

FAQ



ALL

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Check-In (34)

Q What is the departure procedure for domestic flights in Korea?



Please see below for the departure procedure for domestic flights in Korea.

① Check-in and Baggage drop-off: **Close 30 minutes before flight departure.**

- Please arrive at the airport well in advance, allowing sufficient time for check-in and security screening.

② Security Screening

③ Boarding: Starts 20 minutes before flight departure; closes 10 minutes before flight departure

[Boarding Guide](#) >

Q In addition to my ticket, what else do I need to show when I check in for my international flight?



Passengers must present the following when checking in for international flights.

- Valid passport
- Visa required for entry into the destination
- E-Ticket- Upon entry, some countries require e-tickets for return or connecting flights. Please have your e-ticket confirmation ready.

- Check the expiration date of your passport. Most countries will not permit entry if the expiration date of the passport is within six (6) months from the first day of travel.

- Without the required documents, passengers may be denied boarding at check-in. Pursuant to the General Conditions of Carriage, Korean Air shall not be liable for any damages or losses incurred thereby.

[Learn More](#) >

Q How do I apply for an ESTA?



Passengers can obtain an ESTA (Electronic System for Travel Authorization) approval on the official ESTA website operated by the U.S. government.

•Passengers are recommended to apply for an ESTA at least 72 hours before their departure to the U.S. in case of a delay in the screening process.

•For more information including eligibility for ESTA application and the fees, please visit the official ESTA website or contact the U.S. embassy.

If the purpose for obtaining an ESTA approval is not for a short-term visit or business, please contact the U.S. embassy or consulate. Click the link below to apply for an ESTA online!



[Apply >](#)

Q How do I apply for a Canada eTA?



Passengers can obtain an eTA (Electronic Travel Authorization) approval on the Government of Canada's eTA website.

•Passengers are recommended to apply for an eTA at least 72 hours before their departure to Canada in case of any delay in the screening process.

•For more information including eligibility for eTA application and the fees, please visit the official eTA website or contact the Canadian embassy.

If the purpose for obtaining an eTA approval is not for a short-term visit or business, please contact the Canadian embassy or consulate.

Click the link below to apply for eTA online!

[Apply >](#)

Q How do I apply for a New Zealand eTA?



You can obtain your NZeTA (New Zealand Electronic Travel Authorization) on the New Zealand government official website or mobile app.

- Passengers are recommended to apply for an NZeTA at least 72 hours before travel to New Zealand in case of any delay in the screening process.
- For more information including eligibility for NzeTA application and the fees, please visit the official NzeTA website or contact the New Zealand embassy.

※ Mobile app: Find "NZeTA" and free download on Google Play or Apple store.

If the purpose of obtaining an NZeTA approval is not for a short-term visit or business, please contact the New Zealand embassy or consulate.

Click the link below to apply for NZeTA online!

[Apply >](#)

Q How do I apply for an Australia ETA?



Passengers can obtain an ETA (Electronic Travel Authority) approval on the Government of Australia's ETA mobile app "Australian ETA."

Please visit the official ETA website or contact the Australian embassy for details on e-visa issuance eligibility, fees, etc.

[Apply >](#)

Q How can I get an emergency exit row seat?



Emergency exit row seats are assigned on the day of the flight at the airport to passengers 15 years of age or older who can understand flight attendants' instructions and help other passengers exit the aircraft in an emergency evacuation.

Passengers who have purchased economy class tickets for international flights (codeshare flights not included) can purchase emergency exit row seats (or seats with extra legroom) in advance.



Q Can I get a paper boarding pass at the airport after online check-in?



After online check-in, you can reprint your boarding pass when you get to the airport.

If you have completed the online check-in and need to reprint your boarding pass, please visit the baggage drop counter and ask our staff for assistance.

To find out detailed information about the check-in counter, click the link below, and select the [Region] and [Worldwide Airport] → [Search] → [Branch] → [Check-in Counter] links.

[Learn More](#) >

Q How do I find my boarding gate?



The boarding gate and the boarding priority will be printed on your boarding pass after check-in.

•Boarding Priority

- ① Passengers with infants/children and/or requiring special assistance, and senior travelers.
- ② First class passengers, Prestige class passengers, and SkyPriority passengers
- ③ Zone 1 ticket holders - As the boarding gate number may be unavailable or changed depending on airport conditions, please check your boarding gate again at the airport.

Q What is automated check-in?



See below for the Automated Check-in Service.

• **Requesting or canceling automated check-in:** Available from the time of ticket purchase to 48 hours before departure

- You can request or cancel automatic check-in by clicking the [Auto Check-In Now] link on the page that opens by clicking the [Learn More] link below.

- When a passenger with an individual reservation selects a seat in advance for a domestic flight in Korea, auto check-in is automatically applied at the same time.

• Assigning a seat

- If you apply for advance seat allocation, you will be checked in on the seat you select, and if you do not apply for it, you will be checked in to a random seat.

• Issuing a boarding pass

- Once the check-in process is automatically completed 24 hours before your flight departure, you will receive your boarding pass by email or mobile phone in Korea.

• Changing a seat after completing automated check-in

- For 48 hours before flight departure (Economy Class), 24 hours before flight departure (Prestige / First Class): Changes can be made by clicking the [Preselect Seats] link below.

- For 48 hours ~ 1 hour before flight departure (international flights), 48 hours ~ 30 minutes before flight departure (domestic flights in Korea): Changes can be made by clicking the [Change a Seat on the Online Check-In] link below.

Click the [Learn More] link below to find more information and apply for the Automated Check-in!

[Learn More](#) >



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