

FAQ



ALL

SKYPASS

Use Mileage

Earn Mileage

Reservation/Seats

Change/Refund

Special Assistance (50)

Q How many pets can one passenger travel with?

A total of three pets is allowed on the aircraft per passenger.

- A passenger traveling with three pets can carry one of them in the cabin and transport the other two in the cargo compartment as checked baggage.
- The number of pets allowed may vary depending on the type of aircraft, cabin class, and pet reservation status. On international flights, the number may also vary depending on the import/export regulations of the airport in each destination country.
- One pet is permitted per kennel with the following exceptions:
 - 2 dogs or 2 cats of the same kind that are less than 6 months old, or a pair of birds may be housed together in the same carrier.

Q What fees will be charged for traveling with pets (pay with cash or card)?

Passengers traveling with pets should pay service fees regardless of whether they have any baggage.

Find information on pet travel fees by selecting "Service Fees" below.

[Service Fees](#) >**Q I would like to request a baby bassinet.**

To request/confirm/cancel a baby bassinet, click the [Request/Cancel] link, then go to [View Details] > [Seat Selection] on the list of bookings.

- Request Period
 - Prestige: From booking an international flight to 24 hours before departure
 - Economy: From purchasing a ticket for an international flight to 48 hours before departure
- Select [Baby Bassinet Seat] during seat selection to request a baby bassinet.
- Advance reservations are required for this service and baby bassinets are subject to availability.

[Request](#) >**Q Can I use my car seat or harness for my kid on the planes?**

If you travel with an infant or a child, you can bring your personal car seat or harness to use on board.

- You must purchase a separate seat for your infant to use a car seat or a harness.
- The U.S. Federal Aviation Administration (FAA)-approved car seats/safety harnesses or car seats certified for use in aircraft can be used during the entire flight including takeoff and landing.



- Car seats or harnesses must not interfere with evacuation in case of an emergency. Preferred seats may not be assigned.

Q Is there anything I should know if I have pet allergies?



Please see below for animal allergies.

- If you have animal allergies, make sure to inform our staff of your medical condition and must fill out the agreement at check-in.

- Depending on the availability of seats, passengers with animal allergies can be seated away from those traveling with a pet. However, this may not be possible if seats are not available.

- Consult a doctor before travel and bring medicines for your safety. You should be able to perform emergency medical care as prescribed by the doctor as well as your companion.

※ Passengers bringing an injector for first aid into the cabin are required to have a doctor's letter for security reasons.

Q Does the Unaccompanied Minor Service apply to connecting flights as well?



Please see below for the Unaccompanied Minor Service for itineraries that include connecting flights.

• Korean Air → Korean Air:

The Unaccompanied Minor Service can be offered only for those flights that are connected within 6 hours on the same day at the same airport.

• Korean Air ↔ Other Airlines:

The Unaccompanied Minor Service is not available.

Q What kind of assistance is provided to children traveling as unaccompanied minors on domestic flights?



Please see below on how we assist children traveling alone throughout the domestic journey in Korea.

• Check-in

Fill out an application form for the Unaccompanied Minor Service. From that point on, your child will be escorted by a designated staff member.

• Getting on a plane

① Your child will go through security screening and board the plane with a designated staff member.

② SMS notifications will be sent to the child's guardians at the departure point.

• During a flight

Our cabin crew will assist your child throughout the flight

• Arrival at destination

Upon arrival, your child will be accompanied by a designated staff member from the gate until he/she is met by the designated guardian.

Q I would like to travel with a service animal.



Please see below for trained Service Animals (only dogs) for passengers with a disability.

- How to apply: Contact our service center.

- Service fees: Free of charge



- Service animals are accepted in the cabin without a kennel. (However, service animals are not allowed to occupy a seat.)
- Filling out the pet transportation declaration form is not required. (However, quarantine certificates may still be required for the destination and stopover points.)
- A service animal must sit in front of the passenger and wear a leash or harness during the flight.

•As of February 1, 2021, Korean Air accepts only dogs who are 16 weeks or older and specifically trained to assist a person with physical disabilities and/or mental disorders on flights to/from the U.S. according to the rules of the U.S. Department of Transportation (DOT).

[Learn More](#) >

Q Where are pets kept on the plane?



Please see the information below on where to keep your pets during travel.

• Carry-on Pets

- After being assigned to a pet-friendly seat, the pet should be kept in their cage during the travel and the cage must fit under the seat in front of you.
- When requesting to travel with a pet on board, log in to the website and select a seat for pets through the [View Details] on your reservation.

• Checked Pets

- In the cargo compartment where air ventilation and temperature control are available.

[Select a Seat](#) >

Q Can I pay my pet travel fee in advance?



To pay the pet travel fees in advance, retrieve your reservation and click [Display More] → [Traveling with pets].

- You can pay for the fees once your request for pet travel has been confirmed.
- When traveling with a pet, you can redeem mileage to pay for the fare of your pet and also endorse awards to family members or use them with the Family Plan.
- You can also pay for the fees at your departure airport on the day of travel.
- To request a refund on the pet travel fees, retrieve your reservation and click the [Purchased service refund] button on the Change/Refund itinerary section.

[Pay in Advance](#) >

<< < 3 4 5 >

About Korean Air



Customer Support



Terms & Policies



Others



Top countries



