

## FAQ



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## Q Can I check my electric wheelchair for free?



Please see below for traveling with a personal electric wheelchair.

- If you use a personal electric wheelchair due to mobility issues, we may be able to transport your wheelchair free of charge.

- Check your own wheelchair at the check-in counter and use the wheelchair provided by Korean Air to the boarding gate.

- Please inform us that you'll be traveling with your wheelchair when booking a flight for us to better assist you.

- **Lithium batteries must be removed from the wheelchair and carried on board by you.**

- The battery must not exceed 300 Wh. If the batteries are a set of two, each battery must not exceed 300 Wh.

- Also, you can bring a spare battery separately: 1 battery not exceeding 300 Wh or a set of 2 batteries not exceeding 160 Wh each is allowed.

- **If lithium batteries cannot be removed from the wheelchair**, they must be securely attached with measures to ensure that there is no electric current flowing through the device. In this case, there is no limit on battery capacity.

Depending on the size and the battery type, some electric wheelchairs may not be accepted for carriage or may be subject to different procedures.

[Learn More >](#)

## Q Can I check my electric scooter for free?



Electric scooters used as an assistive device can be checked at no charge. For prompt and accurate service, please inform our staff in advance when booking your flight.

## Q Can I check my wheelchair for free?



Please see below for traveling with a personal wheelchair and other assistive devices.

- Personal wheelchairs and assistive devices for passengers with mobility issues can be checked at no charge regardless of the total number of items.



- Personal wheelchairs in general, with the exception of electric wheelchairs, can be used up to the boarding gate. Passengers can check their wheelchairs at the boarding gate and pick the wheelchairs up when they disembark the plane at the destination.

However, please note that checking and picking up wheelchairs at boarding gates may not be possible depending on airport conditions, so please follow the instructions of our staff at the check-in counter. To help us better assist you, please inform us that you'll be traveling with your wheelchair when booking a flight.

## Q What items are allowed as carry-on?



- The following items must be transported in checked baggage.
  - Swords, spears, sporting goods, all types of firearms, martial arts and self-defense items, work tools, etc.
- The following items can be carried on board in small quantities.
  - Liquids, gels, personal medication, MacBook Pro subject to battery recall, etc. Click the [Learn more] link below to check out which items are allowed on the plane as carry-on.

[Learn More](#) >

## Q Can I take dry ice?



Dry ice that is under 2.5 kg per person and properly packaged (the package is vented) can be transported either in a carry-on or checked baggage. Airline approval is required.

## Q Can I take liquids, gels and aerosols on an international flight?



Passengers on international flights may carry an appropriate amount of liquid, aerosol, or gel in either carry-on or checked baggage.

- In a carry-on bag:
  - Liquids are allowed in a container not exceeding 100 ml, and all containers must be placed inside one 1 l (1 kg) clear plastic bag. Each passenger is only allowed one plastic bag.
- In a checked bag:
  - Note that passengers who have liquid medication may be required to present documents such as prescriptions depending on the security regulations of each country.
  - Alcoholic beverages with 24% or more but less than 70% alcohol are allowed up to 5 l per person.
  - Some items such as perfume, hairspray, etc. can only be transported in containers not exceeding 500 ml each with a total liquid amount up to 2 l.
  - A maximum of 500 ml of ethanol hand sanitizer per person, with no restrictions on the container, are allowed.  
(If you bring it on board, you can put it in containers up to 100 ml each, with a total amount up to 500 ml per person.)
  - An oxygen canister or an oxygen spray should be in a container not exceeding 500 ml each with a total liquid amount up to 2 l per person (not allowed in carry-on baggage).



- For flights departing from countries other than Korea, the Liquids Rule may vary according to the regulations applied in each country.

## Q Can I use the wheelchair service inside the plane?



Please see below for Korean Air's onboard wheelchair service.

- An onboard wheelchair is ready in our aircraft.
  - Wheelchair equipped in the cabin, when unfolded, is 39 cm (width) x 69 cm (depth) x 84 cm (height).
  - All of our aircraft are equipped with one wheelchair in the cabin to assist passengers with mobility issues.

If you need an onboard wheelchair, please request in advance through our service center or your travel agency.

## Q Can I check my musical instrument as checked baggage?



- Transportation requirements

- ① Musical instruments must be placed in a securely-padded hard case that is designed for travel.
- ② You must fill out the "Limitation of Liability (Musical Instrument)" when you check in at the airport.

- Transportation fees

- ① Musical instruments can be checked free of charge if they are within the free baggage allowance (number, size, weight).
- ② Additional charges apply if the number, size, or weight of the total baggage (instruments + other checked baggage) exceeds the free baggage allowance.

- Note: For an instrument with the total linear dimensions and the weight exceeding 203 cm (80 inches) and 32 kg (70 lbs) respectively, please purchase a separate ticket to carry it on board or transport it as cargo.

## Q Can I bring liquid baby formula on a plane?



An appropriate amount of baby formula that is needed for travel is allowed in either carry-on or checked baggage.

However, please note that different regulations may apply to flights from other countries according to their security regulations.

## Q Can I take liquids, gels and aerosols on a domestic flight in Korea?



For domestic flights in Korea, non-flammable liquids, gels and aerosols can be transported in either carry-on or checked baggage.

- Alcoholic beverages with 24% or more but less than 70% alcohol are allowed in either carry-on or



checked baggage up to 5 ℓ per person.

- Certain items such as hair mousse or hair spray may be allowed as carry-on or checked items, provided that they are in containers up to 500 ml each and up to 2 ℓ (2 kg) per person.
- Ethanol hand sanitizers up to 500 ml are allowed in either carry-on or checked baggage.

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