

FAQ

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In-Flight (27)

Q What is the SKY Program?



Please see below for the SKY Program which is in-flight entertainment.

SKY Program is Korean Air's in-flight entertainment program which you can enjoy using the onboard AVOD or your mobile device to listen to music or to watch Hollywood blockbusters as well as popular shows, dramas, and sports from Korea, Europe, Asia, and other countries.

Click the link below for more information!

[Learn More](#) >

Q What is ISPS?



ISPS, short for In-Seat Power System, is a power installation for passengers to use and charge personal electronic devices such as laptops from their seats.

Q I want to know about the playlists of music offered on board.



On Korean Air flights, you can enjoy a variety of songs and playlists including classical music, K-pop, pop, Chinese music, Japanese music, world music, jazz, theme, boarding music, kids' songs, audiobooks, and many more.

Click the link below to discover our great selection of playlists offered on board!

[Learn More](#) >

Q Where can I find seat features?



Click the link below to find information about seat features and seat maps by aircraft type and cabin class can be checked.

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

[Learn More](#) >

Q Can I exchange/return duty-free items purchased on board?



Please see below on how to exchange and return in-flight duty-free items.

- If the duty-free items purchased on board have problems, you can return the items for an exchange or refund within 20 days from the date of receipt.

- To exchange or request a refund for duty-free items, please contact the following: Within Korea: 080-656-4545 (Free) / Overseas: +82-32-202-5288 (Business hours: 08:30 - 17:30 KST)



• E-mail: skymall@koreanaircnd.com

• SKY SHOP website: [Q&A] section under Customer Service (Korean Language Only)

※ If you request by e-mail or the SKY SHOP website, please include the product name, your name, contact number, and email address.

[SKY SHOP](#) 

Q How can I order in-flight duty-free items?



Please see below on how you can in-flight order duty-free items.

• In-flight purchase: You can purchase duty-free items on board from our cabin crew using the SKY SHOP catalog placed in the seat pocket.

- Pre-ordering for duty-free items is required a minimum of 72 hours between the time your flight arrives at your destination and the time your return flight departs. Please fill out the pre-order forms placed in your seat pocket. (However, a minimum of 48 hours are required for flights between Korea and Japan/China (excluding Hong Kong), and flights KE621/2.)

• By phone or KakaoTalk: Orders can be placed up to 48 hours before flight departure from Korea.

- Within Korea: 080-656-4545 (Free) / Overseas: +82-32-202-5288 (Business hours: 08:30 - 17:30 KST)

• Purchase on the SKY SHOP website (Korean Language Only): The time limit to order varies depending on the flight schedule. Please check your order availability on the website.

Click the link below to order on the SKY SHOP website!

[SKY SHOP](#) 

Q What are the payment options for purchasing in-flight duty-free items?



Duty-free items can be purchased **on board** either with credit cards or cash.

•< Credit Card

- You can purchase up to USD 1,500 (or equivalent in KRW) per card.

- Duty-free item(s) exceeding KRW 50,000 purchased with a credit card issued in Korea can be paid in installments over 2 to 12 months.

- Visa Electron, debit cards, bank check cards, and cards under other persons' names cannot be used in flight for payments.

•< Cash

- Korean Won (KRW), US Dollar (USD), Japanese Yen (JPY), European Euro (EUR) and Chinese Yuan (CNY) are accepted.

- In Korea, cash receipts cannot be issued for duty-free items purchased in cash.

When purchasing through **the SKY SHOP website**, you can pay by wire transfer or with a credit card based on KRW, and you can use a discount voucher issued by deducting mileage.

Q What kind of duty-free products does Korean Air offer on board?



Please see below for the duty-free products offered on Korean Air's flights.

• Duty-free products include:

- Liquor, cigarettes, cosmetics, perfumes, dietary supplements, electronics, watches, fashion goods, chocolates, pens, gifts, and more.

• You can find more information on the SKY SHOP website (Korean Language Only) or in the SKY SHOP magazine placed on board.

[SKY SHOP](#) 



Q What is the humidity in a cabin? ^

Airplane cabins are dry with a humidity of 10-20%. In low relative humidity conditions, you may feel discomfort caused by dryness in the skin, eyes, and nose.

[Tips]

- Drink plenty of water or beverages such as juice to keep you hydrated.
- Drinking alcoholic beverages, coffee or black tea may cause dehydration.
- It is recommended to wear glasses instead of contact lenses to prevent dry eyes and inflammation.
- It is also a good idea to use moisturizers and water sprays for your skin.

[Learn More](#) >

Q What is the air pressure in a cabin? ^

The cabin air pressure is maintained at the same level as at the altitude of 5,000 - 8,000 feet (1,524 - 2,438 m) and has no significant effect on healthy people.

[Tips]

- Drink water or yawn to relieve ear pain resulting from pressure changes during takeoff or landing.
- Close your mouth, hold your nose, and gently blow out through your nose.
- For children, give them something to eat and a baby bottle.

[Learn More](#) >

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