

FAQ



ALL

SKYPASS

Use Mileage

Earn Mileage

Reservation/Seats

Change/Refund

Flight Ticket (17)

Q What is a transit exclusive domestic flight?



Transit Exclusive Domestic Flights (TEDF) are domestic flights operated between Seoul (Incheon) Intl' Airport and Busan (Gimhae)/Daegu Intl' Airport for passengers with international flight connections.

- Book flights

- The TEDF and the connecting international flight must be issued together in a single ticket (cannot be purchased separately for TEDF only).
- For a connecting international flight operated by other airlines, please check with the ticketing office of the connecting international flight on the possibility of purchasing tickets together with a Korean Air TEDF.

- Boarding and transfer

- Boarding procedures and arrival for TEDF on Busan/Daegu are carried out at the international terminal. (Check-in closes 60 minutes before flight departure.)
- When transferring at Incheon International Airport, passengers cannot leave the Departures or Arrivals halls and do not need to collect their baggage.

Check out our chatbot for details on **Transit Exclusive Domestic Flights!** >



Q How much no-show penalty is applied on a Korean Air award ticket?



A no-show penalty is imposed on passengers who do not cancel their reservations and do not show up for their flights, or those who do not board their flights after checking in.

- **For international award tickets and upgrade award:** Applies based on the cabin class

- First Class/Prestige Class: KRW 300,000
- Premium Class : KRW 200,000
- Economy class: KRW 100,000

* The payment currency may differ depending on the original country of departure. Click the [Learn More] button to check the penalty amounts by currency.



- * If you request a change or refund for your ticket after a no-show, a reissue charge or a refund penalty will apply in addition to a no-show penalty.
- * Failure to board your flight after entering the departure area will incur an additional KRW 200,000 to your no-show penalty.

- **For domestic (within Korea) award tickets and upgrade award**

- For paid domestic flights in Korea, a no-show penalty is KRW15,000 each way.

[Noshow Penalty](#) >

Q Where can I use my complimentary e-coupons?

Please see below for complimentary e-coupons (cannot be used when boarding a codeshare flight).

[When used on our websites or mobile app]

- Available items
 - Flight tickets (fares and fuel surcharges)
 - Paid additional service fee: Excess baggage, Purchasable seat options, and Traveling with Pets
 - Product purchase in the Korean Air logo shop ([e-SKYSHOP](#)) (Details regarding use of the shop comply with the operating company's policy.)

- How to use: "Payment" stage → Verify the discount code in the "Complimentary e-coupons" section and apply it.

[When used at service centers or Korean Air offices]

- Available items
 - Flight tickets (fares and fuel surcharges)
 - Fare difference and fees incurred when changing flight tickets (excluding refund charges)
 - Paid additional service fees: excess baggage, purchasable seat options, traveling with pets, UM (Unaccompanied Minors) service, and medical oxygen

Click the link below to check your complimentary e-coupons.

[Complimentary e-coupon](#) >

Q For how long is my complimentary e-coupon valid?

Complimentary e-coupons are valid for one year from the date of issuance.

Q Can I transfer my complimentary e-coupon to someone else?

Complimentary e-coupons can only be used by the person whose name appears on the coupon and cannot



be transferred or inherited.

Q Do you offer any discount on Korean domestic flights for young adults?



Please refer to the following information regarding Korean domestic flight discounts for young adults.

- Young adults between the ages of 13 and 21 years are eligible for a 10% discount on domestic flights in Korea.
 - Documents such as passport, resident registration card, health insurance card, etc. are required for age verification.
 - Discounts for young adults are for online purchases only.
 - Individual discounts apply only to Economy Flex fares and do not apply to Economy Saver/Standard or Prestige fares.
 - Discounts do not apply retroactively after the start of your itinerary, so be sure to indicate discount eligibility at the time of ticket purchase.
 - Please have discount eligibility documents ready on the day of boarding.
- For more information, please visit Korean Air's website by clicking the link below.

[Learn More](#) >

Q Do you offer any discount on Korean domestic flights for persons with disabilities?



To find information about discounts on domestic flights in Korea, please visit the Korean Air website by clicking the link below.

[Learn More](#) >

Q How do I find my e-ticket?



To find your e-ticket or reissue it via email, click the link below and select [View Details] → [Passenger Information] → [View e-Ticket/Receipt] → [e-Ticket] on your reservation.

- E-tickets are available in Korean, English, Japanese, and Chinese. You can select a language for your e-ticket through [View e-Ticket/Receipt] → [Send E-mail].
- If you purchased an e-ticket as a guest (non-member), you can sign up for the membership, log in, and find your e-ticket using the [Search other reservation] option.
- If you are unable to find your e-ticket on the Korean Air website or need your e-ticket for past travel, please reach out to your travel agency or our service center for assistance.

[Find e-Ticket](#) >



Q How can I purchase a transit exclusive domestic flight ticket?



Please see below for reservation and purchase of Transit Exclusive Domestic Flights (TEDF).

- Transit Exclusive Domestic Flights (TEDF) on Incheon-Busan/Daegu route are domestic flights operated exclusively for passengers connecting to/from international flights.
 - The TEDF and the connecting international flight must be issued together in a single ticket using the same payment method (paid tickets or award tickets).
- ※ Please check with your ticketing office on the possibility of adding TEDFs to international flight tickets you have already purchased.
- For a connecting international flight operated by other airlines, please check with the ticketing office of the connecting international flight on the possibility of purchasing tickets together with a Korean Air TEDF.

[Booking >](#)

[Learn More >](#)

Q How much is fuel surcharge?



Please see below for the fuel surcharge (the same amount is applied to both the paid and award tickets).

- Fuel surcharge is applied based on the ticketing date regardless of the boarding date and is pre-announced on a monthly basis.
- The fuel surcharge for overseas departures is indicated as the "Carrier Imposed Fee," and the amount varies depending on the region and boarding class.
- After ticket purchase, differences incurred due to the increase or decrease of fuel surcharge will not be charged nor refunded, respectively.
- If you refund your flight tickets, the unused fuel surcharge will be fully refunded.

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[Customer Support](#)



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