

FAQ


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Reservation/Seats (40)

Q How long is my flight?



Please see below on how to find the flight time.

To check the flight time online, click [Book Flights] below, select departure/arrival airports and boarding date on the website, and find the flight time for the selected flight.

[Book Flights](#) >

Q How can I find out how many seats for purchasable tickets are left on a flight?



• Please see below on how to check the seat availability for purchasable tickets.

To check the seat availability for paid tickets online, click [Book Flights] below, select departure/arrival airports and boarding date on the website, and find out how many seats are left on the selected flight.

- The number of seat availability shows up only when the available seats are 8 or fewer. However, when the available seats are more than 8, the number of seat availability does not show up.

- The cabin class may vary by aircraft type (e.g., prestige class not operated for Airbus A220-300).

[Book Flights](#) >

[Award Seats](#) >

Q I want to know the aircraft type for my flight.



Please see below on how to check the aircraft type and seat map for your flight.



- You can check the location of in-flight facilities (lavatory, Seats with baby bassinets, etc.) on the seat map.

• Click the [My Trips] link below → Click the [View Details] on the Reservation List → Click the [Aircraft Type] for your flight.

• Click the [Book Flights] link below → Enter Departure/Arrival airports and Boarding date → Click the [Search flights] → Click the [Details] to check the aircraft type.

For domestic flights, click the [Aircraft Type] for your flight on the list.

[My Trips](#) >

[Book Flights](#) >

Q Can I change or get a refund on a ticket for Korean Air's codeshare flight?



When you travel on a codeshare flight marketed by Korean Air and operated by another airline, Korean Air's fare rules apply to ticket changes and refunds.

You can find more information about ticket changes and refunds on your e-ticket.

Q I keep experiencing errors when I try to select a seat in advance. What should I do?



If you're not able to select a seat in advance, please check the service eligibility and available hours again.

[Learn More](#) >

Q I was notified of my flight schedule change (route, class) by Korean Air. What should I do?



If a flight route or class is changed, Korean Air sends you [Flight Schedule Change Notice] via email, text message, and KakaoTalk notification.

- Your ticket office will contact you soon to reschedule your flight or to change your ticket.

- Please contact a third-party travel site or agency you originally booked if you didn't book a flight on our website or service center.

- **If you would like to request a refund, click the [Request refund (login required)] link to proceed.**

- If there is no [Request refund] link in the email (or notification message), you can click the [Check your schedule] link and find your reservation to proceed with the refund request.



- If you want to change the new flight to a different flight or request a refund, please contact your ticket office for assistance.

[Schedule Check >](#)

[Request Refund >](#)

Q I was notified of my flight schedule change (cancellation) by Korean Air. What should I do?

If a flight is canceled, Korean Air sends you [Flight Schedule Cancel Notice] via email, text message, and KakaoTalk notification.

- Your ticket office will contact you soon to reschedule your flight or to change your ticket.
- Please contact a third-party travel site or agency you originally booked if you didn't book a flight on our website or service center.
- **If you would like to request a refund, click the [Request refund (login required)] link to proceed.**
- If there is no [Request refund] link in the email (or notification message), you can click the [Check your schedule] link and find your reservation to proceed with the refund request.
- If you want to change the new flight to a different flight or request a refund, please contact your ticket office for assistance.

Q How do I reserve a seat in advance for domestic flights in Korea?

You may request or change (confirm) your Advance Seat Selection for domestic flights after searching for your booking.

- Requesting
 - Prestige: From booking a flight to 24 hours before departure
 - Economy: From purchasing a flight ticket to 48 hours before departure
 - * Seat selection may be limited according to your booking class or membership tier.
- Changes
 - After looking up your booking, click the [seat icon] > Select new seat
 - * If you are not a member, enter your booking password or complete identity verification (SMS message or email) to change your seat.
- You can also select your seat directly through the Korean Air website or app, or change your seat through the travel agency you purchased the flight from.
- See below for the seat selection instructions to view each stage from [See Advance Seat Selection instructions].

[Proceed >](#)



Q How do I purchase a seat in advance? Also, how do I request a refund for the purchased seat?

To purchase/change/refund a purchased seat option on international flights, click the link below and retrieve your reservation → the image for a seat or [Display More → Seat Assignment].

For a refund, select your reservation and click the [Purchased service refund] button on the Change/Refund itinerary section.

- Purchase/change/refund availability: From purchasing your ticket to 48 hours before departure
 - * From 48 hours before flight departure to before the closing of check-in: Extra legroom can be purchased at Korean air's website, mobile app, ticket counter in the airport, and check-in counter & boarding gate at the Incheon Airport.
- Please note that you may be reassigned to a different seat if you are determined at the origin airport or on board to be ineligible for the Extra Legroom Seat, and the purchased Extra Legroom will not be refunded.
- The payment will be processed in the currency of the country of the first departure. You can purchase in local currency by applying the exchange rate at the time of booking. (However, flight ticket payment currency is applied when purchasing on the website and mobile app.)
- Purchased seat options can be changed within the same flight and date. To change flights, please cancel the original purchases and buy new seat options.
- If you want to change to a seat without options (free seat) after purchasing a seat option, you can select the free seat after the paid seat is refunded.
- Purchased seat options cannot be canceled or refunded within 48 hours before flight departure and will not be refunded even if a ticket is canceled.

Proceed >

Q I want to consolidate several reservations into one.

If you want to consolidate several flight reservations into one, please contact our service center or your travel agency for assistance.



About Korean Air



Customer Support



Terms & Policies



Others



Top countries

