

## FAQ



ALL

SKYPASS

Use Mileage

Earn Mileage

Reservation/Seats

Change/Refund

Airport/Lounge (40)

## Q Where are the lounges operated by Korean Air?



You can find more information about each lounge on our website or mobile app.

- Korea: Seoul (Gimpo, Incheon), Busan, Jeju
- Japan: Nagoya, Tokyo (Narita), Fukuoka
- America: New York, Honolulu

[Learn More](#) >[Check out our chatbot for details on Lounge Access!](#) >

## Q Are there any STPC services (lounge/hotel) for transit passengers on Korean Air Flights?



If you are connecting at Incheon on a Korean Air flight, you are eligible for services on the ground, such as lounge or hotel access, only if the services were reserved before the start of your trip.

- Routes and available dates for services
  - Oceania ↔ Europe (excluding Middle East/CIS): Continuously
  - Mainland China, Hong Kong, Taipei, Ulaanbaatar ↔ Americas (excluding Guam): Until March 31, 2026
  - Japan ↔ Europe (excluding Middle East/CIS): Every year from November 1 to the end of March of the following year
  - Japan ↔ Oceania: Every year from April 1 to the end of October
- Services provided: Lounge and/or hotel services

The availability and types of services provided may vary depending on factors such as the conditions of your airline ticket, service restriction periods, or whether or not you can enter Korea. For questions, please contact the places you have reserved.

## Q Where can I find information about Korean Air's airport offices around the world?



Click the link below to find information about the airport branch where Korean Air flies!

- On the website, search for an airport that you're interested in and select [ Branch → Check-in Counter / Ticketing / Airport Office ] to find information including check-in counter location, operating hours, and more.
- Please contact your local service center for ticketing-related inquiries outside the ticketing counter and airport office hours.
- If you apply for a seat upgrade at the airport on the day of departure, service may be restricted depending on local situation.



## Q Where can I find information about Korean Air's lounge?



You can find information on Korean Air lounges in airports where Korean Air flies by clicking the link below.

- On the website, search for an airport that you're interested in and select "Lounge" to find information.

[Find Lounges](#) >

## Q Where can I find information about flight connection in the airport?



You can find information on how to transfer at airports where Korean Air flies by clicking the link below.

On the website, search for an airport that you're interested in and select "Transfer" to find information including baggage connections, transfer check-in counter location/operating hours, and more.

[Airport Info](#) >

## Q How do I transfer at Incheon International Airport when flying transit exclusive domestic flights in Korea?



Please see below on how to transfer at Incheon International Airport when you travel with Transit Exclusive Domestic Flights (TEDF) on Incheon-Busan route.

- When transferring at Incheon International Airport, passengers cannot leave the Departures or Arrivals halls and do not need to collect their baggage.
- Passengers cannot stop by duty-free shops when they transfer from an international flight to a domestic flight at Incheon Airport.
- When transferring from international flights to the TEDF at the Incheon Airport, customs inspection and quarantine are all done at Busan Airport, the final destination.
- Check-in at Busan Airport should be completed at least 40 minutes before departure at the international terminal.

Click the link below for more information about TEDF.

[Learn More](#) >

## Q Who can use the SkyTeam Lounge?



SkyTeam lounge is available to SkyTeam Elite Plus members and SkyTeam First Class and Prestige (Business) Class passengers traveling on flights operated by SkyTeam airlines. Please present your boarding pass and elite plus card upon entering the lounge.

Korean Air Morning Calm Premium Club members and Million Miler Club members are eligible for SkyTeam Elite Plus member's benefits.

## Q Can Morning Calm Club members use the Korean Air Lounge?



SKYPASS Morning Calm Club members have access to Korean Air Prestige lounges operated by Korean Air when flying economy class on Korean Air.

• Conditions:

- **Up to four times during the two-year membership period**  
(You can check the Morning Calm Club Lounge vouchers by clicking the [SKYPASS Voucher] link below.)

- Available to passengers flying Korean Air (flight number starting with KE).



- Available to accompanying passengers flying Korean Air (flight number starting with KE) on the same day by redeeming lounge awards.

- Lounge access is available on the day of travel at your departure airport.

- Lounge access may be subject to availability.

• 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

Find [ Worldwide Airport Lounges ] by clicking the link below.

[Find Lounges >](#)

[SKYPASS Voucher >](#)

## Q Who can use the Korean Air Lounge at Incheon Airport?



As of August 18, 2025, A part of Korean Air Lounges in Incheon International airport are temporarily closed for renovation, so please see the details below for the lounge that can be used by passengers who are eligible for lounge access during this time.

### Eligible Passengers for Miler Club

1. First Class passengers (who purchase a ticket from Korean Air or Delta, and board flights operated by Korean Air)
2. Accompanying passenger SKYPASS Million Miler Club, Morning Calm Premium Club and SkyTeam Elite Plus members boarding First Class.
3. SKYPASS Million Miler Club and Morning Calm Premium Club members boarding Prestige Class.
4. Accompanying passenger SKYPASS Million Miler Club and Morning Calm Premium Club members boarding Prestige Class.
5. KE Operating (Other Airline Marketing) boarding First Class passenger

### Eligible Passengers for Prestige

1. Prestige Class passengers
2. a SKYPASS Million Miler Club and Morning Calm Premium Club member in Economy Class.  
\* 1 accompanying passenger on one of SkyTeam carriers
3. SkyTeam Elite Plus members  
\* 1 accompanying passenger on one of SkyTeam carriers
4. SKYPASS Morning Calm Club members  
\* Entitled to access Korean Air Prestige Lounges owned by Korean Air only, up to four times during the 2-year membership period.  
\* Access available to an accompanying passenger with additional deduction from the access mileage allowance  
\* Lounge access is available on the day of the travel at your departing airport and may be subject to lounge availability.
5. Mileage redemption passengers using Korean Air Lounge Award  
\* Lounge access is available on the day of the travel at your departing airport and may be subject to lounge availability.
6. Prestige Class Passengers on Korean Air operating flights

[Learn More >](#)

## Q I want to accompany my kids to the lounge for free. Is that possible?



• For lounge access, children who are 2 years of age or older require a lounge coupon or the same amount of SKYPASS mileage deduction as adults. However, infants under 2 years of age can access the lounge free of charge.

About Korean Air

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Top countries

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