

# FAQ


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

Use Mileage (72)

## Q How can I register family members under the Family Plan?



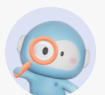
You can register your family members under the SKYPASS Family Plan by selecting "Add a Member" below.

- All SKYPASS membership numbers of family members to be registered will be required (including infants and children).
  - Family registration is restricted if there is no contact information in the member information.
  - Even if you register a family member, your miles will be automatically credited to one account or a joint account will not be created.
  - Both you (applicant) and the family member(s) are mutually registered, and all members including the applicant will be notified of the result.
- Submit a family relation certificate issued within one year stating the relationship and date of birth for both an applicant and family member(s).
- It takes 3-5 business days for the registration to be completed.
  - ① Once the registration is completed, you will be notified via text message (or KakaoTalk notification).
  - ② If we are unable to complete the registration, we will notify you of the reason via email.

[Add a Member](#) >

[View My Family](#) >

[Check out our chatbot for details on \*\*Family Plan!\*\*](#) >



## Q What is the fee for changing or reissuing the Korean Air award tickets?



Please see below for the reissue fees applied to Korean Air award tickets when changing your flights.

- International flights: KRW 30,000 (flight from Canada: CAD 30, flight from Indonesia: IDR 350,000)



- Domestic flights in Korea: None

※ Please note that you may not be able to change your flight or the change may cost you additional miles, tax, fuel surcharge, and/or ticket handling charge depending on the segment and schedule.

[Learn More](#) >

Check out our chatbot for details on **Award Ticket Change!** >



## Q Do SKYPASS miles expire?



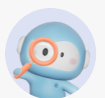
- SKYPASS miles are valid for 10 years.
  - Miles are valid until December 31 of the 10th year following their accrual (based on KST).
  - Flight miles and partner miles are valid for 10 years from the date of flight and the date of credit respectively.
  - Miles earned on/before June 30, 2008 do not expire and are valid for the lifetime of the members.
  - The mileage with the shortest remaining validity period is redeemed first. Lifetime mileage with no validity period is used after all mileage with a validity period has been used.
  - Miles that are not used before the expiration date will not be carried over.
  - Miles for purchasing award tickets or various items should be deducted before the expiration date (regardless of boarding date and use date).

Click the [Overview] link below to check the available mileage (login required).

[Overview](#) >

[Learn More](#) >

Check out our chatbot for details on **Use Miles!** >



## Q I want to know about my expiring miles.



Did you receive a notification of the mileage expiry date?

Click the [**Overview**] link below to check the mileage scheduled to expire (login required).



※ On January 1 of each year, Korean Air sends an e-mail or Kakao Talk notification (for members in Korea) to inform passengers with expiring mileage that their mileage will soon be expiring.

※ The expiration of mileage does not affect the acquisition or retention of membership.

※ When using mileage, the mileage with the soonest expiration date will be redeemed first.

※ Miles for purchasing award tickets or various items should be deducted before the expiration date (regardless of boarding date and use date).

[Overview >](#)

## Q I want to see my family members and miles that are registered under the SKYPASS Family Plan.

Check your family members and miles registered under the SKYPASS Family Plan by selecting “View My Family” below.

[View My Family >](#)

[Add a Member >](#)

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

Korean Air upgrade award ticket is valid for the same period as the original ticket.

[Learn More >](#)

## Q How many miles are required for a transit exclusive domestic flight?

Please see below for the miles required for Transit Exclusive Domestic Flights (TEDF) on Incheon-Busan/Daegu route.

- Required miles for a ticket: Same as that deduction for domestic portion
- TEDF tickets are only issued for tickets together with international flights, so both TEDF tickets and international tickets must be purchased with Korean Air miles.
- If the international flight is a paid ticket, the TEDF ticket cannot be deducted as miles.

※ If you want to use affiliate airline miles to purchase TEDF award tickets, please contact your frequent flyer program operating airline.

[Required Miles >](#)



## Q How many miles are required to book an award flight with Korean Air for an infant/child?



Please see below for the miles required to book an award flight with Korean Air for an infant or a child.

- Infants not occupying seats (lap infants):
  - Domestic flight within Korea: None
  - International flight: 10% of the miles required for an adult
- Children and Infants occupying seats: The same miles as an adult passenger are required.

Click the link below to check the required miles!

[Learn More](#) >

[Required Miles](#) >

## Q Can I upgrade an award ticket on Korean Air that has already been issued?



If you wish to upgrade an award ticket by using mileage, you can change it after deducting the mileage difference between classes. (Tax difference and reissue fees may be incurred.)

However, you cannot upgrade an award ticket by paying the difference in fare.

Click the link below to change your award ticket. Select [ View Details ] on your reservation list.

## Q What is the fee for canceling an award flight with Korean Air?



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

- Award tickets for international flights
  - 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 domestic flights in Korea
  - Before the ticket expires: 500 miles
  - After the ticket expires: 3,000 miles



• Award tickets 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.

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About Korean Air



Customer Support



Terms & Policies



Others



Top countries

