

# FAQ


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

Use Mileage (72)

## Q What is Cash and Miles?



Cash and Miles is a mixed payment option that allows you to pay a part of your paid tickets with miles when you book flights through the Korean Air website or mobile app.

The award tickets cannot be used in combination with cash or other methods of payment.

[Cash and Miles](#) >

## Q How do I use the Cash and Miles payment option?



Please see below on how you can use Cash and Miles.

You can only use the Cash and Miles payment option:

- When you purchase one-way or round-trip tickets for Korean Air flight number in Korean won (KRW) and USD.
  - Not available for itineraries stopover in Korea, other airline-marketed flights, multi-segments, and itineraries with international/domestic connections.

(Examples)

Incheon - Chicago - Incheon (Available)

Incheon - Chicago // New York - Incheon (Not available)

- To pay a part of your ticket with miles when you purchase a paid ticket through the Korean Air website or mobile app.

- You can pay with your miles starting from 500 miles up to 30% of your fare in 10-mile increments (not applicable to tax and fuel surcharges).

- You can only use your own mileage (family mileage pooling is not available).



- Promotional coupons or complimentary e-coupons cannot be used with Cash and Miles.
- You cannot use mileage to pay any penalties or charges associated with Cash and Miles tickets.
- Tickets purchased through 'Cash and Miles' are regular flight tickets, which follow the tickets' stipulated terms and conditions.

Find more information by clicking the link below.

[Cash and Miles >](#)

## Q Where can I use the Cash and Miles payment option?



When you purchase a ticket through the Korean Air website or mobile app, you can pay a part of your ticket with miles using the Cash and Miles payment option.

### How to book using Cash and Miles

- ① Log in with the ID of the member whose mileage will be used. (Family Miles can be transferred, but cannot be combined)
- ② Select your itinerary and fare at the booking stage.
- ③ Select the "Cash & Miles" option from the payment options.

※ The Cash and Miles payment option is only available when you pay in Korean Won (KRW) and USD.

[Book Flights >](#)

## Q Can I get my miles back when I get a refund on a ticket issued through Cash and Miles?



Tickets purchased with Cash and Miles follow the same refund policy as regular tickets.

- For fully unused tickets, all the mileage redeemed for the ticket can be retrieved, and cash will be refunded after refund penalty and service charge are deducted. (The mileage will be returned at the time the refund is approved.)
- For partially used tickets, mileage will be used prior to the cash payment in refunds and refund penalty and service charge will be deducted from the cash payment.
- Refund penalty and service charge will be deducted from the amount paid in cash or with a credit card. However, if they are larger than the amount paid in cash or with a credit card, some parts will be deducted from the amount paid with miles.
- For non-refundable tickets, mileage is also not refundable.



- The mileage used for Cash and Miles will be refunded according to the validity period of the initially deducted mileage. Expired mileage is forfeited and will not be refunded.

[Cash and Miles](#) >

## Q When is the peak season for award flights with Korean Air?



The peak season for award flights with Korean Air is as follow:

- The peak season varies by route and is subject to change each year.
- Peak season travel requires the redemption of more accrued miles than other seasons.
- If seasonality is different for each one-way direction, mileage will be deducted accordingly for each way with the proper seasonality applied.
- **For international travel via Korea within 24 hours**, seasonality is determined by the travel date for the first segment of the itinerary.

[Examples: New York–Bangkok round trip via Incheon]

- New York - Incheon - Bangkok: Peak season applies on the travel date for the New York–Incheon flight.
- Bangkok - Incheon - New York: Peak season applies on the travel date for the Bangkok–Incheon flight.

[Peak Season](#) >

[Required Miles](#) >

## Q Can I pay for the Unaccompanied Minor Service with miles on domestic flights?



For domestic flights in Korea, the following mileage and service fees apply to the Unaccompanied Minor Service.

- Required miles for a ticket: Same as that deducted from an adult passenger
- Service fee: None

[Required Miles](#) >

## Q Can I pay for the Unaccompanied Minor Service with miles on international flights?



For international flights, the following mileage and service fees apply to the Unaccompanied Minor Service.

- Required miles for a ticket: Same as that deducted from an adult passenger
- Service fee (Payment per segment)



- ① Children between 5 and 11 years of age: 15,000 miles
- ② Minors between 12 and 16 years of age: 20,000 miles

[Required Miles](#) >

## Q Can I avoid refund fees for Korean Air award tickets?



Refund fees for Korean Air award tickets will not apply in the following cases:

- Award tickets for domestic flights in Korea
  - Involuntary refund (e.g., a refund due to flight cancellation, etc.)
  - Refund is requested within 24 hours of purchase for the wholly unused ticket(s).
- Award tickets for International flights
  - Up to 91 days before departure date
  - Involuntary refund (e.g., a refund due to flight cancellation, etc.)
  - Refund is requested within 24 hours of purchase for the wholly unused ticket(s).

## Q In addition to SkyTeam, which airlines are Korean Air's partners?



- Korean Air's partner airlines

In addition to SkyTeam member airlines, Korean Air's partner airlines include Alaska Airlines, American Airlines\*, China Southern Airlines, Emirates, GOL, Hawaiian Airlines, Japan Airlines and ITA Airways.

- You can earn Korean Air mileage after using partner airlines.
- You can also fly with partner airlines using Korean Air mileage.

\* Note: For American Airlines, only miles on Incheon-Dallas route can be credited to SKYPASS account, and award travel is not available.

Award travel on ITA Airways is unavailable.

## Q Can I purchase Korean Air award tickets using partner airlines' mileage?



- If you would like to purchase or change an award ticket for a Korean Air flight using SkyTeam member airlines' or other partner airlines' mileage, please contact the airline in which you joined your mileage program.



• For requests for additional service provided by Korean Air (e.g., seat assignment, special in-flight meal, baby basket request, etc.), please contact our service center.

About Korean Air	▼
Customer Support	▼
Terms & Policies	▼
Others	▼
Top countries	▼

