

SKYPASS Terms and Conditions

【General regulations】

Termination: Korean Air reserves the right to terminate the SKYPASS program with six (6) months prior notice. Should a notice regarding termination be provided, further mileage accumulation and redemption will not be permitted, commencing six (6) months after the date of the termination notice.

Mileage Expiration: Mileage earned in Korean Air's Skypass program on or after July 1, 2008, is valid for a period of five years and will expire if unredeemed. All mileage earned on or before June 30, 2008 will not expire.

The five year mileage validity period is based on the date flown on Korean Air and partner airlines. The validity period for Korean Air partners is based on the date posted to the member's account.

Changes: Korean Air reserves the right to change or terminate the SKYPASS program with or without notice.

However, a six (6) month transitional period applies to travel awards and special offers, during which terms and conditions of the old SKYPASS program apply to the accrued mileage by the member. The changed SKYPASS program applies after the transitional period.

The interpretation of terms and conditions: Upon a dispute between a member and Korean Air with regard to the SKYPASS program, Korean Air reserves the right to make a final decision.

SKYPASS partner airlines:

1. Korean Air is not responsible for any agreements between the SKYPASS program member and SKYPASS partner airlines.
2. Korean Air reserves the right to change or sever partnership agreements with any of its SKYPASS partners companies at any time without prior notice.
3. Members are subject to the rules and conditions established by each respective partner when flying with SKYPASS partner airlines to accrue mileage. Korean Air is not responsible for any claims by the member with regard to partner airlines.

Termination of mileage credit: In the case of the death of the member, the SKYPASS mileage credit of the deceased member is not transferable, and will become invalid and be considered as forfeited.

Responsibilities of the member:

1. The SKYPASS membership account is given to each individual member, and only one person may be enrolled per SKYPASS account.

2. The SKYPASS membership card is only for the member named on the card. The card is neither transferable nor to be lent. Korean Air will not be liable for misuse of a lost or stolen SKYPASS card.

3. Benefits of the SKYPASS program such as mileage accumulation and bonus awards are available only for the member, commencing on the day of the membership enrolment. Members must actually travel to earn SKYPASS flight base mileage.

4. Accrued mileage credit by the member can only be used for a bonus award that Korean Air provides. Mileage credit can not be exchanged for money and is not transferable.

5. Members must present the SKYPASS membership card at check-in for travel on Korean Air or for any SKYPASS partner companies. Korean Air is not responsible for any consequences from the member not presenting the membership card.

6. It is the responsibility of the SKYPASS member to advise the SKYPASS Information Desk, Reservation Center in Japan or any Korean Air branch offices of any change of the details of the member (mailing address, name, telephone number and place of work). Korean Air is not responsible for any consequences as a result of the failure of the member to update their details at Korean Air.

Claims: Any claims by the member for the SKYPASS program (for example mileage having been earned but not credited) must be received by Korean Air within one year from the date of the travel.

The violation of the terms and conditions: Any fraudulent activity in connection with the program including the violation of rules and conditions and providing false information for membership enrollment will entitle Korean Air to terminate an individual's membership, void all mileage credit and cancel any unused awards.

Legal implications in foreign countries: Nothing in the rules and conditions of the SKYPASS program should be read to override or circumvent any foreign laws.

SKYPASS Privacy Policy

1. Collection of private information and purpose of use

① Korean Air will collect private information from SKYPASS members in order to offer various services and related information.

② The purpose of use of collected information is as follows.

- Full name: Used to book flights and issue membership cards.
- Date of birth: Necessary in order to manage membership information.
- Phone number: Used to book flights and contact members when necessary.

○ Postcode and postal address: Used to send cards, reports, information from Korean Air and partner companies and other related notices.

2. Transferring private information to a third party.

Korean Air will not transfer collected private information to a third party except on following occasions:

i) When there is prior permission from the member

ii) Partner companies: Membership number, membership level, date of birth and collected mileage may be given to partner companies in order to manage service fees and mileage accounts in relation to services offered by those companies.

iii) When it is necessary for statistics, research and marketing purposes, information will be modified to prevent identification of individuals before being passed on.

iv) Posting service providers: Information will be passed to posting service providers after they have signed an agreement that they will not use information for purposes other than outsourced work.

v) When disclosure of information is required by legally-justified purposes and means.

3. Membership rights

① Members may withdraw from agreement made with Article 1 when leaving the membership scheme.

② Members may contact Korean Air via personal visits, telephone, FAX or email to request perusal and modification of private information stored. In the case where such a request is made, Korean Air will act upon it without delay.

③ Members may, when they wish to leave the membership scheme, contact Korean Air via personal visits, FAX or email to submit agreement to cancel mileages collected.

4. Private information

Korean Air will collect the compulsory and optional information below.

i) Compulsory information

Full name (in Chinese characters and in Roman alphabet), date of birth, sex, home telephone number, postal address (home or work), postcode

ii) Optional information

Passport number, nationality, work telephone number, FAX number, mobile telephone number, employer name, employer department, e-mail address, occupation, category of work, hobbies, religion, wedding anniversary

5. Period and purpose of use and storage of private information

① Private information collected via the member's agreement will be deemed stored for as long as s/he remains a member. When the member decides to leave the membership scheme, private information related to the member will be destroyed except when:

i) storage of information is required by legally-justifiable reasons

ii) when storage of information is privately agreed with the member

6. Contact

Korean Air, Japan Service Centre SKYPASS Desk

KAL-Building, 3-1-9 Honmachi, Chuo-ku, Osaka-shi 541-0053
TEL 0088-21-2001 (Free call)

※ This is a translated version of the SKYPASS membership terms and privacy policy originally prepared in Japanese. If any discrepancy in meaning may occur between the translated version and the original Japanese version, the original Japanese version acts as the superceding documentation.

