

FAQ



ALL

SKYPASS

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Reservation/Seats

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In-Flight (27)

Q What is the noise level in a cabin?

The in-cabin noise level has been reduced thanks to improved seats and noise-proof walls.

In general, it is not too loud but you may feel slight discomfort if you are seated near the engine during takeoff or landing.

[Tip] You may ask cabin crews for earplugs.

[Learn More >](#)**Q Can I use a portable humidifier in a cabin?**

According to the Aviation Safety Act in Korea, you are not allowed to use portable humidifiers on board to prevent the effects of electromagnetic interference on the aircraft and communication systems.

Q I want to specify the size for my first class in-flight comfort clothing.

Click the link below and select [View Details] → [Display More] on your reservation to specify your size!

- In-flight comfort clothing is available for first-class passengers on a flight of long-haul flights, and its size can be specified up to 48 hours before flight departure.

[Proceed >](#)**Q Do I have to wear a mask for Korean Air flights?**

In accordance with the Korean government guidelines, the requirement to wear a mask on public transportation has been lifted, but wearing a mask is strongly recommended on board for the safety of passengers and staff.

In some countries, it is mandatory to wear a mask at the airport or on board, so please check the link below for details by country.

[Learn More >](#)**Q Do you have first aid medicines on the plane?**

You should carry your own first aid items and medication for your safe trip.

Examples: Digestants, fever/pain/anti-inflammatory medication, disposable bandages, motion sickness medication, antidiarrheal medication, etc.

[Learn More >](#)

You can communicate with anyone even while flying.
Try Korean Air Wi-Fi on your phone, tablet, or laptop.

Korean Air Wi-Fi is available on flights where the operating aircraft are Boeing 737-8, 787-10 and Airbus A321-neo, and the Wi-Fi service will eventually be available on all aircraft types (based on July 2024).

* You can check to see if the aircraft is eligible for Korean Air Wi-Fi service by finding your itinerary.

[Learn More](#) >

If you have any inconveniences while using the in-flight Wi-Fi, please contact the customer support center at the email address or phone number listed on the Wi-Fi purchase receipt.

Panasonic

- E-mail: khelpwifi@panasonic.aero
- Phone number: 080-880-0350 (Free / only available in Korea), 82-2-3498-5904
- Business hours: 09:00 - 17:00 on weekdays in Korean time (Korean/English language only)

Viasat

- E-mail: khelpwifi@i-wifisupport.com
- Phone number: 080-870-3116 (Free / only available in Korea), 82-2-2071-7363
- Business hours: 24/7 (Korean/English language only)

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