

FAQ


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Use Mileage (72)

Q What is the fee for canceling an award flight with partner airlines other than SkyTeam?

When you request a refund for award tickets with our partner airlines other than SkyTeam, it costs you the following miles as a refund service charge based on the time of cancellation:

- Only unused tickets can be refunded.
- Refund service charge
 - More than 90 days prior to departure: No fee
 - Between 90 days prior to departure and ticket expiry date: 3,000 miles
 - After the ticket expires: 10,000 miles
- Award tickets with partner airlines (other than SkyTeam) are valid for one year from the date of issue.

The same validity period applies to the mileage refunded and mileage redeemed at the time of award issue. However, the mileage that has expired at the time of refund will not be refunded.

Q How many miles can I earn when flying with partner airlines?

Please see below for the miles you can earn when flying with partner airlines other than SkyTeam airlines.

- The miles you earn for a flight vary by segment and booking class based on boarding date.
 - Even when flying the same route, the amount of accrued mileage may vary according to the airline.
 - Flight mileage is based on the flight distance between the origin and destination.
- Miles cannot be earned for award tickets or tickets purchased with terms of ineligible mileage accrual.

※ American Airlines (AA): miles accrued only for Incheon - Dallas routes



※ Japan Airlines (JL): miles accrued only for international routes between Korea and Japan

※ Mileage accrual rates, terms, and conditions are subject to change at any time without prior notice according to the partner airline's policy and circumstances.

Click the link below for more information!

[Learn More >](#)

Q Can I redeem my miles to pay for the pet charges?



Pet travel fees can be paid by redeeming SKYPASS miles.
(Pet travel fees are charged regardless of whether you have any baggage.)

Click the link below to check the required miles!

[Required Miles >](#)

Q I want to know the dates that I can book award flights.



Award tickets and seat upgrade awards are subject to seat availability at the time of departure.
Each flight is assigned a fixed number of award seats to facilitate travel itineraries. However, bookings for flights in high demand may be closed off early on.

[Learn More >](#)

Q Can I redeem my miles to use KidZania?



SKYPASS mileage partnership with KidZania ended on March 31, 2023.

Q What is the SkyTeam Upgrade Award?



You can redeem your SKYPASS miles to upgrade your ticket when flying with a SkyTeam airline.

A ticket reissue needs to be completed 3 days prior to flight departure.

For booking a flight or to reissue for upgrade, please contact our service center.

Click the link below to check the required miles!

[Learn More >](#)



Q Can I redeem my miles to book award flights with SkyTeam airlines?



You can book a round trip or a multi-city trip.

You can redeem your SKYPASS miles to book award flights with SkyTeam airlines by clicking the [Book Flights] link below.

Click the link below to check the required miles!

[Book Flights](#) >

[Required Miles](#) >

Q How can I earn miles for flying with partner airlines?



Please see below for earning miles with other partner airlines other than SkyTeam.

- Before boarding

Provide your SKYPASS number when booking a flight or checking in at the airport. The miles will automatically be credited to your account after 1-14 days.

- After boarding

① If you are a SKYPASS member:

You can claim miles within one year after the flight through the Korean Air website/mobile app or our offices near you.

② If you are not a SKYPASS member:

You can claim miles within one year after the flight if you sign up within 30 days from the boarding date.

- Please keep the boarding pass and e-ticket until you confirm the miles are credited successfully.

- If you are a member of both Korean Air and a partner airline, mileage can only be accrued to one frequent flyer program and cannot be transferred or combined between airlines.

Click the link below to claim miles retroactively!

[Retro Credit](#) >



Q

I have already purchased a ticket. How do I request a Korean Air mileage upgrade award?

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To request a Korean Air mileage Upgrade Award after you have purchased a ticket, click the [My Trips] link below and select [View Details → Seat Upgrade] on your reservation.

A difference may occur due to the applicable fuel surcharges and taxes in effect at the time of booking class and ticket change.

[My Trips](#) >

[Guide](#) >

Q

When are miles credited to my account for flying with partner airlines?

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Please see below for information on when miles are credited for flying with partner airlines (other than SkyTeam airlines).

Provide your SKYPASS number when booking a flight or checking in at the airport. The miles will be credited to your account automatically after 1-14 days.

Please keep the boarding pass and e-ticket until the miles are credited to your account.

Click the link below to check your miles online!

[Check Miles](#) >

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