

FAQ


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SKYPASS (29)

Q I want to know more about the SKYPASS newsletter.



The SKYPASS newsletter is sent to members who have subscribed to the newsletter, and it provides information about miles and promotional offers.

The miles listed on the newsletter are calculated on a recurrent date prior to the issue date of each newsletter and may not reflect the most up-to-date mileage.

Click the link below to check the latest updated miles. (Login Required)

[My Mileage](#) >

Q What is the Korean Air Card?



The Korean Air Card is a co-branded Private Label Credit Card(PLCC) launched in partnership with Hyundai Card in April 2020.

It is designed to provide our customers with enhanced mileage benefits and exclusive travel privileges.

* Korean Air Card Customer Service Center (Hyundai Card): +82-1588-7300

Q What discounts are offered to SKYPASS members when using partner services?



In addition to other benefits, SKYPASS members can earn mileage and get discounts by using SKYPASS partner services.

Click the link below to explore various benefits that our partners offer to SKYPASS members.

[Learn More](#) >



Q What is the SKYPASS Program?



SKYPASS is Korean Air's frequent flyer program that was established to provide valued customers with travel awards and special benefits. SKYPASS members may take advantage of these awards and benefits by redeeming miles accumulated through using services offered by Korean Air and its various partners.

Click the link below to sign up and find out the benefits of membership.

[Sign Up >](#)

[Learn More >](#)

Q I want to know my membership tier.



Click the [Membership Status] link below to check your SKYPASS membership tier and the conditions required for your tier upgrade!

- Morning Calm Club members receive SkyTeam Elite status, and Morning Calm Premium Club and Million Miler Club members receive SkyTeam Elite Plus status.

[SKYPASS Elite >](#)

Q Will the implementation of the New SKYPASS be suspended?



The implementation of New SKYPASS, which was scheduled to take effect on April 1, 2023 will be suspended, and the mileage accrual/redemption table and the elite program will be maintained without any changes.

Click the link below to find more information!

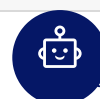
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Q I sent Korean Air a copy of my ID (passport) to edit my profile. What happens to the copy of my ID after the request is processed?



To protect personal information, we immediately destroy any copies of ID sent to us upon fulfilling the purpose of collecting personal information, such as editing your profile, etc.

Q Can I exchange my mileage for cash or purchase insufficient mileage with cash?



You can only use accrued mileage to redeem awards provided by Korean Air. You cannot exchange mileage for cash or any other goods and services.

- Under the SKYPASS Terms of Use, mileage cannot be exchanged or purchased for cash.
- The price of products exchangeable for mileage is always subject to change with no fixed amount of mileage, as their value may vary by their intended use.

Q

When signing up multiple children (two or more), my second child’s membership application didn’t go through. What should I do?

When signing up multiple children with the same birth date and/or similar names, it may be considered as a duplicate entry and not go through. In this case, you can proceed by entering contact information that is different from the information used when signing up the first child.

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