

# FAQ


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Earn Mileage (20)

## Q When are miles credited to my account for flying with Korean Air?



Here's information on when mileage is accrued for flying on Korean Air.

- Enter your membership number in your booking before departure and mileage will be automatically accrued after arrival.
- Please keep your original boarding pass and e-ticket itinerary until mileage accrual is confirmed.
- If you are flying with a codeshare flight operated by another airline, mileage will be accrued 1-14 days after your boarding date.

After your arrival, please check your mileage earned in [My Mileage]!

[My Mileage](#) >

## Q When are miles credited to my account for flying with SkyTeam member airlines?



Please see below for information on when miles are credited for flying with SkyTeam airlines.

- Provide your SKYPASS number when booking a flight or checking in at the airport. The miles will automatically be credited to your account after 1-14 days.
- Please keep the boarding pass and e-ticket until the miles are credited to your account.

Click the link below to check your miles online!

[Check Miles](#) >



## Q How can I earn miles for flying with Korean Air?



Please see below on earning miles for flying with Korean Air.

- Enter your membership number in your booking **before departure** and mileage will be automatically accrued after arrival.

Please make sure your membership number is entered in [My Trips].

- **Post-trip mileage accrual** is available from the date you sign up for SKYPASS membership and can be claimed within 365 days of your boarding date.

- Please keep your original boarding pass and e-ticket itinerary until mileage accrual is confirmed.
- Mileage is accrued to only one airline of the member's choice and cannot be transferred to a mileage account of another airline.

You can apply for mileage accrual at [Claim Retro Mileage] below.

[My Trips](#) >

[Retro Credit](#) >

## Q How can I earn miles by using partner credit cards?



You can earn miles by using SKYPASS partner credit cards.

- It normally takes 1 to 5 weeks from the credit card transaction date for Korean Air to credit the SKYPASS mileage earned from using partner credit card. Mileage accrual rates vary by partner company, so please contact the applicable partner credit card company for more information.

- Accrued SKYPASS mileage cannot be exchanged for cash or converted to partner credit card company points.

- Even if you cancel your credit card, your mileage already earned will not be expired unless you withdraw from your SKYPASS membership.

- Please note that mileage earned on/after July 1, 2008 will be granted a 10-year validity period from the date of accumulation.

[Learn More](#) >

## Q How can I earn miles by staying in a partner hotel?



You can earn miles by staying at one of the partner hotels.



- Provide your SKYPASS number or SKYPASS card when you make a reservation or check in.
- Mileage accrues upon satisfaction of certain requirements (fees, reservation route, etc.). Please contact the partner hotel for more information before making a reservation.
- It may take up to 8 weeks for mileage to be earned after using affiliates or requesting mileage accrual. Mileage accrual requirements vary by partner hotel, so please keep your vouchers, receipts, and other supporting documents until mileage accrual is confirmed.
- Please contact the applicable partner hotel for missing mileage within six months from the transaction date.

Click the link below for more information!

[Learn More >](#)

## Q How do I book a rental car and earn miles on it?



Please see below on how you can rent a car from our rental car partners and earn miles.

- How to earn miles on car rentals
  - Provide your SKYPASS number when booking a car.
  - Mileage accrues upon satisfaction of certain requirements (fees, reservation route, etc.). Please contact the partner company for more information before making a reservation.
  - It may take up to 8 weeks for mileage to be earned after using affiliates or requesting mileage accrual. Mileage accrual requirements vary by partners, so please keep your vouchers, receipts, and other supporting documents until mileage accrual is confirmed.
  - Please contact the applicable partners for missing mileage within six months from the transaction date.
- How to book or cancel a car
  - To rent or cancel a car, please contact the applicable rental car partners by clicking the link below.
  - Note that the “Miles-to Rent-a-Car” service (car rental by redeeming SKYPASS miles) is no longer available as of May 7, 2020.

Click the link below for more information!

[Learn More >](#)

## Q How can I earn miles by using other partner services?



The points that you earn by using partner services can be converted into SKYPASS miles.

- Mileage accrues upon satisfaction of certain requirements (fees, reservation route, etc.).
- It may take up to 8 weeks for mileage to be earned after using affiliates or requesting mileage accrual. Mileage accrual rates vary by partner, so please contact the applicable partner company for missing mileage.
- Accrued SKYPASS mileage cannot be exchanged for cash or re-converted to partner company points.

Click the link below for more information!

[Learn More >](#)

## Q How can I earn miles through finance or insurance services?



You can earn SKYPASS miles by using partner programs including finance and insurance services.

- Mileage accrues upon satisfaction of certain requirements (fees, reservation route, etc.).
- It may take up to 8 weeks for mileage to be earned after using affiliates or requesting mileage accrual. Mileage accrual rates vary by partner, so please contact the applicable partner company for missing mileage.
- Accrued SKYPASS mileage cannot be exchanged for cash or re-converted to partner company points.

Click the link below for more information!

[Learn More >](#)

## Q Can I use the mileage accrued on partner airlines and SKYPASS mileage together?



If you are a member of both Korean Air and a partner airline, mileage can only be accrued to one frequent flyer program and cannot be transferred or combined between airlines.

Click the link below to see the different ways to earn mileage!

## Q My flight is changed from Korean Air to another airline due to the airline's own schedule change. Can I still earn mileage?



Mileage accrues based on the actual flight boarded. Consequently, if you board a flight with another airline due to a schedule change, mileage can be earned only when the said airline is Korean Air's partner airline.



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About Korean Air



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Customer Support



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Terms & Policies



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Others



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Top countries

