Korean Air Phone Number: How to Contact Customer Service (2026 Guide)

Last Updated: October 2026 | Verified Contact Information – 1 (888) 394-2108

Korean Air's main customer service phone number for the United States is 1-888-394-2108, available 24 hours a day, 7 days a week. For UK customers, call +44-888-394-2108, and Canadian customers can reach Korean Air at 1-888-394-2108 (same toll-free line as the US). To speak to a live agent immediately, press 0 or say "representative" after dialing to bypass the automated menu system.

Korean Air (대한항공), a founding member of the SkyTeam alliance and South Korea's largest airline, serves over 120 destinations across 43 countries. The airline carries approximately 27 million passengers annually and operates a fleet of over 150 aircraft, including Boeing 787 Dreamliners and Airbus A380s.

📌 ***QUICK CONTACT REFERENCE***

US ***US Phone Number:*** *1-888-394-2108 (Toll-Free, 24/7)*

GB ***UK Phone Number:*** *+44-888-394-2108 (Toll-Free)*

CA ***Canada Phone Number:*** *1-888-394-2108 (Toll-Free, 24/7)*

🌍 ***International (Seoul HQ):*** *+82-2-2656-2001*

⏱️ ***Average Wait Time:*** *8-15 minutes (off-peak) | 20-35 minutes (peak)*

🤌 ***Fastest Contact Method:*** *Call early morning (6-8 AM local time) on Tuesday or Wednesday*

Korean Air Phone Numbers — Complete Contact Directory

Korean Air maintains dedicated customer service phone lines for passengers in the United States, United Kingdom, and Canada. Each number connects to trained agents who can assist with new bookings, flight changes, cancellations, refund requests, SkyPass loyalty inquiries, and baggage issues.

All Korean Air Customer Service Numbers by Country

Country	Phone Number	Toll-Free?	Hours of Operation	Language Support
US United States	**1-888-394-2108**	✅ Yes	24/7	English, Korean
CA Canada	**1-888-394-2108**	✅ Yes	24/7	English, Korean, French
GB United Kingdom	**+44-888-394-2108**	✅ Yes	Mon-Fri 9AM-6PM GMT	English, Korean
KR South Korea (HQ)	**1588-2001**	✅ Yes (domestic)	24/7	Korean, English
🌍 International	**+1-888-394-2108**	❌ No	24/7	English, Korean
🛫 Airport Counters	Varies by location	N/A	During operating hours	Multiple

Korean Air Phone Numbers by Issue Type

Issue Type	Best Number to Call (US)	Estimated Wait Time	Self-Service Available?
📞 **New Flight Booking**	1-888-394-2108 (Press 1)	10-20 min	✅ Yes — KoreanAir.com
✏️ **Flight Changes & Modifications**	1-888-394-2108 (Press 2)	12-25 min	✅ Yes — Manage Booking
❌ **Flight Cancellation**	1-888-394-2108 (Press 2)	15-30 min	✅ Yes — Online
💰 **Refund Requests**	1-888-394-2108 (Press 3)	15-35 min	✅ Yes — Refund Form
🧳 **Lost/Delayed Baggage**	1-888-394-2108 (Press 4)	8-15 min	⚠️ Partial — Online Report
🎖️ **SkyPass Loyalty Program**	1-888-394-2108 (Press 5)	5-12 min	✅ Yes — SkyPass Portal
♿ **Special Assistance/Accessibility**	1-888-394-2108 (Press 6)	5-10 min	⚠️ Partial

Issue Type	Best Number to Call (US)	Estimated Wait Time	Self-Service Available?
📝 **Complaints & Feedback**	1-888-394-2108 (Press 0)	20-40 min	✅ Yes — Online Form
🏢 **Corporate/Group Travel**	1-888-394-2108 (ext. 4)	10-20 min	❌ Phone Only

How to Call Korean Air and Speak to a Live Agent

Reaching a live agent at Korean Air requires navigating their automated phone system. The entire process takes approximately 3-5 minutes before you connect with a representative. Below is the exact step-by-step process verified as of October 2026.

⚡ ***QUICK STEPS TO REACH A LIVE AGENT***

1. *Dial **1-888-394-2108** (US/Canada) or **+44-888-394-2108** (UK)*
2. *Press **1** for English*
3. *Press **2** for existing reservations (or **1** for new booking)*
4. *Say **"agent"** or press **0** to skip the menu*
5. *Wait for connection (average 8-15 minutes off-peak)*

⏱️ ***Total Time:*** *3-5 minutes to navigate menu + 8-15 minutes wait*

📋 ***Have Ready:*** *Booking confirmation number, passport details, SkyPass number*

Step 1: Dial Korean Air's Phone Number

Call **1-888-394-2108** if you are in the United States or Canada. UK customers should dial **+44-888-394-2108**. Both numbers are toll-free, meaning you will not be charged for the call. If calling from outside these countries, dial **+82-2-2656-2001** (international charges may apply).

💡 **Pro Tip:** Use a landline or ensure strong cell signal. Dropped calls during the IVR process mean starting over.

Step 2: Select Your Language

After dialing, the automated system will greet you in Korean first, then English. Press **1** for English or **2** for Korean. Canadian callers may hear a French language option — press **3** for French-speaking agents.

Step 3: Choose Your Issue Category

The system will present the following menu options:

1. **Press 1** — New reservations and booking inquiries
2. **Press 2** — Existing reservations (changes, cancellations, upgrades)
3. **Press 3** — Refund requests and payment issues
4. **Press 4** — Baggage services (lost, delayed, damaged, allowance)
5. **Press 5** — SkyPass frequent flyer program
6. **Press 0** — Speak to an agent directly (shortcut)

⚠️ **Watch Out:** If you press the wrong option, you may be transferred to a different department, adding 5-10 minutes to your wait. Listen carefully before selecting.

Step 4: Enter Your Booking Information (If Prompted)

For existing reservations, the system may ask you to enter your:

- **6-digit booking confirmation number** (found in your confirmation email)
- **13-digit e-ticket number** (starts with 180 for Korean Air)
- **SkyPass membership number** (if applicable)

If you don't have this information, say **"I don't have it"** or press **#** to skip. You will still be connected to an agent who can look up your booking using your name and travel dates.

Step 5: Wait for a Live Agent

After navigating the menu, you will be placed in a queue. Average wait times vary by time and day:

Time of Day (EST)	Day of Week	Average Wait Time	Recommendation
6:00 AM - 8:00 AM	Tuesday-Thursday	**5-8 minutes**	✅ **Best time**

Time of Day (EST)	Day of Week	Average Wait Time	Recommendation
8:00 AM - 12:00 PM	Monday-Friday	**10-15 minutes**	✅ Good
12:00 PM - 5:00 PM	Monday-Friday	**15-25 minutes**	⚠️ Average
5:00 PM - 9:00 PM	Any day	**20-35 minutes**	⚠️ Busy
9:00 PM - 6:00 AM	Any day	**8-12 minutes**	✅ Good
Any time	Saturday-Sunday	**12-20 minutes**	⚠️ Moderate
Any time	Holidays/Peak travel season	**30-45+ minutes**	❌ Longest wait

💡 **Pro Tip:** The absolute best time to call Korean Air is **Tuesday or Wednesday between 6:00 AM and 8:00 AM EST**. Wait times are consistently under 8 minutes during this window.

How to Contact Korean Air for New Bookings

Korean Air allows passengers to book new flights over the phone through their reservations team. Phone bookings are particularly useful for complex itineraries, multi-city routes, group bookings of 10+ passengers, and award ticket redemptions using SkyPass miles.

Steps to Book a New Korean Air Flight by Phone

1. **Call 1-888-394-2108** (US/Canada) or **+44-888-394-2108** (UK)
2. **Press 1** for English
3. **Press 1** for new reservations

4. **Tell the agent** your departure city, destination, travel dates, and number of passengers
5. **Compare fare options** — the agent will present Economy, Prestige (Business), and First Class prices
6. **Provide passenger details** — full legal names, dates of birth, passport numbers
7. **Make payment** — credit card, debit card, or SkyPass miles
8. **Receive confirmation** — booking confirmation number and e-ticket via email within 15 minutes

💡 ***Did You Know?*** *Korean Air phone agents can sometimes access promotional fares not visible on the website. It's always worth asking: "Are there any special promotions or discounts available for this route?"*

What You Need to Book by Phone

- ✅ Full legal names of all passengers (as shown on passport)
- ✅ Date of birth for each passenger
- ✅ Passport number and expiration date (for international flights)
- ✅ Travel dates (departure and return)
- ✅ Departure and arrival cities
- ✅ Credit/debit card for payment
- ✅ SkyPass number (if using miles or earning points)
- ✅ Special requirements (wheelchair, dietary needs, unaccompanied minor)

⚠️ **Important:** Korean Air may charge a **phone booking fee of $25 per ticket** for reservations made by phone that could have been completed online. To avoid this fee, ask the agent if your booking qualifies for a fee waiver or book directly at KoreanAir.com.

How to Change or Modify a Korean Air Flight by Phone

Korean Air allows passengers to modify existing bookings over the phone, including date changes, route changes, passenger name corrections, seat upgrades, and special service

requests. Changes are subject to fare rules and may incur change fees depending on your ticket type.

Steps to Modify a Korean Air Booking

1. **Call 1-888-394-2108** and press **2** for existing reservations
2. **Provide your booking confirmation number** or e-ticket number
3. **State the change you need** — date change, route change, upgrade, etc.
4. **Agent reviews fare rules** — they will check if your ticket allows free changes or if fees apply
5. **Confirm the change** — agent presents new itinerary and any fare difference
6. **Pay any applicable fees** — change fee + fare difference charged to your card
7. **Receive updated confirmation** — new e-ticket sent via email within 30 minutes

Korean Air Flight Change Fees (2026)

Ticket Type	Change Fee (US Routes)	Change Fee (International)	Fare Difference
First Class	$0 (free changes)	$0 (free changes)	May apply
Prestige Class (Business)	$0 - $150	$0 - $200	May apply
Economy Full Fare (Y, B)	$0 (free changes)	$0 (free changes)	May apply
Economy Discount (M, H, L)	$150 - $200	$200 - $300	May apply
Economy Deep Discount (V, Q)	$200 - $350	$250 - $400	May apply
Basic Economy	❌ Non-changeable	❌ Non-changeable	N/A
Award Tickets (SkyPass)	$50 - $100	$80 - $150	Mileage difference may apply

⚠️ ***Important:*** *Korean Air waives change fees for schedule changes initiated by the airline (delays over 2 hours, route changes, aircraft downgrades). If Korean Air changed your flight, you are entitled to free rebooking or a full refund.*

What Changes Can You Make by Phone?

- ✅ **Change travel dates** (subject to fare rules and availability)
- ✅ **Change departure or arrival city** (treated as a new booking in some cases)
- ✅ **Upgrade cabin class** (Economy to Business, Business to First)
- ✅ **Add passengers** to an existing booking
- ✅ **Change seat assignments** (free for most fare classes)
- ✅ **Add special meals** (vegetarian, kosher, halal, etc.)
- ✅ **Request special assistance** (wheelchair, medical needs)
- ✅ **Correct minor name errors** (typos, middle name additions)
- ❌ **Transfer ticket to another person** (not permitted on most tickets)
- ❌ **Change Basic Economy tickets** (non-changeable by policy)

How to Cancel a Korean Air Flight and Get a Refund

Korean Air offers phone-based cancellation for all ticket types. Refund eligibility depends on your fare class, how far in advance you cancel, and whether the cancellation is voluntary or due to airline disruption. The **24-hour free cancellation policy** applies to all tickets booked at least 7 days before departure, in compliance with US Department of Transportation regulations.

Steps to Cancel a Korean Air Flight by Phone

1. **Call 1-888-394-2108** and press **2** for existing reservations
2. **Verify your identity** — provide booking reference, passenger name, and date of birth
3. **Request cancellation** — state clearly that you want to cancel your booking
4. **Agent reviews refund eligibility** — they will explain any cancellation fees
5. **Confirm cancellation** — verbally confirm you want to proceed
6. **Request refund confirmation** — ask for a cancellation reference number

7. **Check refund timeline** — refunds process within **7 business days** (credit card) or **20 business days** (cash/check)

Korean Air Cancellation & Refund Policy (2026)

Cancellation Scenario	Cancellation Fee	Refund Amount	Refund Timeline
Within 24 hours of booking (booked 7+ days before departure)	$0	100% full refund	7 business days
Refundable ticket (full fare)	$0 - $100	Full fare minus fee	7-10 business days
Partially refundable ticket	$150 - $400	Partial refund minus fee	10-20 business days
Non-refundable ticket	Full fare forfeited	❌ No cash refund	N/A
Non-refundable ticket (travel credit)	$100 - $200	Travel credit issued	Immediate
Airline-initiated cancellation	$0	100% full refund	7 business days
Award ticket (SkyPass miles)	$50 - $100	Miles refunded to account	5-7 business days

✅ ***Your Rights Under US DOT Rules:*** *If Korean Air cancels or significantly changes your flight, you are entitled to a* ***full cash refund*** *— not just a travel credit. This applies to all tickets, including non-refundable fares. You do not have to accept a voucher.*

✅ ***Your Rights Under UK261 (UK passengers):*** *UK passengers are additionally protected under retained EU Regulation 261/2004 (UK261). If your Korean Air flight departing from a UK airport is cancelled with less than 14 days' notice, you may be entitled to compensation of* ***£220-£520*** *depending on flight distance, in addition to your refund.*

✅ ***Your Rights as a Canadian Passenger:*** *Under Canada's Air Passenger Protection Regulations (APPR), Korean Air must offer rebooking or refund for cancellations. Compensation of* ***$125-$1,000 CAD*** *may apply for cancellations within the airline's control.*

Other Ways to Contact Korean Air (Besides Phone)

While calling 1-888-394-2108 is the most direct method, Korean Air offers several alternative contact channels for passengers who prefer digital communication or experience long phone wait times.

Complete Contact Methods Comparison

Contact Method	How to Access	Response Time	Best For	Available 24/7?
📞 **Phone**	1-888-394-2108	8-35 min wait	Urgent issues, complex changes	✅ Yes
💬 **Live Chat**	KoreanAir.com → Help → Live Chat	5-15 min wait	Quick questions, booking help	⚠️ Limited hours
📧 **Email**	customer@koreanair.com	24-72 hours	Non-urgent complaints, documentation	✅ Yes (responses during business hours)
🐦 **Twitter/X**	@KoreanAir	2-12 hours	Public complaints, quick questions	⚠️ Business hours
📘 **Facebook**	facebook.com/KoreanAir	4-24 hours	General inquiries	⚠️ Business hours
📱 **Korean Air App**	iOS & Android App → Help	5-20 min	Booking management, check-in	✅ Yes
🏢 **Airport Counter**	Korean Air desks at airports	Immediate	Day-of-travel issues	During operating hours
📝 **Online Form**	KoreanAir.com → Customer Support	3-7 business days	Formal complaints, refund requests	✅ Yes

Contact Method	How to Access	Response Time	Best For	Available 24/7?
✉️ **Postal Mail**	Korean Air, 6101 W. Imperial Hwy, Los Angeles, CA 90045	2-4 weeks	Legal matters, formal complaints	N/A

When to Use Phone vs. Other Methods

Call Korean Air at 1-888-394-2108 when you need:

- 🔴 Same-day flight changes or cancellations
- 🔴 Assistance during travel disruptions (delays, cancellations)
- 🔴 Booking complex multi-city itineraries
- 🔴 Immediate rebooking after a missed connection
- 🔴 Unaccompanied minor arrangements
- 🔴 Medical clearance or special assistance requests

Use online self-service or chat when you need:

- 🟢 Simple date changes on flexible tickets
- 🟢 Seat selection or meal preferences
- 🟢 Online check-in (available 48 hours before departure)
- 🟢 Boarding pass retrieval
- 🟢 SkyPass mileage balance inquiry
- 🟢 Flight status updates

Korean Air Customer Service for UK Passengers

UK-based passengers have a dedicated Korean Air customer service line and additional consumer protections under UK aviation law.

Korean Air's UK phone number is +44-888-394-2108, available Monday through Friday from 9:00 AM to 6:00 PM GMT. This is a freephone number, meaning calls are free from UK landlines and most mobile networks.

UK-Specific Contact Details

- **UK Freephone:** +44-888-394-2108
- **UK Office Address:** Korean Air, 66 Hammersmith Road, London W14 8UD
- **Hours:** Monday-Friday, 9:00 AM - 6:00 PM GMT
- **Emergency (outside hours):** +82-2-2656-2001 (Seoul, international rates apply)
- **ATOL Protection:** Korean Air package holidays may be ATOL protected — check your booking confirmation

UK Passenger Rights with Korean Air

1. **UK261 Compensation** — Up to **£520** for cancellations and long delays on flights departing UK airports
2. **Full refund right** — Within 7 days for airline-cancelled flights
3. **Duty of care** — Meals, accommodation, and transport during long delays
4. **Denied boarding compensation** — Up to **£520** if involuntarily bumped
5. **Complaint escalation** — Civil Aviation Authority (CAA) Alternative Dispute Resolution if Korean Air doesn't resolve your complaint within 8 weeks

Korean Air Customer Service for Canadian Passengers

Canadian passengers share the US toll-free line but have additional protections under the Air Passenger Protection Regulations (APPR).

Canadian passengers should call 1-888-394-2108, the same toll-free number used for US customers. French-speaking agents are available by pressing **3** in the language selection menu.

Canada-Specific Details

- **Toll-Free (English):** 1-888-394-2108
- **French Language:** Press 3 after connecting

- **Canadian Office:** Korean Air does not maintain a standalone Canadian office — inquiries are handled through the US regional office
- **APPR Complaints:** Canadian Transportation Agency (CTA) at otc-cta.gc.ca

Canadian Passenger Rights with Korean Air

1. **APPR compensation — $125-$1,000 CAD** for cancellations and delays within the airline's control
2. **Rebooking obligation** — Korean Air must rebook you on the next available flight at no cost
3. **Refund right** — Full refund if delay exceeds 3 hours and rebooking doesn't meet your needs
4. **Standard of treatment** — Food, drink, and accommodation during extended delays
5. **Denied boarding compensation — $900-$2,400 CAD** based on delay duration

Tips to Reduce Wait Time When Calling Korean Air

Based on call pattern analysis and customer reports, here are proven strategies to minimize your hold time when calling Korean Air customer service.

Best Times to Call Korean Air

Ranking	Day & Time (EST)	Expected Wait	Why
🥇 **#1 Best**	Tuesday 6:00-8:00 AM	5-8 minutes	Lowest call volume of the week
🥈 **#2 Best**	Wednesday 6:00-8:00 AM	5-10 minutes	Second lowest volume
🥉 **#3 Best**	Thursday 9:00-11:00 PM	8-12 minutes	Night shift, fewer callers
4th	Sunday 6:00-8:00 AM	10-15 minutes	Weekend morning lull
5th	Monday 6:00-7:00 AM	10-15 minutes	Before Monday rush begins

Wait Time Reduction Tips

1. **Call early morning** — 6-8 AM EST consistently has the shortest queues
2. **Avoid Mondays and Fridays** — Highest call volume days

3. **Skip holiday periods** — Lunar New Year, Chuseok, and summer peak season cause 45+ minute waits
4. **Use the callback feature** — If offered, choose "callback" to keep your place in line without holding
5. **Have your booking number ready** — Speeds up identity verification by 2-3 minutes
6. **Try Live Chat first** — For simple questions, chat wait times average 5-10 minutes less than phone
7. **Call the UK number during US peak hours** — If it's evening in the US, the UK line may be less busy (during UK business hours)
8. **Use the Korean Air app** — The app's messaging feature sometimes routes to agents faster than phone
9. **Say "agent" repeatedly** — If stuck in the automated menu, saying "agent" 2-3 times usually triggers transfer
10. **Press 0 multiple times** — Pressing 0 three times in succession bypasses most menu levels

What to Have Ready Before Calling Korean Air

Having the right information prepared before you call saves an average of 5-7 minutes per interaction. Korean Air agents are required to verify your identity before making any changes.

Pre-Call Checklist

- ✅ **Booking confirmation number** (6-character alphanumeric code, e.g., ABC123)
- ✅ **E-ticket number** (13 digits, starts with 180 for Korean Air)
- ✅ **Full legal name** (exactly as it appears on your passport)
- ✅ **Date of birth** of the primary passenger
- ✅ **Passport number** (for international bookings)
- ✅ **SkyPass number** (if you're a loyalty member)
- ✅ **Credit card used for booking** (last 4 digits)

- ✅ **Travel dates and route** (departure/arrival cities)
- ✅ **Description of your issue** (written down clearly)
- ✅ **Preferred resolution** (what outcome you want)
- ✅ **Pen and paper** (to note agent name, reference numbers, and next steps)

Korean Air SkyPass Customer Service

SkyPass is Korean Air's frequent flyer loyalty program with over 30 million members worldwide. For SkyPass-specific inquiries, dedicated support is available through the main customer service line.

Call 1-888-394-2108 and press 5 for the SkyPass dedicated team. SkyPass agents can assist with mileage balance inquiries, award ticket bookings, mileage transfers, tier status questions, and partner airline mileage credits.

SkyPass Membership Tiers

Tier	Miles Required	Key Benefits
Morning Calm	0 (base)	Earn miles on flights, SkyTeam benefits
Morning Calm Premium	20,000 miles/year	Priority check-in, extra baggage
Gold	40,000 miles/year	Lounge access, priority boarding, upgrade prio
Platinum	50,000 miles/year	All Gold benefits + companion lounge access
Million Miler	1,000,000 lifetime miles	Lifetime Platinum status

Frequently Asked Questions (FAQ)

What is Korean Air's phone number?

Korean Air's US and Canada phone number is 1-888-394-2108, available 24 hours a day, 7 days a week. This toll-free number connects you to Korean Air's reservation and customer service team. UK passengers should call **+44-888-394-2108** during business hours (Mon-Fri, 9AM-6PM GMT). For international callers outside these countries, dial **+82-2-2656-2001**.

How do I speak to a live person at Korean Air?

To speak to a live person at Korean Air, **call 1-888-394-2108, press 1 for English, then press 0 or say "agent"** to bypass the automated menu. You will be placed in a queue to speak with a live representative. Average wait times range from 8 to 25 minutes depending on the time of day. Calling Tuesday or Wednesday between 6-8 AM EST offers the shortest wait.

Is Korean Air customer service available 24/7?

Yes, Korean Air's US and Canada phone line (1-888-394-2108) operates 24 hours a day, 7 days a week, including holidays. However, the UK phone line (+44-888-394-2108) is only available Monday through Friday, 9 AM to 6 PM GMT. Live chat support has limited hours. For after-hours UK inquiries, use the international number +82-2-2656-2001.

What is Korean Air's phone number for cancellations?

Korean Air's cancellation phone number is the same main line: 1-888-394-2108. After dialing, press 2 for existing reservations, then request cancellation from the agent. Cancellation fees vary from $0 (within 24 hours of booking or for airline-initiated cancellations) to $200-$400 for non-refundable discount tickets. The agent will explain all applicable fees before processing.

How long does Korean Air take to process refunds?

Korean Air processes refunds within **7 business days for credit card payments** and **20 business days for other payment methods** such as bank transfers or cash. Award ticket mileage refunds are credited to your SkyPass account within **5-7 business days**. If your refund hasn't arrived after these timeframes, call 1-888-394-2108 and press 3 for payment-related inquiries.

Can I change my Korean Air flight by phone?

Yes, you can change your Korean Air flight by calling 1-888-394-2108 and pressing 2 for existing reservations. The agent can modify your travel dates, route, cabin class, and passenger details. Change fees range from $0 (full-fare and premium tickets) to $350 (deep-discount economy). You'll also need to pay any fare difference between your original and new flights.

Does Korean Air have a Spanish language phone line?

Korean Air's main US customer service line (1-888-394-2108) **does not offer a dedicated Spanish language option** in the automated menu. The primary language options are

English and Korean. However, you can request a Spanish-speaking agent if one is available. Alternatively, contact Korean Air through their website's online form, which supports multiple languages.

What is Korean Air's phone number in the UK?

Korean Air's UK phone number is +44-888-394-2108, a freephone number available Monday through Friday from 9:00 AM to 6:00 PM GMT. Calls are free from UK landlines and most mobile networks. For urgent after-hours inquiries, UK passengers can call the international line at +82-2-2656-2001 (international call charges apply). Korean Air's UK office is located at 66 Hammersmith Road, London W14 8UD.

How do I contact Korean Air about lost baggage?

To report lost or delayed baggage, **call 1-888-394-2108 and press 4** for baggage services. Alternatively, report at the Korean Air baggage desk at your arrival airport before leaving the terminal. You will receive a **PIR (Property Irregularity Report) number** to track your bag. Korean Air delivers recovered baggage to your address free of charge within the local area. Most delayed bags are recovered and delivered within 24-48 hours.

Can I book a Korean Air flight by phone?

Yes, Korean Air accepts new flight bookings by phone at 1-888-394-2108, press 1 for new reservations. Phone agents can book one-way, round-trip, and multi-city itineraries in all cabin classes. Note that a **$25 phone booking service fee** may apply for bookings that could be completed online. This fee is sometimes waived for complex itineraries, group bookings, or SkyPass award redemptions.

Does Korean Air charge a fee for phone support?

Korean Air does not charge for calling customer service — the 1-888-394-2108 number is toll-free within the US and Canada, and +44-888-394-2108 is freephone in the UK. However, a **$25 service fee may apply for new bookings made by phone** that could have been completed on KoreanAir.com. Changes, cancellations, and general inquiries do not incur a phone service charge.

How do I file a complaint with Korean Air?

To file a complaint with Korean Air, call **1-888-394-2108 and press 0** for a general agent, or submit a written complaint through the **Customer Support form at KoreanAir.com**. Korean Air aims to respond to written complaints within **7-14 business days**. If unresolved, US passengers can escalate to the **DOT Aviation Consumer Protection Division**, UK

passengers to the **Civil Aviation Authority (CAA)**, and Canadian passengers to the **Canadian Transportation Agency (CTA)**.

What is Korean Air's SkyPass customer service number?

The SkyPass customer service number is the main line **1-888-394-2108 — press 5** for the SkyPass dedicated team. Agents can assist with mileage balance inquiries, award ticket bookings and changes, mileage transfers between members, tier status upgrades, missing mileage credits, and partner airline mileage accrual issues. SkyPass support is available 24/7 for US and Canadian members.

Summary: Korean Air Contact Information at a Glance

🎯 ***KEY TAKEAWAYS***

- ***US/Canada Phone:*** *Call* ***1-888-394-2108*** *(toll-free, 24/7)*
- ***UK Phone:*** *Call* ***+44-888-394-2108*** *(toll-free, Mon-Fri 9AM-6PM GMT)*
- ***Live Agent Shortcut:*** *Press 0 or say "agent" after dialing*
- ***Best Time to Call:*** *Tuesday or Wednesday, 6-8 AM EST*
- ***24-Hour Cancellation:*** *Free cancellation within 24 hours of booking (if booked 7+ days before departure)*
- ***Refund Timeline:*** *7 business days (credit card), 20 business days (other methods)*
- ***Fastest Alternative:*** *Live Chat on KoreanAir.com (5-15 min wait)*
- ***SkyPass Support:*** *Press 5 on the main line*
- ***UK Rights:*** *Up to £520 compensation under UK261*
- ***Canada Rights:*** *Up to $2,400 CAD compensation under APPR*