



incheon international airport

By phone

Call IIA Information with any questions about Incheon International Airport.
Tel: 1577-2600

Internet Service

The detailed information on airport facilities, aircraft departure and arrival times, arrival exit number and much more is available on the Incheon International Airport website of www.airport.kr.

Mobile Services

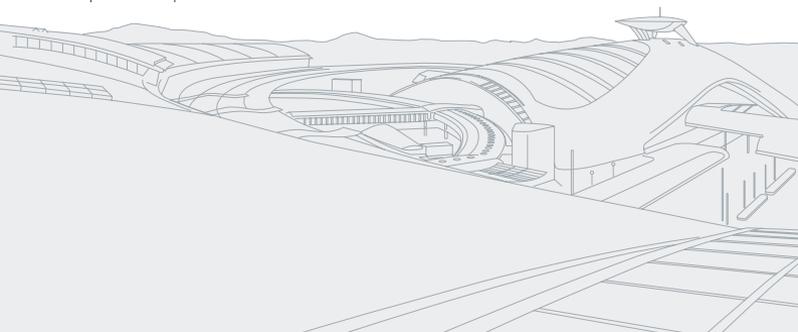
The Incheon International Airport provides travelers with a variety of mobile services available for mobile phone users including mobile check-in and information on commercial facilities, check-in and traffic.

At the Terminal

Information Counters, electronic display boards, and automatic guide systems (KIOSK) provide real-time, user-friendly information.



2850 Unseo-dong, Jung-gu, Incheon 400-700, Republic of Korea
Tel. 1577-2600
Fax. 032-741-2450
<http://www.airport.kr>



Airport Guide ?

Incheon International Airport



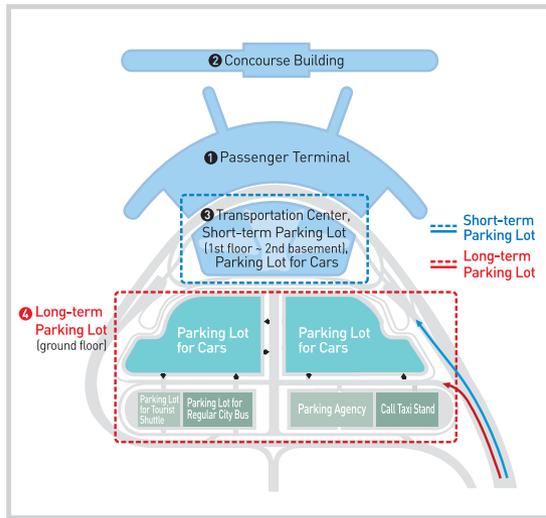
Getting to Incheon Int'l Airport (IIA)



Access Roads to Incheon Int'l Airport Expressway

- ① **Gangbyeunbungho Jct.**
Northern and Northeastern Seoul
- ② **88 Olympic Expressway Jct.**
Yeouido, Southern Seoul and Eastern Gyeonggi Province
- ③ **Gimpo Airport IC**
Gimpo Airport and Western Seoul
- ④ **No-oh-ji Jct.**
Expressways Linked with Seoul Beltway (Gyeongbu, Seohae-an and 1st & 2nd Gyeongin Expressways)
- ⑤ **Buk-Incheon IC**
Northwestern Incheon

Description of Facilities at Incheon International Airport



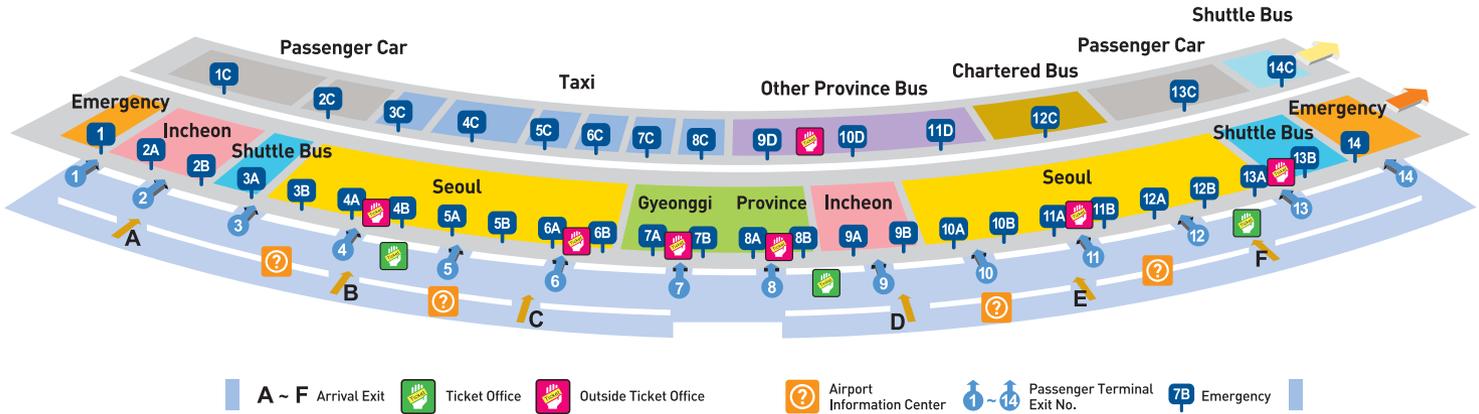
Description of Facilities at Incheon International Airport

- ① **Passenger Terminal** : The passenger terminal at Incheon International Airport is designated to serve domestic airlines and destinations through the boarding gate of 1 through 50 as well as to process the entry into and departure from the country. It provides passengers with a variety of state-of-the-art convenience facilities for a quick and pleasant boarding process. Passengers are also able to enjoy duty-free shopping at AIRSTAR, a newly renovated commercial complex.
- ② **Concourse Building** : The Boarding Building is designated to serve international airlines and destinations through the boarding gate of 101 through 132. Passengers use the Starline to move from the Passenger Terminal to the Boarding Building. Passengers are also able to enjoy a variety of convenience facilities as well as newly expanding commercial complex, airliner lounges and museum.
- ③ **Transportation, Short-term Parking Lot** : Located in the front side of the Passenger Terminal the Traffic Center monitors and controls the traffic that is transferred to and from the Passenger Terminal. The airport is also equipped with a Short-Term Parking Lot (1st basement ~ 2nd basement) for airport customers with a capacity to accommodate up to around 5,000 vehicles as well as convenience facilities, a train station and waiting lounges.
- ④ **Long-term Parking Lot** : The long-term parking lot is divided into several parking areas designated for car, bus, and taxi as well as outdoor parking space with a shuttle operated from the parking lot to the arrival floor (1st floor) of the Passenger Terminal every 8 minutes from 06:00 to 22:00 and every 16 minutes from 04:10 to 06:00 and from 22:00 to 00:58 of the following day.
※ Airport Valet Parking : The airport valet parking service is available on the 3rd floor of the east wing of the Passenger Terminal near passenger pick-up area.
- ⑤ **International Business Complex** : Located at the south of the Passenger Terminal of the Incheon International Airport, the hub airport of the northeast Asia, the International Business Complex is aimed to facilitate global transactions and businesses through development of world-class accommodation facilities, business centers, shopping malls and various administrative support facilities.



Bus Information

Route information and ticket booths for buses to Seoul, Incheon and nearby areas are located at bus stops outside each exit on the 1st Floor (Arrivals). For details, go to the nearest Bus Information Counter. (Tel. 032-741-6400)



Information on Taxi Stand

Taxi stands are located outside exits on the 1st Floor (Arrivals), and are divided according to type (regular, deluxe & jumbo) and destination (Seoul, Incheon & Gyeonggi Province, etc.)

3C	Taxi to Youngjong & Yongyu	4C	Deluxe Jumbo Taxi	5C	Taxi to Seoul City
6C	Taxi to Gyeonggi Province	7C	Taxi to Incheon	1C, 2C, 13C	Passenger Car
12C	Chartered Bus	14C	Shuttle Bus		



Information on Shuttle Bus

Airport Shuttle Bus

The parking lot of the Incheon International Airport is divided into a long-term parking lot and a short-term parking lot with different charge rates for each and the shuttle bus from the long-term parking to the Passenger Terminal is operated every eight minutes.

Shuttle Bus between Passenger Terminal and Long-term Parking Lot

- Where to get in and out of vehicle : First Floor (Arrival Floor) 3B, 13B Bus Stand
- Operation Frequency : Approximately every 8 minutes

Shuttle Bus between Passenger Terminal and Cargo Terminal

- Where to get in and out of vehicle : Third Floor (Arrival Floor) No.3, 12 Bus Stand
- Operation Frequency : Approximately 8~20 eight minutes
- Route : Passenger Terminal → Hyatt Hotel → Cargo Terminal of the airport building → Airport Support Complex



Information on Airport Railway

Item	Railroad Course	First train / Last train Time	Transit Headway	Stoppage Station
Regular Train	Gimpo Airport Station ~ Incheon International Airport	05:41 / 23:46	12.0	All stations
Express Train	Gimpo Airport Station ~ Incheon International	06:00 / 22:00	60.0	None

Handicapped Facilities

- Station : Exclusive restroom for the handicapped, Elevator, Information map, Braille induction guide block, Voice induction guide
- Train : Every train is equipped with a space designated for a wheel-chair.

Information on Airport Railway

- Tel : [032] 745-7788

Railway Lost and Found (Gimpo Airport Station)

- Tel : [032] 745-7777

Information on airport train reservation

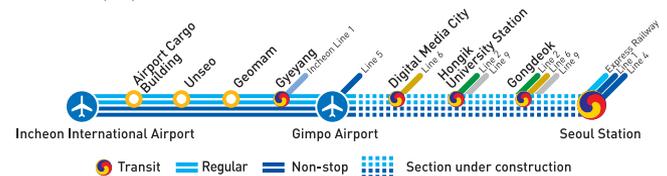
- www.arex.or.kr

Emergency phone number

- Tel : [032] 745-7303

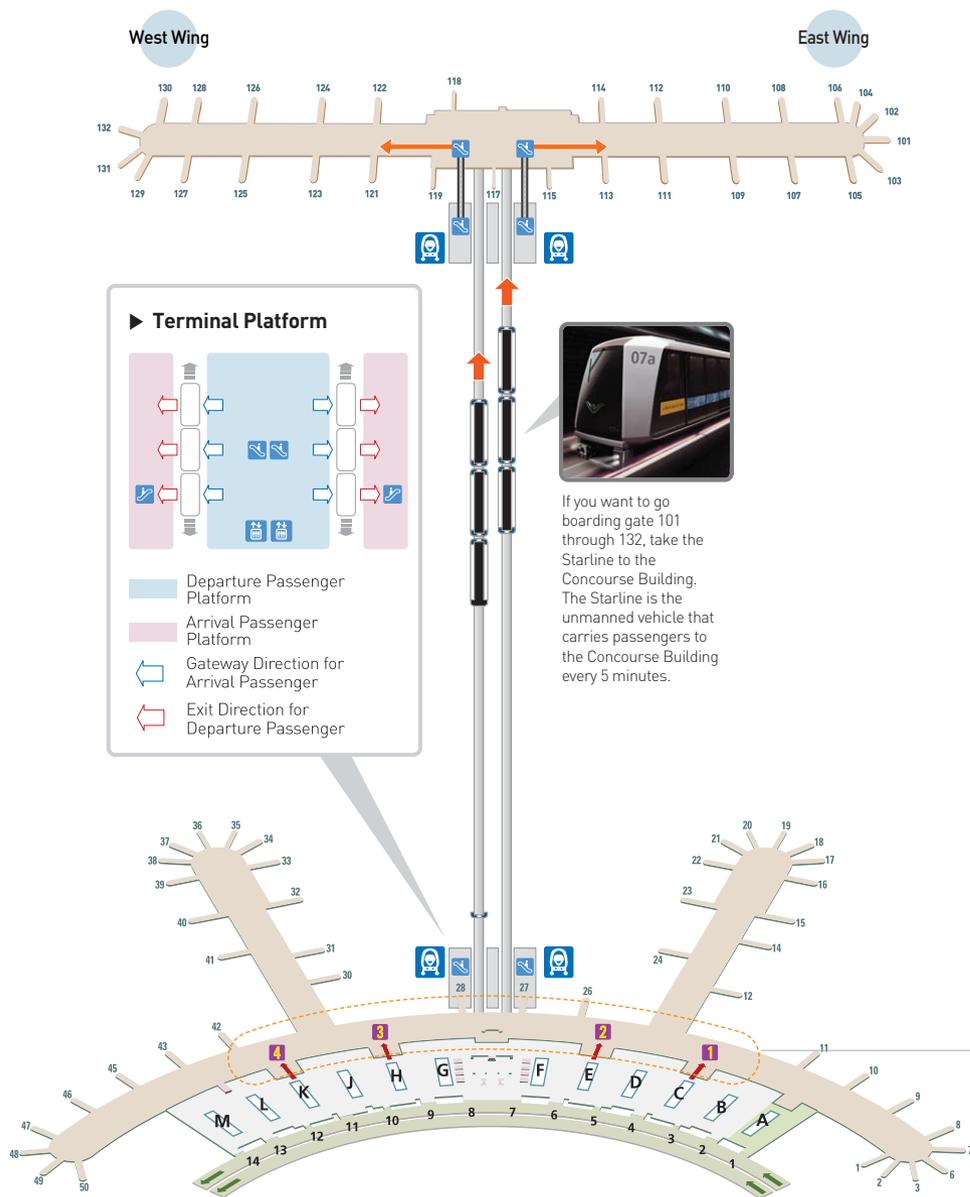
Approximate Express Train Time to the destination / [unit : minute]

Approximate Regular Train Time to the destination	Gimpo Airport	Gyeongang	Geomam	Unseo	Airport Cargo Building	Incheon International Airport
6.0						28.0
11.5	5.0					
25.5	19.0	13.5				
29.5	23.0	17.5	3.5			
33.0	26.5	21.0	7.0	3.0		



Information on Express Railway

Please, ask at KORAIL Desk next to the Exit No.7, the first floor [032] 741-7788



▶ Departure Procedure

A Check-in and Baggage Registration
Passengers check in and hand over baggage which is registered and checked.



Move to the Departure Gate **1 ~ 4**

B Customs Declaration
Passengers with expensive items should declare at the customs declaration.



C Security Check
Passengers have items that are carried into an aircraft checked for safety reason.



D Immigration Desk
Passengers present their visa and boarding pass to the immigration desk.



Boarding Gate 101~132 of the Concourse Building :
Passengers who go to the boarding gates of 101 through 132 are advised to take the Starline to move to the Concourse Building.

Terminal Boarding Gate 1-50 : The boarding gates of 1-50 are located at the Passenger Terminal.

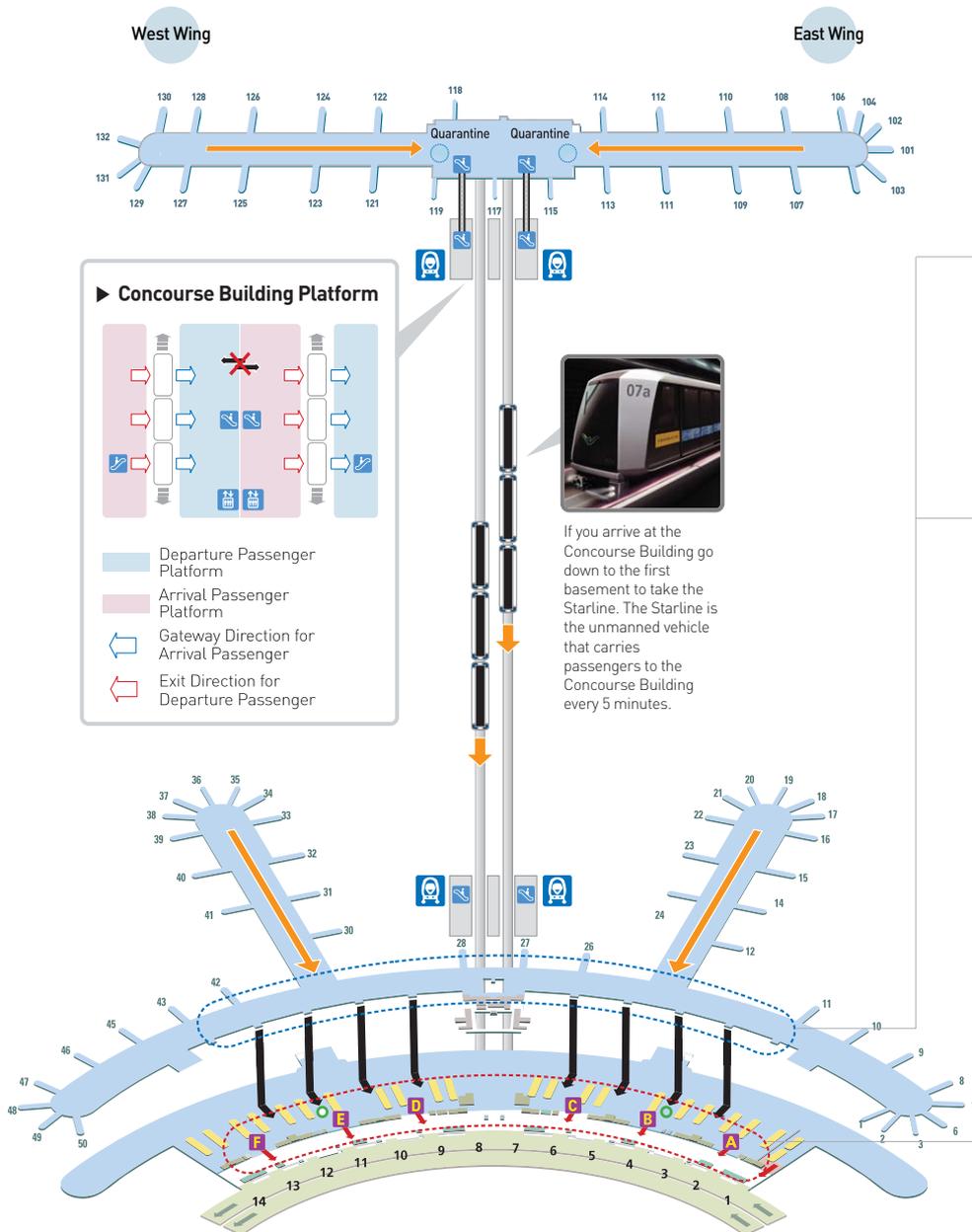
E Boarding
Passengers are advised to board their aircraft 40 minutes prior to take-off.



How to Move

Departure Passengers of Asiana Airlines / Korean Air A-B-C-D-E
Passengers who fly with Asiana Airlines or Korean Air can go through all necessary procedures before boarding at the Passenger Terminal.

Departure Passengers of Foreign Airline A-B-C-D-Starline-E
Passengers who fly with a Foreign Airline finish all necessary procedures including customs declaration at the Passenger Terminal and take the Starline to move to the Concourse Building to board.



▶ Arrival Procedures

- A** **Arrival**
Please, go to the entry procedure area.
- B** **Quarantine**
If you have anything to declare fill out the Quarantine Declaration Form and submit it to the quarantine office.
- C** **Immigration**
Please, present you visa to the immigration desk to check in.
- D** **Baggage Claim**
Please, check the signboard that indicates the baggage claim number and go to the corresponding baggage claim to claim your baggage.
- E** **Customs Inspection**
If you have any item to declare please, fill out the Customs Declaration Form and show the item(s) to the customs inspector.
- F** **Entry Floor**
Please, use the designated exit gate to meet your welcoming guests.

How to Move

Arrival Passengers of Asiana Airlines / Korean Air
A-C-D-Starline-E-F
 Passengers who fly with Asiana Airlines or Korean Air can go through all necessary entry procedures including quarantine, entry check-in and baggage claim before exiting. (Do not use the Starline.)

Arrival passengers from foreign airlines
A-B-C-D-Passenger Terminal-E-F
 Passengers who fly with a Foreign Airline finish the quarantine procedure at the Concourse Building and take the Starline to move to the Passenger Terminal for entry check-in and baggage claim.

Convenience Facilities at 3rd and 4th floors

4th floor of the Concourse Building

Airline Lounges

- 3 Korean Air Foreign Airline
- 4 Asiana Airlines Foreign Airline
- 5 Cathy Pacific Airlines
- 6 Japan Airlines
- 7 Chinese Dongbang Airlines



- Pharmacy
- Int'l Airline Transfer Counter
- Valet Parking Service
- Currency Exchange
- Smoking Room
- All-for-One Service Lounge
- Self Check-in
- Mobile communication
- Oversized Baggage Drop
- Delivery Point of Deposited Goods
- Immigration Certificate Issuance Office



3rd floor of the Concourse Building

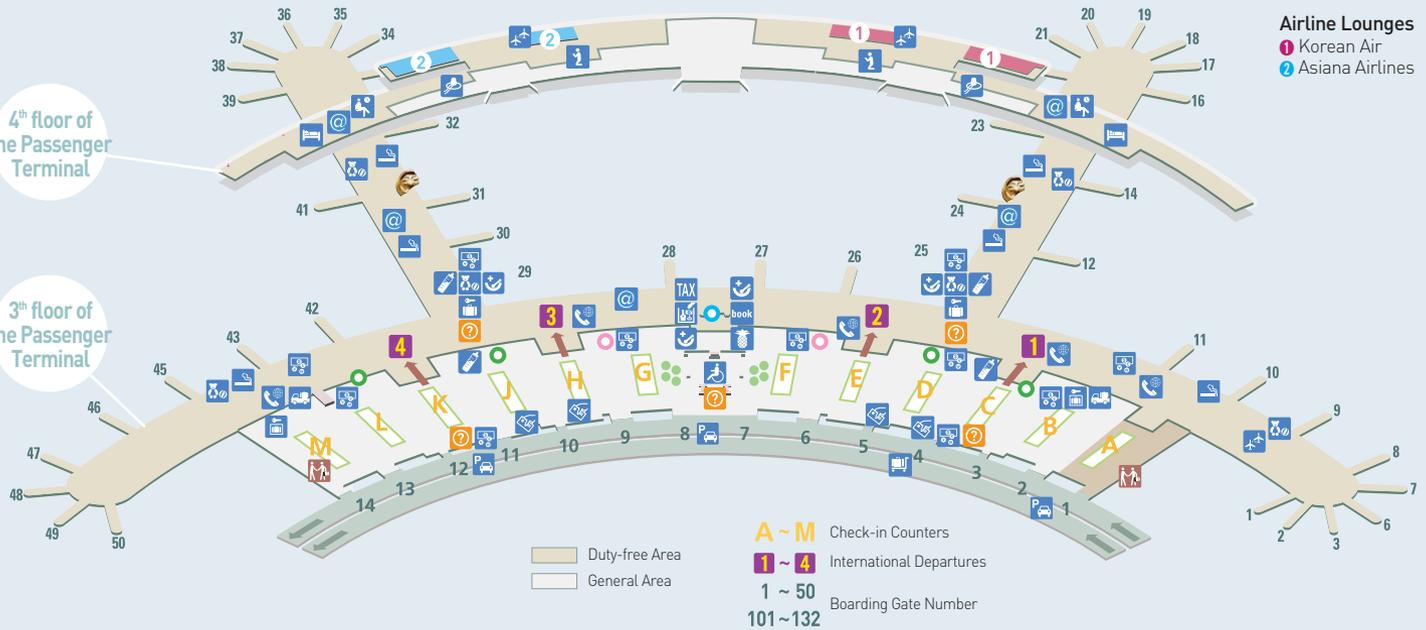


4th floor of the Passenger Terminal

Airline Lounges

- 1 Korean Air
- 2 Asiana Airlines

3rd floor of the Passenger Terminal



Duty-free Area
 General Area

A ~ M Check-in Counters
1 ~ 4 International Departures
1 ~ 50 Boarding Gate Number
101 ~ 132

Airport Information Desks
 (1st & 3rd FL)
 Open : 3rd Floor_24 hours
 1st Floor_24 hours

Experience Traditional Korea
 Open : 07:00 ~ 22:00
 Tel : (032) 741-3215

The Exhibition Hall of Korean Artistic Crafts

The Cultural Museum of Korea

Pick-up Area for Duty-free Goods
Lockers (free of charge)
 Open : 24 hours (day use only)

VAT Reimbursement Counter
 Open : 07:00 ~ 21:00
 Tel : (032) 743-4140

Bookstore
 Duty-Free Zone Operating Hour :
 07:00-21:00
 L/S : 06:00-21:00
 Tel : (032) 743-5656

Children's Nursery
 Open : 24 hours

Internet Lounge
 Open : 07:00 ~ 20:00
 Tel : (032) 743-7433-4

Transit Hotel
 Open : 24 hours
 Tel : (032) 743-3000

Prayer Room
 Open : 24 hours

Travel Agency's Meeting Point (3rd Floor)

Military Declaration Office
 Open : 24 hours
 Tel : (032) 740-2500-2

Baggage Storage & Packaging
 Open : 06:00-22:00
 Tel : (032) 743-5804-5, 5306

Plant Quarantine Station
 Open : 24 hours
 Tel : (032) 740-2077

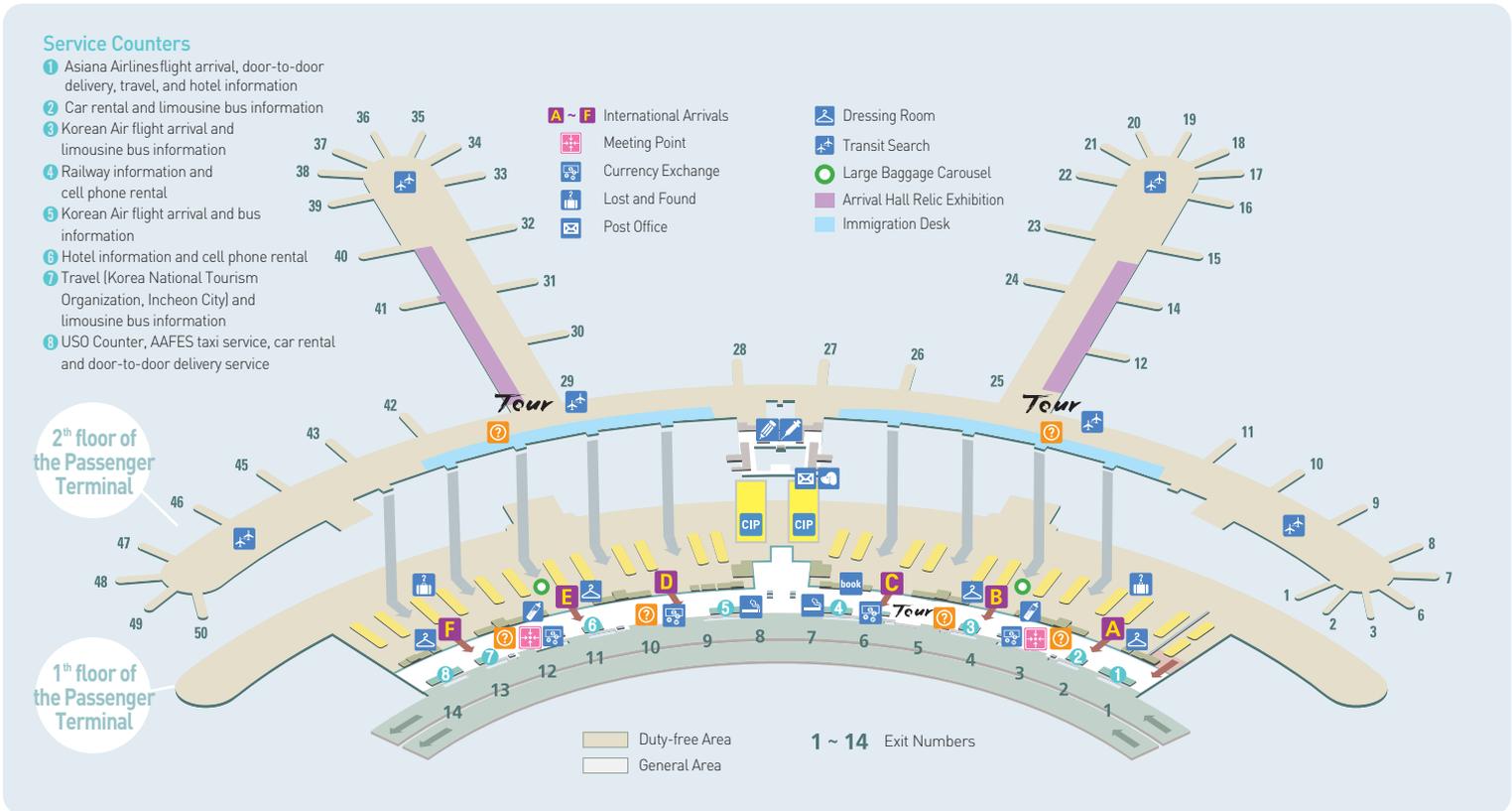
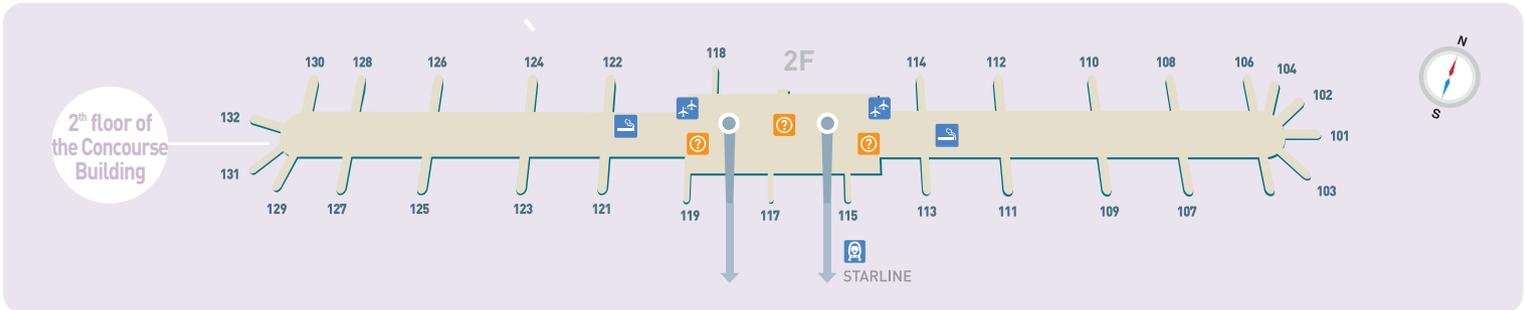
Infant Nursery (feeding and resting)
 Open : 24 hours

Valet Parking Service
 Open : 24 hours
 Tel : (032) 743-5555-6

Door-to-Door Delivery Service
 Open : 06:00-22:00
 Tel : (032)743-5800, 743-5804

Porter Service
 Open : 07:00 ~ 18:30
 Tel : (032) 743-2381

Convenience Facilities at 1st and 2th floors



Airport Medical Center
(East wing of the first basement)
Open : 24 hours
Tel : [032]743-3119

Travel Information (KNTO)
Open : 07:00-22:00
Tel : [032]743-2600-3

Travel Information (Gyeonggi Tourism Association)
Open : 07:00-22:00
Tel : [032]741-7560-1

Animal Quarantine Station
Tel : [032]740-2660-2

Bus Route Information
Open : 06:00-22:30
Tel : [032]741-6400

Transit Tour
Open : 06:30-21:00
Tel : [032]741-3139
[02]3274-1147

Bookstore
Open : 06:00-21:00
Tel : [032]743-5654

Restaurants
Open : 07:00-22:00

Pharmacy
Open : 07:00-20:30
Tel : [032]743-3399, 3450

Passenger Quarantine Station
Open : 09:00-18:00
Tel : [032]740-2703

Infant Nursery (feeding and resting)
Open : 24 hours

Internet Lounge
Open : 08:00-19:30
Tel : [032]743-7435-6

Information on KTX
Open : 08:00-21:00
Tel : [032]741-7788

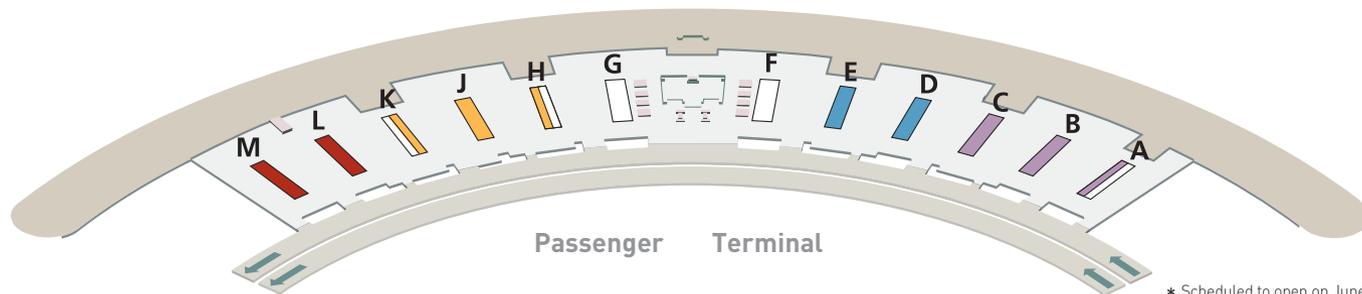
Door-to-Door Delivery Service
Open : 07:00-22:00
Tel : [032]743-5800, 743-5303

Hotel Information
Open : 07:00-22:00
Tel : [032]743-2570, 1, 4, 9

Cell Phone Roaming Service
24 hours (1st Floor)
07:00 - 21:00 (3rd Floor)
KTF [032]743-4072
LG Telecom [032]743-4019
SK Telecom [032]743-4042

Airline Check-in Counters

To contact check-in counters of airlines regularly serving Incheon Int'l Airport, call 1577-2600.



* Scheduled to open on June 10th.

OZ

K, L, M

Asiana Airlines (OZ) 1588-8000

Star-Alliance

H, J, K

Singapore Airlines (SQ) (02) 755-1226
 United Airlines (UA) (02) 757-1691-7
 Thai Airways (TG) (02) 3707-0011
 Air China (CA) (02) 774-6886
 Shanghai Airlines (FM) (02) 317-8899
 All Nippon Airways (NH) (02) 752-5500
 Lufthansa Airlines (LH) (02) 3420-0400

Other Airliners(West Wing)

G, H, J, K

Japan Airlines (JL) (02) 757-1711
 Emirates (EK) (032) 743-8101
 Cathay Pacific Airways (CX) (02) 311-2800
 Philippine Airlines (PR) (02) 774-3581
 Uni Air (B7) (02) 756-0015
 Chian Xiamen Airlines (MF) (02) 3455-1666
 Air India (AI) (032) 743-5436
 Qatar Airlines (QR) (02) 3708-8571-3
 Iran Air (IR) (02) 319-4555
 Sakhalinsk Airlines (HZ) (02) 753-7131
 Air Macau (NX) (032) 7433-114
 Uzbekistan Airways (HY) (02) 754-1041
 Cebu Pacific Air (5J) (02) 3708-8500
 Orient Thai Airlines (OX) (02) 757-6399

Eva Air (BR) (02) 756-0015
 Turkish Airlines (TK) (02) 777-7055
 Sandong Airlines(SC) (02) 775-2691

Other Airliners (East Wing)

D, E, F

Garuda Indonesia (GA) (02) 773-2092-4
 Vietnam Airlines (VN) (02) 757-8920
 China Airlines (CI) (02) 755-1523
 Malaysia Airlines (MH) (02) 777-7761-2
 China Eastern Airlines (MU) (02) 518-0330
 Mongolian Airlines (OM) (02) 733-2920
 Vladivostok Airlines (XF)

Sky-Team

D, E

China Southern Airlines (CZ) (02) 775-9070
 Air France (AF) (02) 318-3788
 Northwest Airlines (NW) (02) 732-1700

KE

A, B, C

Korean Air (KE) 1588-2001

Services for the Disabled, Aged, and Expectant and Nursing Mothers

IIA and airlines provide services for disabled, elderly and other passengers needing special assistance. Request the appropriate service when reserving your airline tickets.

IIA All-for-One Service

- Location : Information Desk the Middle of 3rd Floor
- Open : 09:00 ~ 19:00
- Tel : (032) 741-1122

Korean Air One-Family Service

- Tel : 1588-2001, (032) 742-5173

Asiana Airlines Family Service

- Tel : 1588-8000, (032) 744-2194

Services of Foreign Carriers

- Northwest Airlines (02) 732-1700
- United Airlines (02) 757-1691-7
- All Nippon Airways (02) 752-5500
- Lufthansa Airlines (02) 3420-0400
- Cathay Pacific Airways (02) 311-2800
- Singapore Airlines (02) 755-1226
- Japan Airlines (02) 757-1711

※ For other special passenger services, enquire with Korean Air or Asiana Airlines.

Useful Phone Numbers

To contact check-in counters of airlines regularly serving Incheon Int'l Airport, call 1577-2600.

Emergency

- Airport Police (032) 740-5561
- Airport Medical Center (032) 743-3119
- Suspicious Items Report (032) 741-4736
- Airport Fire Station (032) 741-2119

Information

- Airport Information 1577-2600
- Travel Information (KNTD) (032) 743-2600-3
- Travel Information (Incheon) (032) 743-0011
- Railway Information (032) 741-7788
- Special Passenger Services (032) 741-1122
- Hotels (032) 743-2570, 1, 4, 9

Banks

- Shinhan Bank (032) 743-5100
- Woori Bank (032) 743-5000
- Korea Exchange Bank (032) 743-2222

Public Organizations

- Airport Quarantine (032) 740-2700
- Animal Quarantine (032) 740-2660
- Military Declaration Office (032) 740-2500-2
- Customs Declaration (032) 740-3333
- Plant Quarantine (032) 740-2077
- Post Office (032) 740-2900-1
- Lost and Found (032) 741-3114
- Immigration Office (032) 740-7115, 7391

Please refer to the "Flying Information Monitor" regarding other airlines.
 * The location of foreign airlines' check-in counters is subject to change.