

## FAQ



ALL

SKYPASS

Use Mileage

Earn Mileage

Reservation/Seats

Change/Refund

Airport/Lounge (40)

**Q Where can I read the General Conditions of Carriage?**

Korean Air's General Conditions of Carriage can be found at the airport ticketing and check-in counters, as well as our website and mobile application.

[Learn More](#) >**Q Which airports have Korean Air First Class Exclusive lounge?**

Korean Air operates its First Class Exclusive lounges at airports in Incheon (Terminal 2), Los Angeles, and New York.

[Find \[ Worldwide Airport Lounges \]](#)[Learn More](#) >**Q Can Million Miler Club members use Korean Air lounges traveling on Korean Air economy class?**

SKYPASS Million Miler Club members are entitled to have access to Prestige lounges when flying economy class on Korean Air.

- They can invite one guest traveling on Korean Air or any SkyTeam airline.
- When they travel on codeshare flights, access to lounges may be limited.

[Find \[ Worldwide Airport Lounges \]](#) by clicking the link below.[Find Lounges](#) >**Q Can Morning Calm Premium Club members use Korean Air lounges traveling on Korean Air economy class?**

SKYPASS Morning Calm Premium members are entitled to access Prestige lounges when flying economy class on Korean Air.

- They can invite one guest traveling on Korean Air or any SkyTeam airline.
- When they travel on codeshare flights, access to lounges may be limited.

[Find \[ Worldwide Airport Lounges \]](#) by clicking the link below.[Find Lounges](#) >**Q Do cardholders of partner credit card companies have access to Korean Air lounges?**

Lounge accessibility varies depending on the terms and conditions of the partner credit card company.

- Please reach out directly to the credit card company regarding the conditions and fees for lounge accessibility.
- Lounge access is subject to availability.

Find [ Worldwide Airport Lounges ] by clicking the link below.

[Find Lounges](#) >

#### Q Can I use a lounge when traveling on Korean Air first class?



Passengers flying first class on Korean Air are entitled to have access to the Korean Air First Class lounges.

If a First Class lounge is not available due to airport conditions, a Prestige Class lounge will be provided.

[Find Lounges](#) >

#### Q Can I use Korean Air's when traveling on Korean Air prestige class?



- Passengers flying prestige class on Korean Air are entitled to have access to Prestige Class lounges.
- Benefits for SKYPASS Million Miler Club and Morning Calm Premium Club members:
  - Members flying prestige class on Korean Air can access the Korean Air Miler Club lounge (at Incheon) and the Korean Air First Class lounge (at New York).
  - A member can invite one guest traveling on Korean Air or any SkyTeam airline to the lounge.

[Find Lounges](#) >

#### Q What is Rail & Fly?



Korean Air offers "Rail & Fly," an airline-railway connection service, enabling passengers flying on the Incheon-Frankfurt or Incheon-Amsterdam route to take local trains at a low price.

Learn more about "Rail & Fly" by clicking the link below.

[Rail & Fly](#) >

#### Q What is Q-Code?



"Q-code" is a system established by the Korea Disease Control and Prevention Agency (KDCA) in order to shorten the time for quarantine inspection and provide the conveniences overseas entrants require upon entry to the Republic of Korea.

Please visit KDCA's website and find more information about Q-Code.

[Q-Code](#) >

#### Q I need information on Seoul Station City Airport.



Please see below for information regarding Seoul Station City Airport.

- Eligibility
  - Passengers using the direct train for Incheon International Airport among Korean Air international passengers departing from Incheon International Airport on the day of the flight
- Operating hours: 05:20 - 19:00 KST
  - Check-in closes 3 hours and 20 minutes before flight departure.



• Note

- Flight tickets (purchase, changes, payment of excess baggage fees, etc.) and SKYPASS-related matters cannot be handled at Seoul Station City Airport.

Find more information about how to use the city airport by clicking the link below.

[Learn More](#) >

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