

FAQ



ALL

SKYPASS

Use Mileage

Earn Mileage

Reservation/Seats

Change/Refund

Reservation/Seats (40)

Q I was notified my flight would be delayed. What should I do?

If a flight is delayed than the scheduled time, Korean Air sends you [Notice on Irregular Flight Operations] via email, text message, and KakaoTalk notification.

- If you want to change or cancel your flight, please contact your ticket office for assistance.
- For tickets purchased directly from Korean Air, you can request a refund on our website.

[Refund >](#)[Flight Info >](#)[Flight Confirmation >](#)**Q I was notified my seat reserved in advance has been canceled due to an aircraft change. What should I do?**

If your pre-selected seat has been canceled due to an aircraft change, Korean Air sends you [Notice on Pre-Selected Seat Cancellation] via email, text message, and KakaoTalk notification.

- You can select a new seat by following the link [Go to Reservation / Ticket Search] included in the message or please reach out to your travel agency directly.
- If a seat you purchased from Korean Air has been canceled, you can request a refund it and purchase a seat for the new schedule on the website.
- If you purchased a seat from your travel agency, please reach out to them for a refund.



Q I was notified that there is a change to my flight cabin class due to an aircraft change. What should I do?



If the class of service that you booked is changed due to an aircraft change, Korean Air notifies you via email, text message, email, and KakaoTalk.

Your ticket office will contact you to assist you with ticket change, etc. However, if you booked a flight through a travel agency, please reach out directly to them for assistance.

Q Why did the schedule change for my booked flight?



Schedules, aircraft type and cabin class (service class) may be changed without prior notice.

If you enter a contactable mobile number or email address when booking a flight, you will receive notifications via email, text message regarding flight schedule changes, flight cancellations, etc.

Q How do I add my name correctly when booking a flight on the website?



Please see below on how to enter your name correctly when booking a flight on the website.

- International flights
 - Provide the English spelling exactly as it appears on your passport.
 - Remove spaces between names, hyphens, accent marks, etc. They are not included in the tickets.
 - If your name exceeds the limited number of characters, enter as many letters as you can without any spaces between the letters.
- Domestic flights (within Korea)
 - Provide the same name or the English spelling that matches the one on the verifiable identifications.
 - Korean nationals who booked a flight with an English name must present an ID that includes the English name.

※ If your name on SKYPASS member information and passport are different, please book a flight after changing the name.

Q How many people can I book in one reservation?



- You can book a flight for up to 9 passengers in one reservation, including adults and children.



- You must make multiple reservations if you want to book more than 9 passengers, making sure you do not exceed 9 in each reservation.
- If you want to add a person to your itinerary after completing a booking or ticket purchase, you cannot add the person to the existing reservation and need to book and purchase a ticket separately for the person.
- If a guardian of an infant already has a ticket and needs to buy a ticket only for the infant, please reach out to our service center or your travel agency for assistance.
- If you are looking to book (confirm or change) group tickets, tour packages, or charter flights, please contact a travel agency for assistance.

[Book Now >](#)

Q Can I be put on the waiting list for a paid ticket?



How to place on a waitlist for a paid ticket

- To place yourself on a waiting list for a paid flight ticket, please reach out to our service center or your travel agency for assistance.
(However, you cannot join the waitlist for domestic flights in Korea through our service centers.)

• How to confirm, purchase and cancel your reservation on the waitlist

- You can click the [My Trips] link below to view the details in [Reservation List] and then confirm or cancel the standby reservation.
- The confirmed itinerary can be purchased after canceling the rest of the waiting itinerary in the same reservation.
- It is not possible to know whether or when your reservation on the waitlist will be confirmed, but when your reservation does get confirmed, Korean Air will inform you via the contact information (email, text message, and KakaoTalk notification) you entered when making a reservation.
- The standby bookings will be automatically canceled if not confirmed 24 hours before flight departure.

[My Trips >](#)

Q I would like to book an extra seat in order to ensure comfort during my travel.



If you would like to purchase a second (adjacent) seat on a plane, please contact your travel agency or our service center.

- Applied fare type: When you purchase an extra seat, the fare that is the same as that of or higher than y ticket's booking class will be applied.



- Free Baggage Allowance (FBA)

- For carry-on baggage: none

- For checked baggage: the same FBA applies as to passenger (Member benefits by tier are only applicable to the member passenger)

- Mileage Accrual

- Miles will be credited by the number of seats based on the ticket's booking class only for KE-operated flights.

- You need to request for the credit after boarding is complete (be sure to have your boarding pass with you).

Q What are the seat options on Delta?



Please see below for Delta's seating options.

This is for a codeshare flight that is operated by Delta and marketed by Korean Air.

Click the [Delta seat] link below for more information.

- Seats sold may vary depending on the flight segment, boarding date, etc.

[Booking](#) >

[Delta Seat](#) >

Q Can I be placed on the waitlist for an award upgrade?



How to request a standby reservation for an award upgrade

- Click the [Booking] link below to request a standby reservation for an award upgrade.

- Log in → Select a schedule → Select cabin class in Purchase & Upgrade (If the seat upgrade is sold out, you can make a standby upgrade award booking.)

※ If you have a ticket with a booking class eligible for seat upgrade awards, you can be placed on the waitlist for an award upgrade.

- When your upgrade award seat is confirmed, please proceed with mileage deduction and payment through our service center.

- How to confirm or cancel the standby reservation

- Click the [My Trips] link below to view the details in [Reservation List] and then confirm or cancel the



standby reservation.

- It is not possible to know whether or when your reservation on the waitlist will be confirmed, but when your reservation does get confirmed, Korean Air sends you a notice via the contact information (email, text message, or KakaoTalk notification) you entered when making a reservation.
- The standby bookings will be automatically canceled if not confirmed 24 hours before flight departure.

[Booking >](#)

[My Trips >](#)

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