

FAQ



ALL

SKYPASS

Use Mileage

Earn Mileage

Reservation/Seats

Change/Refund

Change/Refund (22)

Q Can I change the payment method after purchasing a flight ticket?



The payment method for the paid ticket can't be changed.

(Example : change credit card, change cash ↔ card, change installment period, etc.)

In the case of completely unused tickets, new ticket can be issued after a refund but an applicable refund penalty may be imposed. For new payment, valid air fare will be applied at the time of purchase.

Q How do I check the status of my refund?



You can check the status of your refund request for the tickets and the additional services purchased directly from Korean Air by selecting the link below (login required).

[Refund]

• **Approval of refunds from Korean Air takes 3 business days, and mileage refunds for award tickets or award upgrade tickets are made at the time the refund is approved.**

- Tickets paid with a credit card will be refunded after approval of refund, and the time it takes to receive a refund varies based on the payment due date or the processing period of the credit card company (usually takes about 1~4 weeks). Please contact your credit card provider to check the status of your refund.

[Status]

• If you purchased a ticket as a guest, you can sign up for the membership and log in to check the refund status.

• You can also check the status of your refund by changing the [Filter] or by searching after entering your ticket number, date of purchase, and name in [Check other purchase details].

[Check Status](#) >



Q Can I avoid fees for a refund on a domestic flight ticket I purchased?



A refund penalty for paid tickets on Korean domestic flights will not apply in the following cases:

- 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).
(Applicable to tickets purchased through Korean Air service centers, website, or local branch offices only.)

Q Can I avoid fees for a refund on an international flight ticket I purchased?



A refund service charge and a refund penalty for paid international flight tickets will not apply in the following cases:

- Refund is requested more than 90 days prior to the departure date for an international flight originating from 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).
(Applicable to tickets purchased through Korean Air service centers, website, or local branch offices only.)
- When a passenger purchases a new flight ticket of the same condition (passenger name, itinerary, fare class, booking class, fuel surcharge, etc.) as the initially issued and entirely unused ticket that was sold directly by Korean Air. (This applies to the case where the same passenger is unable to present the credit card used for payment at the airport on the boarding date.)

Q How do I use the credit voucher?

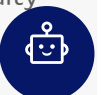


The credit voucher expired on June 30, 2023. Unused credit vouchers will be refunded to your original payment card after July 1, 2023.

Q How do I check the refund amount and refund receipt for a ticket?



In general, a refund amount is the balance after deducting the sales price for the used section and a penalty from the total amount paid for a ticket.



- If your refund has been processed, click "Refund Receipt" below and select [Purchase Statement] or [Check other purchase details] to check the receipt (login required).

[Refund Receipt >](#)

Q I have received an email (or text message) about ticket validity. What should I do?



Korean Air informs customers of the validity of unused tickets via text message, email, or KakaoTalk notification.

- Reach out to your ticket office for assistance to use or refund your ticket.
- Click the link below to see your ticket purchases.

If your tickets are not found on the purchase list, please contact your ticket office for assistance.

[View Tickets >](#)

Q I was notified that my flight schedule has been changed, so I want to get a refund for my ticket. How much refund fees will be applied?



If you request a refund for your ticket because you are notified by Korean Air that your flight has been changed (changed time/date/route or flight cancellation, etc.) you will not be charged a refund service charge or a refund penalty.

- You can request a refund through the link included in the notification for tickets purchased directly from Korean Air.
- For tickets purchased through a third-party travel site or agency, please reach out to them directly for assistance.

[Cancel/Refund >](#)

Q I was notified that my flight has been canceled, so I want to get a refund for my ticket. How much refund fees will be applied?



• If you request a refund for your ticket because you are notified by Korean Air that your flight has been canceled due to bad weather, aircraft maintenance, etc., you will not be charged a refund service charge or a refund penalty.

• You can request a refund through our website for tickets purchased directly from Korean Air.

• For ticket refunds due to other irregular flight operations (flight delay, etc.), please reach out to our service center for assistance.



•For tickets purchased through a third-party travel site or agency, please reach out to them directly for assistance.

[Cancel/Refund >](#)

Q What are the documents required for a ticket refund?

Please see below on the documents required for a ticket refund.

- In case the ticketed passenger applies for a refund:
 - His/Her valid ID
- In case the ticketed passenger is a child under the age of 19:
 - The legal representative's valid ID
 - Family relation certificate
- In case a representatives applies for a refund:
 - The valid ID of both the representative and the ticketed passenger
 - A power of attorney* written by the ticketed passenger

※ You can check the document by clicking the link below.

- Under the New Zealand Immigration Act, refunds for flights departing from New Zealand are subject to restrictions.
- Refunds for flights departing from New Zealand are restricted by the New Zealand Immigration Act and are only possible upon confirmation of valid travel documents or another ticket for a flight departing from New Zealand.
- For tickets purchased through a third-party travel site or agency, please reach out to them directly for assistance.

[e-Documents >](#)



