Air. What should I do?



If a flight number, time, or date is changed, Korean Air sends you [ Flight Schedule Change Notice ] via email, text message, and KakaoTalk notification.

**To check the rescheduled flights or request a refund, please click the menu on the notification message you received or the link below.**

If there is no [ Request refund (login required) ] link in the email (or notification message), you can click the [ Check your schedule ] link and find your reservation to proceed with the refund request.

If you want to change the new flight to a different flight or request a refund, please contact your ticket office for assistance.

[Schedule Check >](#)

[Request Refund >](#)

## Q Which routes operate with the first class cabin?



To check whether we offer flights on First class for a specific route, click the [Book Flights] link below and then select departure/arrival/boarding date/class.

[Book Flights >](#)

## Q I want to know more about Purchasable Seat Options. ^

Please see below for the Purchasable Seat Options.

- Eligibility: Passengers who have purchased economy class tickets for international flights (excluding codeshare flights)

(\*) Charges vary depending on the booking class. (When traveling T Class, the preferred seat or standard seat excluding extra legroom seats can be purchased with a charge.)

[ From purchasing your ticket to 48 hours before departure ]

- Type of seats: Extra Legroom, Preferred Seat, Standard Seat

- Where to purchase: Korean Air's website, mobile app, local offices, and travel agencies.

(\*) You cannot purchase seat options with some agencies, so please be sure to check in advance.

[ From 48 hours before flight departure to before the closing of check-in ]

- Type of seats: Extra Legroom

- Where to purchase: Korean Air's website, mobile app, ticket counter at the departure airport, or check-in counter & gate at the Incheon airport

\* SKYPASS mileage redemption is not available for the Purchasable Seat Options.

[Learn More >](#)

## Q Can I earn miles when flying with a codeshare flight? ^

You can earn SKYPASS mileage for codeshare flights with a Korean Air flight number.

You can only earn SKYPASS mileage for another airline's flight number operated by Korean Air if the airline is Korean Air's partner airline.

Check the miles you can earn when flying with Korean Air by clicking the link below.

[Earn Miles >](#)



---

About Korean Air



---

Customer Support



---

Terms & Policies



---

Others



---

Top countries

