

FAQ



ALL

SKYPASS

Use Mileage

Earn Mileage

Reservation/Seats

Change/Refund

Baggage (53)

Q Can I take hot packs on a plane?

Pocket hot packs can be carried on board or checked at the counter.

Depending on individual product characteristics, hot packs may not be allowed in accordance with regulations on lithium batteries, combustible/flammable substances, or liquids. Also, the carriage of hot packs may not be allowed according to domestic/international airport security regulations or at the discretion of security officers.

Q Can I get my baggage wrapped in a plastic bag?

As part of our efforts to protect the environment, Korean Air does not provide luggage wrapping service using disposable plastic bags.

However, note that strollers and car seats for infants and children are packaged in plastic bags to prevent damage.

Q What is the baggage loading notification service?

Korean Air provides "Notification Service of Baggage Loading" to notify passengers that their baggage has been safely loaded on their flights.

- Available at: all airports where Korean Air flies
- Eligibility: passengers (including transit passengers) on domestic and international flights operated by Korean Air
- Information includes: baggage reference number, destination, flight number, loading status, and loading time
- How we notify: by Korean Air mobile app push notification (available in Korean and English)
 - You need to log in to the Korean Air mobile app and agree to receive push notifications. (On the mobile app, go to [Settings > Notifications] and enable Alerts.)
 - Baggage loading notification(s) can be found on the [Notifications (bell-shaped icon in the upper right corner) > Messages] and will be stored for 7 days.



- Both Korean Air members and non-members can track their baggage at [[Baggage information > Track My Baggage](#)] by entering the baggage reference number or scanning the baggage barcode.

Q Can I bring food on a plane?



Please see below for bringing food on your flight.

- On domestic flights in Korea: Food items are permitted in checked or carry-on baggage.
- On international flights: Quarantine and customs requirements vary by country, so be sure to check the requirements for your destination country before travel.
- To check the requirements, **please contact the country's embassy or quarantine agency, etc.**
- ※ Here's a general guide for traveling internationally with food items.
- Bringing animal food products such as ham and sausage is not recommended.
- Side dishes such as Kimchi or salted fish should be vacuum-packed and carried in small amounts.

Q How much is the excess baggage fees on Korean Air (pay with cash or card)?



Use the "Baggage Calculator " to check the excess baggage fees for your flight.

- For domestic flights in Korea, excess baggage fees are KRW 2,000 or USD 2 per 1 kg, which exceeds the free baggage allowance.
- ※ Free baggage allowance for domestic flights: Economy Class / 20 kg, Prestige Class / 30 kg
- For international flights, excess baggage fees may vary depending on your destination, cabin class, and SKYPASS membership level.

[Calculator](#) >

Q Where can I find the baggage tag number?



You can check the baggage tag number on the claim tag you received when checking your baggage at the check-in counter or self-service bag drop.

- Baggage Loading Notification Service: You can check for 7 days in the bell-shaped notification at the top of mobile app on Korean Air.
- You need your baggage tag number (10-digit number) to track your baggage or to report baggage delay/damage, so be sure to keep the claim tag until you secure your baggage.

Q Can I transport my sports equipment for free?



Different fees are charged depending on the type of sports equipment you travel with.

Click the link below to find more information about transporting each equipment!

[Korea Domestic](#) >



Q Can I transport my golf bag for free?



Click the link below to find more information about transporting your golf bags!

- Korea Domestic >
- International >
- Calculator >

Q Can I transport my ski and snowboard equipment for free?



Click the link below to find more information about transporting your ski and snowboard equipment!

- Korea Domestic >
- International >
- Calculator >

Q Can I transport my scuba diving equipment for free?



Click the link below to find more information about transporting your scuba diving equipment!

- Korea Domestic >
- International >
- Calculator >

About Korean Air



Customer Support



Terms & Policies



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Top countries



