

## FAQ



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## Q How do I apply for the Unaccompanied Minor Service?



For the Unaccompanied Minor Service, you need to apply in advance through our service center or your travel agency.

- You must provide accurate personal details and contact information (address, phone number, etc.) of the adults sending off and meeting the child at the departure and arrival airport, respectively.
- Requests for the unaccompanied minor service should be made after purchasing the applicable ticket and at least 24 hours before the flight.
- Once your request for the Unaccompanied Minor Service is confirmed, you will receive a notification via SMS, Email, or KakaoTalk. You can fill out the [Unaccompanied Minor] form anytime within 7 days before the flight departure date.
- Pets cannot travel with Unaccompanied Minor Service.

[Check out our chatbot for details on Unaccompanied Minor Service! >](#)

## Q How do I request a pet travel service?



To request or cancel pet travel, click the [ Book Your Pet ] link below and select the [Display More] link on your reservation.

- Requests for pet travel can be made:
  - Up to 48 hours before flight departure for international travel and up to 24 hours before for domestic travel.
- Your pet cannot travel with you if you show up at the airport without prior reservation and confirmation.
- Results of the pet travel confirmation
  - When your request for pet travel is confirmed:  
You will receive the notification via SMS, Email, or KakaoTalk, and you can fill out the [Declaration of Indemnity (PET)] form within 7 days before the flight departure date.
  - When your request for pet travel is denied:  
You can check the reason why your pet travel request was denied through the [View Details] on your reservation.

To request or cancel our pet travel service, click the [ Book Your Pet ] link below and select [ **View Details** ] > [ **Display More** ] on your reservation (login required).

[Book Your Pet >](#)[Check out our chatbot for details on Traveling with Pets! >](#)

## Q Do you offer any special services for pregnant women?



The following are Korean Air's special services for pregnant women flying with Korean Air.

- When booking
  - We assign you and one accompanying person priority seats in advance if you inform us that you're pregnant.
- At the airport
  - Pregnant women can use "Passengers who require special assistance" counters to check in for a flight in airports where such counters are available.
  - We accommodate priority boarding for pregnant women.
  - We attach special tags to the bags to accommodate priority checked baggage claims.
  - Pregnant women departing from Incheon Airport may use the "Priority Lane." Be sure to pick up a "Priority Card" at the check-in counter.

## Q How old is an infant?



An infant is a child between the ages of 7 days and under 2 years old at the time of travel in each segment.

## Q What is the Flying Mom Service?



The Flying Mom Service is offered to children traveling alone on mid to long-haul international flights of 5 hours or longer.

During the flight, our cabin crew will look after children and send guardian at the destination an email(to the email address provided at the time of service application) of their journey on the plane.

\* The email service will be available starting December 2, 2024.

\* Depending on flight conditions, it may be delivered to the guardian at the destination via paper letter instead of email.

## Q What is the flight fare for infants on international flights?



For international flights, infants are charged 10% of adult fares.

- They are not given a seat of their own and must sit on the lap of a person (a parent or a guardian at least 18 years of age) traveling with them. Regardless of occupying a seat, infants must be booked with a guardian.
- One adult can only have one infant on the lap. If an adult is traveling with two or more infants, or an adult wants his/her infant to be assigned a separate seat, choose the passenger's type as "child" and purchase an additional seat under child fare.

## Q What is the flight fare for infants on domestic flights?



For domestic flights in Korea, infants can travel free of charge.

- They are not given a seat of their own and must sit on the lap of a person (a parent or a guardian at least 18 years of age) traveling with them. Regardless of occupying a seat, infants must be booked with a guardian.
- One adult can only have one infant on the lap. If an adult is traveling with two or more infants, or an adult wants his/her infant to be assigned a separate seat, choose the passenger's type as "child" and purchase an additional seat under child fare.

## Q What happens if my kid's age changes from an infant to a child during travel?



If your child reaches the age of two (2) during the travel, your child will need an individual seat and applicable child fare will apply accordingly.

In this case, online booking is not available. Please contact the Service Center.

• Fares for children

- International travel:

A discount rate for child fare varies based on the segment and applicable fare.

- Domestic travel (within Korea):

A 25% discount from economy flex fare for adults applies for child fares (not applicable to economy saver/standard fares and prestige class fares).

Q What is the minimum age of a guardian to accompany an infant?



An infant must be accompanied by a parent or a guardian who is at least 18 years of age.

Q What is the age limit for a child fare on an international flight?



The age limit for a child fare on an international flight

- A child fare applies to children between the ages of 24 months and 11 years at the time of travel.

- In the case of round-trip tickets, child fares apply even if a child reaches the age of 12 on the day of the return flight.

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