

FAQ



ALL

SKYPASS

Use Mileage

Earn Mileage

Reservation/Seats

Change/Refund

In-Flight (27)

Q What items are included in the Amenity Kit?



Our amenity kits are collections of essential travel items provided on international flights. Each kit contains select comfort products designed to enhance your in-flight experience. For each cabin class, the following items are offered in the amenity kit:

- First and prestige class: The amenity kit features cosmetics from a British high-end jewelry brand, Graff, paired with travel essentials such as a toothbrush and sleep mask in an elegant pouch.
- Economy class: Our Economy Class amenity offerings are route-optimized to provide appropriate comfort essentials for your specific journey. Passengers on long-haul international flights receive dental care products and slippers. For shorter routes, slippers are provided based on flight duration, while dental hygiene products remain accessible in lavatories or upon request.

Q Does Korean Air offer earphones (headphones) on board?



We provide earphones (headphones) for passengers on international flights to enjoy in-flight entertainment.

- Onboard headphones for children are available to passengers between the ages of 2 and 11 on international flights. Also, they can be provided to infants upon request from their parent or guardian.
- On some aircraft (A220-300, B737-8), in-flight entertainment contents can be accessed with your mobile devices instead of monitors on the seat. Please bring your own earphones (headphones).

[Wireless AVOD](#) >

Q Can I use my own convenience items on board?



For passengers' safety and convenience, personal convenience items such as a bedbox or leg hammock, etc. that may limit access to the aisle or emergency exits, or cause inconvenience to other passengers cannot be used on board.

Q What types of in-flight movies do you play?



To keep you company throughout your flight, we have a variety of in-flight video and audio content including Hollywood hits, European and Asian movies, animation for our young passengers, documentaries, dramas, sports programs, and more.

Enjoy your flight with the wide range of movies we have prepared for our passengers.

[Learn More](#) >

Q I want to know about the in-flight service plan.



You can find information on in-flight service plans for international flights by clicking the link below (must enter departure/arrival airports or flight number).

※ The order of services may vary depending on the aircraft type, departure time, flight time, or situation on board.

[Service Plan](#) >

Q Can I use an electronic device on a plane?



Please see below for using electronic devices on a plane.

You can use your smartphone, tablet PC, mp3 player, and gaming device at any time during the flight as long as its wireless communication is disabled (i.e. airplane mode).

You can call or send a text message on the phone only when the airplane has been landed and outside the runway heading towards the taxiway. In addition, you may not use these devices when requested by cabin crew.

Q What kind of gifts are offered to children in the cabin?



Please see below for children's in-flight gifts.

• International flights

* For flights departing from Korea

- Long-haul routes: One item provided based on the route, such as a beach towel, hooded beach towel, neck pillow, or slippers
- Medium-haul routes: A beach towel or a doodle book
- Short-haul routes: An activity pack (coloring book)

* For flights departing from countries other than Korea

- Long-haul routes: Either sleep socks or an airplane model keyring
- Medium-haul/Short-haul routes: A 3D airplane craft

※ Gifts provided vary depending on the route and season, and items are subject to change.

• Domestic flights in Korea: None

Q What type of voltage system is used on board?



Please see below for the in-flight power outlet.

• The voltage of the power supply is 110V/60Hz, and each outlet can supply power up to 75W - 150W depending on the aircraft.

- The outlet supports various types of plugs, but you may need a special adapter to use certain types of plugs.

- When charging via power supplies and USB ports, charging may be slow or difficult depending on the specifications of the individual electronic device.

• In-flight power outlets are installed in all first-class/prestige seats (excluding Boeing 737-900) and can be shared by each seat group in economy class.

Q What is the temperature in a cabin?



In general, the cabin remains between 23°C and 25°C.

[Tip] It is recommended to wear long-sleeved lightweight clothes to be comfortable.

[Learn More](#) >



Q

I want to know about Korean Air in-flight wireless entertainment.

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Please see below for information about wireless AVOD.

(A220-300, B737-8) Enjoy free wireless in-flight AVOD with your PED. It enables you to explore a variety of free in-flight entertainment contents. Please make sure to bring your own earphones.

※ Please refer to the User Guide in the in-flight magazine (Morning Calm) for details.

Click the link below for the wireless AVOD user guide.

User Guide >

- About Korean Air
- Customer Support
- Terms & Policies
- Others
- Top countries

