

## FAQ



ALL

SKYPASS

Use Mileage

Earn Mileage

Reservation/Seats

Change/Refund

Airport/Lounge (40)

**Q Can SkyTeam Elite Plus members use Korean Air lounges?**

SkyTeam Elite Plus members flying with Korean Air or SkyTeam member airlines can use Korean Air Prestige Class lounges regardless of their cabin classes.

- A member can invite one guest traveling on Korean Air or any SkyTeam airline to the lounge.

Find [ Worldwide Airport Lounges ] by clicking the link below.

[Find Lounges](#) >

**Q Can I borrow a stroller at Incheon Airport?**

Korean Air's stroller rental service is no longer available as of March 22, 2021.

However, Incheon Airport offers stroller rentals free of charge.

**Q How do I get from one terminal to another at Incheon Airport for my transit?**

Please click the [Learn More] link below to find more information on transferring between terminals at Incheon Airport. • When transferring at Incheon Airport, use the IAT (Intra Airport Transit) shuttle train at Air Side on B1 to move from one terminal to another.

- Passengers should have their boarding passes or e-tickets for their connecting flights ready if they wish to ride the shuttle train.

**Q Is there a fast track at Incheon Airport?**

At Incheon International Airport, there are priority lanes to assist passengers with mobility issues and immigration priority cardholders for prompt and convenient immigration and security screening procedures.

**• Gate Number**

1A (Near Counter C), 2A (Near Counter F) in Terminal 2 (Korean Air operates in Terminal 2)

**• Eligibility****1) Passengers with mobility issues (with up to three accompanying passengers)**

- Mobility impaired (Grade 1 - 5)
- Infants and children under 7 years of age
- Elderly persons 70 years of age or older
- Pregnant women
- Passengers with disabilities requiring wheelchairs, stretchers, oxygen, etc.

**2) Immigration Priority Card Holders (with up to three accompanying passengers)**

- Immigration priority card holders, persons with immigration priority (cardholders)

## Q Where can I find information on Korean Air's destination airports worldwide?



You can find information on airports where Korean Air flies by clicking the link below.

- On the website, search for an airport that you're interested in and select "Airport" to find information including transportation, terminals, contact information, and more.

- Information about the flight arrival (e.g., flight status, terminal, etc.) can be found on the destination airport's website.

[Airport Info](#) >

## Q What is the Korean Air Premium Check-in Zone?



Korean Air Premium Check-in Zone at Incheon International Airport is an exclusive check-in counter for Korean Air premium passengers.

To offer a pleasant experience and to deliver a prompt and accurate service to our passengers, we operate separately an exclusive check-in lounge for our First Class passengers and a premium check-in counter.

### • Location:

Korean Air Premium Check-in Zone, check-in area A on the 3F of Terminal 2 at Incheon International Airport

• Hours of operation: 7 Days a Week / 05:30 ~ 20:00

### • Eligibility:

- First Class Check-in Lounge (Private Room): First Class passengers

- Premium Check-in Counters: Prestige Class passengers, SKYPASS Million Miler Club and Morning Calm Premium Club members, SkyTeam Elite Plus members

## Q I want to learn more about self-service bag drop service.



Please see below for Self-Service Bag Drop.

• Passengers can drop off their baggage without the airline staff's assistance by using the self-service bag drop.

### • Eligibility

- Passengers with boarding passes issued through self-service check-in (checked baggage must be within the free baggage allowance).

### • Available Airports

- International airports: Incheon, Gimpo, Tokyo(Narita/Haneda), Fukuoka, Taipei, Singapore, Budapest, Da Nang, Osaka/Kansai

### • Ineligible Cases

- Passengers traveling with infants or passengers requiring additional services (e.g., passengers traveling with pets, minors traveling alone, etc.)

- Passengers with excess baggage that requires paying excess baggage fees

- Passengers with special baggage such as sports equipment (e.g., golf clubs, strollers, etc.)

- Passengers who need to use our bonus baggage weight allowance (9 kg) for preferred members (e.g., Million Miler Club members flying Economy Class and exceeding the additional baggage allowance of 23 kg are kindly asked to check in at one of our staffed counters)

- Passengers with connecting flights (Haneda, Taipei, Budapest, Fukuoka, Da Nang, and Kansai)

Click the link below to learn more about self-service bag drop including available airports, locations, operating hours, etc.



## Q I was notified that my flight was canceled. What should I do?



If a flight is canceled due to weather, etc., Korean Air sends you [ Notice on Irregular Flight Operations ] via email, text message, and KakaoTalk notification.

You can reschedule or request a refund for your flight.

### ① Request a refund

- A refund service charge or a refund penalty will not apply.
- You can request a refund within 30 days of the expiry date of your ticket.
- Tickets will not be refunded automatically, so please request a refund through our website for tickets purchased directly from Korean Air.  
※ If you have difficulty proceeding online, such as a fee being charged for a ticket refund that includes a canceled flight schedule, or if you want to cancel only one-way during a round-trip, please contact our service center for assistance.
- If you booked a flight through a travel agency, please reach out directly to them for assistance.

### ② Reschedule

- If you are rebooked on an alternative flight, Korean Air sends you [ Schedule Change Notice ] via email, text message, and KakaoTalk notification.
- If you want to change the alternative flight to a different flight, please contact your ticket office for assistance.

[Refund >](#)

## Q How do I request compensation for my loss due to flight delay or cancellation?



Please note that flight schedules and aircraft type may be subject to change without prior notice for unavoidable reasons.

- You will be notified by text message or email if there are any changes to your flight schedules.
  - Any damage or loss incurred by delay or cancellation of flight shall be processed in accordance with the General Conditions of Carriage, and Korean Air shall not be liable other than refunds for unused flight tickets.
- Click the [ Learn More ] link below for details of the General Conditions of Carriage.
- [ Schedules, Delays, and Cancellation of Flights ] in Chapter 12 of Conditions of Carriage: International.
  - [ Schedules, Delays, and Cancellation of Flights ] in Chapter 1 Article 8 of Conditions of Carriage: Domestic in Korea.

[Learn More >](#)

## Q Where can I get a boarding certificate?



Please see below on how to get a boarding certificate.

- On the website and mobile app
- Boarding certificates can be issued on the website and mobile app for the most recent 5 years of flights only if you have signed up as a member.
- For a codeshare flight, search using KE flight number (the operating carrier's flight number).
- A boarding certificate can be issued on the following day of your flight, but additional information (flight ticket number, seat number and date of birth) is required if the SKYPASS number is not entered on the day of boarding.
- For chartered flights, a boarding confirmation can be issued only at Korean Air city and airport offices in Korea.



• At Korean Air's city and airport offices

- Passengers must visit the Korean Air office and present their identification.

Click the [Certificates] button below to get a boarding certificate, or you can find your boarding history by clicking the [My Mileage] button below.

[Certificates](#) >

[My Mileage](#) >

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