

## FAQ



ALL

SKYPASS

Use Mileage

Earn Mileage

Reservation/Seats

Change/Refund

Check-In (34)

**Q I lost my boarding pass that I printed after online check-in. Can I reprint it?**

If your printed boarding pass is lost or damaged after you check in online, you can always reprint it.

You can find your boarding pass on the website by selecting [ Check-In ] or [ My (My Account) → My Trips or Check-In ], and reprint it without limit while the online check-in is available.

Please use the last-printed boarding pass when you board the plane.

Click the link below to find your boarding pass online!

[My Trips](#) >**Q Am I eligible to get an online boarding pass after advance check-in?**

Online boarding passes are not issued to the following passengers. If you are not eligible, be sure to receive a paper boarding pass at the baggage drop counter at least one hour before departure for international flights and 30 minutes for domestic flights in Korea.

- Not eligible for online boarding pass
  - Passengers traveling with infants on international flights departing from Singapore
  - Children under 12 years of age and traveling to the Philippines or Canada
  - Passengers who have requested services requiring staff confirmation (e.g., traveling with pets, etc.)
  - Passengers who need a visa for entry into the destination country
  - Passengers traveling through airports that require the issuance of exchange vouchers in accordance with airport authority regulations

[Learn More](#) >**Q Can I check in online when traveling to a country that requires a visa?**

Online check-in may be available for some countries that require a visa. Depending on travel conditions, passengers may be issued a boarding pass or an exchange voucher, and online check-in may not be available depending on the immigration regulations of each country.

**Q Can I cancel online check-in?**

You can cancel your online check-in (or cancel your boarding pass issued) by clicking the [ Proceed ] link below.

- Check-in cancellation deadline



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

• Note

- If you want to change or cancel (refund) your itinerary after online check-in, you must cancel your check-in first to proceed.
- If you booked a flight as a guest, you will be required to enter the guest password you set at the time of booking.
- E-mail verification is required if you make a reservation outside of the Korean Air website and have not entered your airline membership number in your reservation.
- You can check in again for the same flight/passenger even after canceling check-in while online check-in is available.
- If you are unable to cancel your online check-in, please contact our service center for assistance.

[Proceed](#) >

## Q Can children traveling as unaccompanied minors check in online?



Online check-in is not available for children traveling as unaccompanied minors.

To ensure safe travel from departure to arrival, please visit the Korean Air counter to check in for a flight.

## Q Can I check in online when traveling on an international flight with infants or children?



Passengers traveling on an international flight with infants or children can also check in online.

- Depending on your travel conditions, boarding passes may not be issued.
- If you are unable to issue an online boarding pass, please get a paper boarding pass at the baggage drop counter at least one hour before flight departure.
- Restrictions on issuing boarding passes when traveling with infants or children
  - Passengers traveling with infants on international flights departing from Singapore
  - Children under 12 years of age and traveling to the Philippines or Canada
  - Children traveling with adults who have separate reservations

## Q Can I check in online when traveling with infants or children on a domestic flight in Korea?



Passengers traveling with infants or children on domestic flights in Korea can also check in online.

However, online check-in is restricted for children whose tickets are booked separately from their accompanying guardians.

- Infants and children are required to present documentation (such as resident registration certificate, health insurance card, passport, birth certificate, etc.) at the boarding gate for verification, so please have them ready prior to travel.

## Q Can I use a kiosk at the airport to check in for an international flight?



For international flights, passengers can check in at kiosks in the airport to select seats and print boarding passes conveniently.



• Kiosk check-in is available **up to 60 minutes before flight departure.**

\* The operating hours of some overseas airports may be reduced depending on airport circumstances

• Passengers can print their boarding passes at kiosks and check their baggage at the self-service bag drop counters or at the baggage counter.

• Kiosk check-in is not available in the following cases.

- Passengers flying with other airlines
- Passengers who are flying to countries where a visa is required
- Passengers who need verification regarding flight tickets
- Passengers who have requested a service which needs to be confirmed by airport staff (e.g., Unaccompanied Minor service, Stretcher service, Travel with Pets service, etc.)

[User Guide](#) >

## Q Can I use a kiosk at the airport to check in for a domestic flight in Korea?



For domestic flights in Korea, passengers can check in at kiosks in the airport to select seats and print boarding passes conveniently.

• The service is available **up to 30 minutes before flight departure.**

• Passengers can print their boarding passes at kiosks and check their baggage at the self-service bag drop counters or at the baggage counters.

• For any assistance with ticket change or other issues (e.g., unaccompanied minor service, wheelchair service, etc.), please visit the check-in counters.

Click the link below on how to use the kiosk!

[User Guide](#) >

## Q What are the procedures at the airport after advance check-in for a domestic flight in Korea?



After completing advance check-in, passengers on domestic flights in Korea will go through the following process until boarding their flights at the airport.

• Passengers with baggage to check :

Check baggage at self-service bag drop counter or check-in counter → Go through automated gate at departure hall → Go through security → Board

• Passengers with no baggage to check :

Go through automated gate at departure hall → Go through security → Board

If you are unable to issue an online boarding pass, please get a boarding pass at the baggage drop counter at least 30 minutes before departure time.



Customer Support	▼
Terms & Policies	▼
Others	▼
Top countries	▼

