

# FAQ


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Use Mileage (72)

## Q How do I check the Mileage Validity of family members?



Click the link below to view your registered family members' mileage details.

Korean Air Website: My Page > Family Plan, Mobile App: My Page > SKYPASS > Family Plan

## Q I can't see the Cash and Miles option on my booking payment screen. Why is that?



You must meet the following criteria in order to select Cash and Miles as your payment option.

- You must have at least 500 miles to use this option.  
Please confirm that you have 500 miles or more available. You can confirm your available miles on [My Page].
- The option is only available when purchasing with Korean won (KRW) or U.S. dollars (USD).  
Please set the payment currency to KRW or USD.
- You may only use it for Korean Air (KE) flight numbers.  
This service is not available for segments operated under another airline's flight number.
- This option is available for one-way or round-trip itineraries departing from or arriving in Korea.  
This service is not available for itineraries transiting through Korea, multi-city itineraries, or domestic/international connecting itineraries.  
E.g., Incheon–Los Angeles–Incheon: Available  
E.g., Los Angeles–Incheon–Bangkok: Not available  
E.g., Incheon–Los Angeles, New York–Incheon (Los Angeles–New York is an open-jaw travel segment): Not available



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