

FAQ


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Use Mileage (72)

Q What is the fee for canceling an award flight with SkyTeam airlines?



When you request a refund for a SkyTeam airline award ticket, the following miles are deducted as a refund service charge based on the time of cancellation:

- Only unused tickets can be refunded.
- Refund service charge
 - More than 90 days prior to departure: No fee
 - Between 90 days prior to departure and ticket expiry date: 3,000 miles
 - After the ticket expires: 10,000 miles
- Award tickets for flights with SkyTeam airlines are valid for one year from the date of issue.
- The same validity period applies to the mileage refunded and mileage redeemed at the time of award issue. However, the mileage that has expired at the time of refund will not be refunded.

Q How many miles do I need for an award flight with SkyTeam airlines?



- The required miles for award flights with SkyTeam airlines vary depending on the segment and cabin class.
 - Miles required for a round trip also apply to a one-way trip.
 - In addition to the required miles, taxes and fees apply.

※ Award travel on Aeroflot is unavailable.

Click the link below to check the required miles!

[Learn More](#) >



Q How long is a SkyTeam award ticket valid for?



SkyTeam Award tickets are valid for one year from the date of issue and they cannot be extended.

[Learn More](#) >

Q Can I transfer/pool miles under the Family Plan to book SkyTeam award tickets?



Please see below to redeem family mileage when using SkyTeam award tickets.

- Miles required for the entire itinerary of a SkyTeam Award ticket can be transferred from/to a registered family member.
- However, pooling miles between registered family members to issue a SkyTeam Award ticket is not allowed.

Click the link below for more information about the SkyTeam award!

[SkyTeam Award](#) >

[Required Miles](#) >

Q How many miles do I need for an award flight with Korean Air?



Click the link below to check the required miles for booking an award flight with Korean Air!

- The required miles for award flights with Korean Air vary depending on the segment, date of flight, and cabin class.
- If you travel connecting international and domestic flights, mileage redemption rates for international and domestic flights apply in accordance with the Redemption Table.
- Taxes, fees and service charges may apply when award tickets are issued.

[Learn More](#) >

[Required Miles](#) >

Q How long is a Korean Air award ticket valid for?



Korean Air award tickets are valid for one year and they cannot be extended.



[Learn More >](#)

Q How many miles does it cost to get an upgrade award ticket on Korean Air?



The required miles for a Korean Air Upgrade Award vary depending on the segment, season (peak or off-peak), and cabin class.

Click the link below to check the required miles!

[Required Miles >](#)

Q What types of tickets can I upgrade?



Please see below for the ticket requirements for the upgrade award.

Upgrade awards can be redeemed with the following fares and booking classes only:

- Domestic flights within Korea: Flex Fare (Y,M)
- International flights: Flex / Plus Fare (J, C, Y, B, M)
 - M class on domestic flights applies to Transit Exclusive Domestic Flights only.
 - Upgrade award is not applicable to tickets with discounts of 50% or more and to some special fare tickets.
 - If you purchased a flight ticket with a seat upgrade option but the upgradable seats are not available, you will need to use the seat in the booking class you purchased.

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[Book Flights >](#)

Q How many miles do I need for an award flight with partner airlines other than SkyTeam?



• The required miles for award flights with our partner airlines (other than SkyTeam airlines) vary depending on the airline, segment, and cabin class.

- Miles for a round trip also apply to a one-way trip.
- In addition to the required miles, taxes and fees apply.

Click the link below to check the required miles!

[Learn More >](#)



Q What is the fee for changing or reissuing the award tickets on partner airlines other than SkyTeam?

Please see below for the reissue fees applied to changing your award tickets on partner airlines other than SkyTeam booked with SKYPASS miles.

- Reissue fee: KRW 30,000 (flight from Canada: CAD 30, flight from Indonesia: IDR 350,000)

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