

FAQ



ALL

SKYPASS

Use Mileage

Earn Mileage

Reservation/Seats

Change/Refund

Website (30)

Q I can not scroll up and down the Korean Air website in some browsers. How do I fix this?



When you visit the Korean Air website, you will see a bar at the bottom of the main page that asks you to accept the use of cookies.

However, if you have a browser extension that blocks cookie notifications, this message will not be displayed.

You will not be able to use the website unless you choose to accept cookies. If a browser extension blocks the cookie notification bar from being displayed, you may not be able to select whether to accept cookies and may not be able to scroll up and down the site.

If you disable the option that blocks cookie notifications in the browser extension and choose to accept cookies, you can use the website normally.

Q How can I gift/purchase a Korean Air gift card?



- Purchase online
 - [Korean Air website/App] > [Book] > [Gift Cards] > [Gift a Gift Card for Individuals] or [Gift a Gift Card shop]
 - Delivery method: Mobile phone (registered in Korea) or email
 - Amounts: KRW 50,000 to KRW 500,000 (input directly in KRW 10,000 increments)
 - You can view details, cancel payments, resend, and issue receipts in [Gifting Page] > [View Details] > [Gifts] > [Gift Details]

- Purchase a physical card
 - Can be purchased at select GS25 stores in Seoul/Gyeonggi/Incheon
 - Amounts: KRW 30,000 to KRW 300,000 (in KRW 10,000 increments)

[Giving a gift](#)

Q Can I get the Information on Flight Operation issued for flight delay/cancellation verification?



You can get the [Information on Flight Operation] for flight delay or cancellation by clicking the link below.

- Information on Flight Operation is available for flights canceled or delayed for 30 minutes or more within the last 30 days and the next 14 days from the day of search.
- Enter the required information (date, flight number, or departure/arrival city) to issue the [Information on Flight Operation].
- You can issue [Information on Flight Operation] in Korean/Chinese/Japanese after changing the region/language settings at the top of the homepage (settings for mobile apps).
- If you need a document with the passenger's name on it, please use [Information on Flight Operation] and [e-ticket] together.

[Proceed](#) >



Q How do I find my username for the website?



Click the [Find User ID] link below and enter your member information to find your username!

You can find your ID by using the check member information including SKYPASS number/email address, surname, and date of birth (these must be the same information you entered when you registered).

[Find User ID](#) >

Q How do I purchase a ticket for a child on the website?



Please see below on how to purchase a flight ticket for a child on the website.

※ **When booking a flight for a child under 14 years of age, the consent and authorization of their legal representative are required. Please log in to book your flight.**

• A ticket for a child can be purchased together with a ticket for an accompanying guardian by clicking on the number of passengers when you select the [Passenger Type].

- When you book a mileage ticket for a child, it can be purchased if the accompanying guardian and family member are registered.

• You can purchase a ticket separately for a child in the following case:

- The information of an accompanying guardian must be received when purchasing a ticket.

- When you book a mileage ticket for a child separately, there are 2 ways to purchase.

- Pooling family miles: The child logs in and is then able to purchase an award ticket with his/her miles by pooling miles from the family members' miles.

- Endorsing miles: A family member who redeems his/her miles logs into the website and selects a child who will be given the award.

※ The accompanying guardian must be at least 18 years old (at least 13 years old for domestic flights in Korea) and must travel with the child on the same itinerary.

If a child travels alone without a parent or a guardian, the Unaccompanied Minor (UM) service must be requested, so the online booking and purchase will not be available.

[Book Now](#) >

Q What payment options do I have on the website when purchasing a flight ticket?



You can use the Korean Air credit card, a credit/debit card, wire transfer, or online payment services to pay for your ticket on the Korean Air website.

- The simple payment service for the Korean Air credit card and wire transfer are only accepted on the website with the language set to Korean, and they are available for flights departing from Korea and payment in Korean Won.

- Splitting payment is not allowed (e.g., credit card + cash, credit card A + credit card B).

- The availability of online payment services (e.g., Apple Pay, PayPal) varies by region/language settings of the website and payment currency. Please find more information by clicking the link below.

[Learn More](#) >

Q Where can I find information about the special events on the website?



Check out our ongoing events and promotions on the website!



Events may vary depending on the region, so change the region and language settings of the website to check other events available in a specific region.

[Events >](#)

Q Where can I find the winners of the promotions on the website?



Check out the winners of the promotions on the website!

[Winners >](#)

Q What coupons can I use on the website?



Click the [My Coupons] link below to check your Korean Air coupons.

- Types of coupons: flight coupons, partner coupons, and complimentary e-coupons

[My Coupons >](#)

Q I want to stop receiving emails and text messages from Korean Air.



Click the link below to stop receiving emails and text messages from Korean Air.

• If you no longer want to receive emails and text messages from Korean Air, uncheck the option(s) in the Marketing and Advertising Agreement section on the screen of the edit profile.

• You can also call 080-808-0682 (toll-free number within Korea) to stop receiving text messages.

[Edit Profile >](#)

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