

FAQ



ALL

SKYPASS

Use Mileage

Earn Mileage

Reservation/Seats

Change/Refund

Airport/Lounge (40)

Q I need information on Samseong-dong City Airport.

Samseong-dong City Airport is **closed** as of January 4, 2023.

[Learn More >](#)**Q I need information on KTX Gwangmyeong Station City Airport.**

Please see below for information regarding KTX Gwangmyeong Station City Airport Terminal.

• Eligibility

- Passengers who are boarding Korean Air international flights departing from Incheon International Airport on the same day

• Operating hours: 06:30 ~ 17:00 KST

- Check-in closes 3 hours and 20 minutes before flight departure.

• Note

- Flight tickets (purchase, changes, payment of excess baggage fees, etc.) and SKYPASS-related matters cannot be handled at KTX Gwangmyeong Station City Airport Terminal.

Find more information about how to use the city airport by clicking the link below.

[Learn More >](#)**Q What is the duty-free customs clearance allowance for travelers when entering Korea?**

Information on the duty-free exemption when entering Korea.

- It is possible to purchase goods worth up to USD 800 without paying any duty upon entering Korea.
- In addition to the above personal exemption, you can include 2L of alcohol (worth up to USD 400), 200 cigarettes (one carton), and 60 ml of perfume.

As of May 1, 2023, customs declaration procedures have changed in Korea, and travelers without items to declare do not need to submit a customs declaration form.

Q Do you have services for transferring passengers at Incheon International Airport?

Incheon International Airport provides a variety of programs for transferring passengers.

Click the link below to see more details.

[Learn More >](#)

Q What does CIQ (Customs, Immigration and Quarantine) mean?

If you have any inquiries for CIQ-related matters, please contact the relevant agencies (country's embassy or quarantine agency, etc.).

※ CIQ is short for Customs, Immigration, and Quarantine which are procedures you have to go through at the airport.

Q Please tell me about eligibility and requirements for reserving Korean Air Lounges in advance and about which lounges I can reserve.

Information on eligibility for advance Korean Air Lounge reservation and eligible lounges.

• Eligible passengers

- Korean Air passengers using Korean Air Lounge Awards (mileage) or lounge vouchers (flight numbers with KE)

- However, First Class passengers, Prestige Class passengers, and SkyTeam Elite Plus members can access the lounges without a reservation.

(*) Korean Air Lounge SkyPass Visa Vouchers can only be pre-booked for lounges at Incheon, New York (JFK), and Honolulu airports.

• Eligible Lounges

- Korea: Seoul (Gimpo, Incheon), Busan, Jeju

- Japan: Nagoya, Tokyo (Narita), Osaka(KIX Lounge Kansai), Fukuoka

- America: New York, Los Angeles(Oneworld lounge), Honolulu

See "Reserve Korean Air Lounges in advance below" for more details and to request a reservation.

[Reserve Korean Air Lounge in advance](#) >

Q Can I make a Korean Air Lounge reservation in advance without a voucher?

If you don't have a voucher, go to "Korean Air Lounge Award" and purchase a voucher with your mileage in order to reserve a Korean Air Lounge.

[Korean Air Lounge Award](#) >

[Reserve Korean Air Lounge in advance](#) >

Q What is the seating capacity in the lounges that are eligible for advance reservation?

Please go to "Reserve Korean Air Lounges in advance" and select the desired date and airport to check the seating capacity in real time.

The capacity may be reached quickly during peak seasons and weekends when demand is high.

[Reserve Korean Air Lounge in advance](#) >

Q I want to cancel or change my Korean Air Lounge reservation.

Changes or cancellations to Korean Air Lounge reservations can be made up to the reservation date.

• Cancel: Go to "Advance lounge reservation details" and cancel your lounge reservation.

• Changes: Go to "Advance lounge reservation details" and cancel your lounge reservation. After that, select the airport, date, and time you wish to change to and make a new reservation.

[Advance lounge reservation details](#) >

Q Do the lounges serve cup ramen?



Yes, at the Prestige(Garden East and Garden West) Lounges.

Incheon Airport Korean Air Lounge >

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