

## FAQ



ALL

SKYPASS

Use Mileage

Earn Mileage

Reservation/Seats

Change/Refund

Check-In (34)

**Q Do I need a visa for my travel?**

You must check in advance the immigration regulations of the destination and transit country and prepare all necessary travel documents such as a passport and visa.

Immigration requirements may vary depending on individual circumstances and the purpose of travel. For this reason, we ask for your understanding as we cannot confirm the immigration requirements of each country.

[Learn More >](#)**Q What is the departure procedure for international flights?**

Information on the boarding process for international flights.

① Check-in and baggage drop-off: Closes 60 minutes before departure

- Please arrive at the airport well in advance, allowing sufficient time for check-in and security screening.
- For codeshare flights operated by other airlines, please confirm the check-in closing time directly with the operating carrier.

② Entry into the departure area: Security screening → immigration clearance

- Customs, military service, or quarantine declarations must be made to the relevant authorities before entering the departure area.

③ Boarding the aircraft: Boarding begins 35 minutes before departure (30 minutes for smaller aircraft) and closes 10 minutes before departure.

[Boarding Guide >](#)**Q Can I change my seat number when checking in online?**

You can change your seat number when checking in online or after completing check-in.

• Deadline for changing your seat number

- International flights: Up to 1 hour before departure
- Domestic flights within Korea: Up to 30 minutes before departure

• Note

- Change the seat number at the [ Check/Change Seat ] stage during online check-in.
- If you booked a flight as a guest, you can change it after entering the booking password or authenticating yourself with the email or SMS (Korean mobile phone only) you registered at the time of reservation.

\* If there are no seats available for pre-assignment, they can be assigned at the airport check-in counter.

[Proceed >](#)

Q If I am issued a paper boarding pass, can I still use an online boarding pass?

^

Even after you are issued a paper boarding pass, you can reissue and use an online boarding pass through the Korean Air website or app.

However, the use of online boarding passes may be restricted for certain passengers (e.g., passengers subject to additional screening, passengers traveling with pets, or minors traveling alone) or for departures from certain airports where online boarding passes are not available. In such cases, please use paper boarding passes.

Also, when boarding a flight departing from Korea, please note that if you reissue an online boarding pass after issuing a paper boarding pass, the previously issued paper boarding pass can no longer be used. Therefore, please board with the most recently issued boarding pass.

About Korean Air

^

Customer Support

^

Terms & Policies

^

Others

^

Top countries

^

