

## FAQ



ALL

SKYPASS

Use Mileage

Earn Mileage

Reservation/Seats

Change/Refund

Use Mileage (72)

### Q Can I redeem my miles to upgrade from economy to first class?



You can use your mileage to upgrade one cabin class, from economy class to prestige class or from prestige class to first class. (Upgrade from economy class to first class is not allowed.)

[Upgrade Award >](#)

### Q Can I redeem my miles to access lounges?



SKYPASS members flying Korean Air (flight numbers starting with KE) can redeem their miles to use the Korean Air Prestige lounge.

- Domestic flights: 2,000 miles per passenger
- International flights: 4,000 miles per passenger

#### Lounges directly operated by Korean Air

- Korea: Seoul (Gimpo, Incheon), Busan, Jeju
- Japan: Nagoya, Tokyo (Narita), Fukuoka
- The Americas: New York, Honolulu

#### • Conditions

- Up to four people in your party can use the lounges at once.
- Mileage can be combined or endorsed if issued in advance on the Korean Air website.
- Lounge award vouchers are valid for one month from the date they are issued.
- Children two years and older receive the same mileage deductions as adults.
- Access to the lounges may be restricted depending on seating availability.
- If you are issued a lounge award voucher for a Korean Air lounge, advance reservation is possible.



[Issue Vouchers >](#)

[Reserve Korean Air lounges in advance >](#)

## Q Can I redeem my miles to pay for excess baggage charge?



You can redeem your SKYPASS miles to pay for excess baggage charges. The required miles vary by region.

- Excess baggage awards can be issued at the airport (excluding city airport) on the day of departure or in advance on the website.
- However, pre-purchase of excess baggage awards (for up to 3 extra pieces only) are available **after ticket purchase for international flights**.
- You can use your and your family's mileage to purchase.

[Required Miles >](#)

## Q How many miles are required to book an award flight with a partner airline other than SkyTeam airlines for an infant/child?



Please see below for the miles required to book an award flight with a partner airline other than SkyTeam airlines for an infant or a child.

- Infants not occupying seats (lap infants): Award is not available.
- 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 >](#)

## Q Can I transfer/pool miles under the Family Plan to book flights with partner airlines?



You can transfer or pool miles under the SKYPASS Family Plan to book flights with partner airlines (other than SkyTeam airlines).

Click the link below for more information about the partner airlines (other than SkyTeam airlines) award!

[Learn More >](#)



## Q How long is a partner airline award ticket valid for?



Non-SkyTeam award tickets are valid for one year from the date of issuance and they cannot be extended.

[Learn More](#) >

## Q What kind of awards can I use by redeeming miles under the Family Plan?



You can enjoy a variety of award products by transferring or pooling miles under the Family Plan.

Click the link below to check out the awards you can purchase by pooling or transferring miles!

[Learn More](#) >

## Q Who are eligible family members for award transfers or pooling miles?



Limits of family award transfers and mileage pooling: Spouse, children, parents, siblings, grandparents, grandchildren, parents-in-law, son-in-law, daughter-in-law

There are no limits to the number of family members you can register, but there is a limit of one spouse, two parents-in-law, two grandparents, and two maternal grandparents.

When pooling mileage, you may pool mileage with up to five people including yourself.

[Overview](#) >

[View My Family](#) >

## Q How many miles are required to book an award flight with a SkyTeam airline for an infant/child?



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

- Infants not occupying seats (lap infants): SkyTeam Award is not available.
- 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 What is the fee for changing or reissuing the SkyTeam award tickets?



Please see below for the reissue fees applied when changing your SkyTeam award tickets booked with SKYPASS miles (SkyTeam award).

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

[Learn More](#) >

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