

# FAQ


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Use Mileage (72)

## Q Can I use my miles to purchase a ticket for someone else?



No one other than the family members registered in your SKYPASS account can use your mileage to purchase award tickets, upgrade awards, etc.

If your family members want to use your mileage, please sign up as a SKYPASS member and register your family.

[Overview](#) >

[View My Family](#) >

## Q Can I redeem my miles to purchase the Naver Plus membership?



You can redeem your SKYPASS miles to purchase the Naver Plus monthly membership.

Click the link below to find more information!

[Learn More](#) >

## Q Can I use my miles to shop at Emart?



You can redeem your SKYPASS miles to issue a discount coupon to shop at Emart.

Click the link below to find more information!

[Learn More](#) >



## Q Can I redeem my miles to book the SkyTeam Round the World Award?



SkyTeam Round the World Award program has ended as of April 1, 2023.

## Q Can I redeem my miles to book award flights with partner airlines other than SkyTeam?



You can redeem your SKYPASS miles to book award flights with our partner airlines other than SkyTeam airlines (non-SkyTeam Award).

Click the link below to find more information!

[Learn More >](#)

[Required Miles >](#)

## Q Can I request a Korean Air upgrade award when I book a flight?



To select the upgrade type in [ Cabin Class Selection → Purchase and Upgrade ] while booking a flight, you can purchase a ticket that is eligible for a Korean Air mileage upgrade award and upgrade your seat by deducting miles at the same time.

[Book Flights >](#)

[Guide >](#)

## Q What documents do I need to apply for SKYPASS Family Plan registration?



Please see below the documents required for SKYPASS family plan registration.

- A document officially issued within 1 year that states family relations, names, and dates of birth of the account holder and family members to be registered

- Issued in Korea: Family Relation Certificate, Residential Registration Certificate, etc.

- Issued outside of Korea: ID (passport, etc.) Family Relation Certificate, Birth Certificate, Marriage Certificate, Tax Report, etc.

\* If supporting documents do not state the date of birth, the account holder and relevant family members required to submit a copy of personal identification documents that state the date of birth.



\* Documents that do not establish family ties, such as health insurance cards, filing receipts or wedding invitations, and other non-official read-only or preview documents are not accepted.

[Learn More >](#)

## Q Which classes can I make reservations for when using awards for flights?



Please see below for booking classes when making reservations using mileage for tickets.  
(Internatioanl/Domestic)

- Booking class for award tickets
  - First class: A
  - Prestige class: O
  - Economy class: X
- Booking class for upgrade tickets
  - Prestige → First class: A
  - Economy → Prestige class: Z

※ First class: not available on domestic flights

## Q Is there a refund fee for canceling an upgrade award ticket?



When refunding the upgrade award ticket, **the refund fee or penalty for paid tickets will be applied.**

- For partial or full refunds on upgrade awards tickets, mileage will be refunded after deducting the award mileage for the segment used.
- Mileage which has already expired at the time of the refund will not be refunded.

## Q Can I redeem my miles for Kyobo Book?



You can redeem SKYPASS miles to issue book vouchers for Kyobo Book.

Click the link below for more information!

[Learn More >](#)



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