

## FAQ



ALL

SKYPASS

Use Mileage

Earn Mileage

Reservation/Seats

Change/Refund

Change/Refund (22)

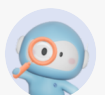
### Q Can I make changes to a paid flight ticket after purchasing it?



Fare differences, fees, and the option to change your ticket may vary depending on the fare regulations of the ticket.

- Ticket changes: Flight date/number/route/class changes
- Check the fare regulations of your ticket
  - If you purchased your ticket directly from Korean Air, you can check the fare rules and fare differences when changing a flight on the website.
  - You can check the fare regulation on the [ Ticket Restriction ] section in your e-ticket itinerary & receipt you received after purchasing the ticket.
- How to change
  - To check or pay the fare difference, click the link below and select your reservation → [ Change booking ] on the 'Change/Refund itinerary' section → select and search itinerary to change → check the fare difference and click the [ Later ] or [ Pay Now ] button.
  - When differences and fees occur, payment can only be made in the same currency as the initial payment.

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

[My Trips >](#)[Check out our chatbot for details on Paid Ticket Change! >](#)

### Q How do I request a cancellation/refund for my flight ticket?



You can cancel your flight or request a refund by clicking the reservation list.

- Application deadline

Request for a refund should be made within 30 days from the ticket expiry date. Note that the refund penalty for itineraries originating in Korea will vary based on the requested date.

- Confirm the scheduled refund amount

For flight tickets that you can apply for a refund on the website, you can check by clicking the [ Booking Cancellation/Refund ] button after retrieving the reservation or by selecting the [ View Details → Refund ] button after viewing your reservation on Purchase Statement.

- What you should know

- If you have a confirmed flight, please cancel your flight before departure to avoid a no-show penalty.
- 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.
- If you are unable to request a refund for your ticket (e.g., one-way cancellation of round-trip ticket, etc.) on the website even though it was purchased through Korean Air, please contact our live chat agent.
- For tickets purchased through a third-party travel site or agency, please reach out to them directly for assistance.

[Proceed >](#)

[Check out our chatbot for details on \*\*Flight Ticket Refunds!\*\* >](#)



## Q What are the no-show penalty and no-show penalty surcharge?



A no-show penalty is imposed on passengers who do not cancel their reservations and do not show up for their flights, or those who do not board their flights after checking in.

In addition, extra charges apply to passengers who fail to board after entering the departure area.

※ If you request a change or refund for your ticket after a no-show, a reissue charge or a refund penalty will apply in addition to a no-show penalty.

[Learn More >](#)

## Q How much is the no-show penalty for paid international flight tickets?



A no-show penalty will be imposed if you do not cancel your reservation and do not show up for your flight.

- If you request a change or refund for your ticket after a no-show, a reissue charge or a refund penalty will apply in addition to a no-show penalty.



Find more information about a no-show penalty for international travel by clicking the link below.

[Learn More >](#)

## Q How much is the no-show penalty for paid domestic flight tickets?



A no-show penalty will be imposed if you do not cancel your reservation and do not show up for your flight.

- For paid domestic flights (within Korea), a no-show penalty is KRW 15,000 each way.

## Q How much is the service charge for a refund on a paid international flight ticket?



For a refund on a paid ticket for an international flight, a refund service charge or a refund penalty will apply.

- Refund Penalty
  - For itineraries originating in Korea, a refund penalty varies based on booking class, route, and the time of cancellation. You can find more information by selecting "Refund Penalty" below.
  - For itineraries originating outside Korea, a fixed amount of refund penalty per booking class and route applies. You can find more information on your e-ticket ( e-ticket and receipt > Ticket restrictions ).
  - If there is no refund penalty, a refund service charge will be applied.
- Refund Service Charge (based on the currency used to pay for tickets)
  - KRW 30,000 / JPY 2,500 / CAD 35 / EUR 30 / IDR 430,000 / USD 30 for other currencies

For more information, please check your e-ticket or reach out to your ticket office.

[Refund Penalty >](#)

## Q How much is the service charge for a refund on a paid domestic flight ticket?



The refund penalty for a ticket on a domestic flight in Korea varies depending on the booking class of a ticket.

- Refund penalty per booking class and per one-way:
  - C, Y: KRW 3,000
  - B, M, S, H, E: KRW 5,000



- K, L, U, W, V, Q, T: KRW 7,000

## Q I purchased a ticket with my credit card, but can I get the refund in cash?

Tickets purchased with a credit/debit card cannot be refunded in cash and the refund amount is sent to the credit/debit card company for subsequent transfer to your account in accordance with its policy.

If your credit/debit card was canceled and the account associated with it was also closed, please contact our service center.

## Q How will my refund be credited?

Your refund will be credited back to you in the original form of payment as outlined below:

### ① Cash:

- Tickets paid with cash will be refunded, after approval of refund, via wire transfer to the account of the ticketed passenger.

### ② Credit Card:

- 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, (it usually takes about 1~4 weeks). Please contact your credit card provider to check the status of your 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.

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

## Q What is the validity period of paid flight tickets?

The validity period of a paid flight ticket varies depending on the fare rules of the ticket purchased.

• Also, the eligibility for extension of the validity period is determined by the fare rules of the ticket purchased.

• Even though the ticket can be extended, a fare difference according to the fare rules and a reissue fee may apply.



---

About Korean Air



---

Customer Support



---

Terms & Policies



---

Others



---

Top countries

