

# FAQ


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Use Mileage (72)

## Q Can I redeem my miles to purchase food and beverages?



You can redeem SKYPASS miles to purchase food and beverages such as Korean Beef, Jeju Pure Water, etc.

- Shipping is limited to destinations within Korea. (free shipping)
- You can use your and your family's mileage to purchase.

Click the link below for more information!

[Food&Beverages](#) >

## Q Can I redeem my miles to purchase travel packages?



You can redeem your SKYPASS miles for Mileage Tour packages offered by Hanjin Travel.

Follow the link for more information!

[Learn More](#) >

## Q Can I redeem my miles to stay in hotels?



- You can redeem your SKYPASS miles to stay in one of our partner hotels.

- Partner hotels include KAL Hotel Seogwipo, Grand Hyatt Incheon, and InterContinental Los Angeles Downtown.

Click the link below to find more information!

[Learn More](#) >



## Q Can I redeem my miles for Jeju Folk Village?



You can redeem your SKYPASS miles to visit Jeju Folk Village.

Click the link below for more information!

[Learn More](#) >

## Q Can I redeem my miles to purchase Korean Air merchandise?



You can redeem your SKYPASS miles to purchase Korean Air merchandise.

- Shipping is limited to destinations within Korea.
- You can check the status of the order and delivery on the KE Design Store page.
- You can use your and your family's mileage to purchase.
- If you have any questions about shipping, return, or exchange, please visit the KE Design Store page and select "Customer Service Center," so that you'll be taken to the online Customer Service Center of Cybersky.

\* Note: The details on the Customer Service Center of Cybersky are explained in Korean only.

Click the link below for more information!

[KE Design Store](#) >

## Q Can I redeem my miles to purchase in-flight duty-free items on SKYSHOP?



You can redeem SKYPASS miles to issue discount vouchers that can be used at the **online** in-flight duty-free shop (SKYSHOP).

Click the link below to find more information!

[Learn More](#) >

## Q What is endorsing awards and pooling family mileage?



Guide to family transfers and Family Pooling awards.



- Bonus Family Transfers

- A way to **purchase bonus products (flight tickets and additional services) for registered family members** by using your mileage

- Family Pooling

- A way to purchase bonus products (flight tickets and additional services) by **pooling the mileage you need with registered family members**

- You may pool mileage with up to five people including yourself

- Refunds on a bonus that was issued by pooling family mileage will be returned to the member who requested the bonus.

\* You **must register your family in advance** to use a Family Plan.

\* If family mileage is used, the name of the family member who made the request and the mileage used will be sent to the Family Plan owner.

[Learn More >](#)

[View My Family >](#)

## Q How do I remove family members?



You can remove the registered family under the SKYPASS Family Plan by selecting “View My Family” below.

- If you do not want your miles to be pooled, please remove the family member from your family list.

- Upon removing the member(s) from your Family Plan, both the applicant and the removed member(s) will be notified.

[View My Family >](#)

## Q Can I change my international award ticket to a domestic award ticket?



International award tickets and domestic award tickets are separate items subject to different laws and regulations. Consequently, ticket changes are not permitted between international flight tickets and domestic flight tickets.

## Q Can I board after standing by at the airport on the day when booking the international flight award tickets or award upgrade?



Standing by at the airport on the day of departure is not allowed for international flight award tickets and upgrade awards.



Please book or change your award ticket (or upgrade awards) in advance through the Korean Air website/mobile app or service center.

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