

discover seoul pass

메뉴 버튼

본문

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What kinds of Discover Seoul Pass are there?

· There are four kinds including 48/72/120-hour Pass as a plastic-card-type Pass or a mobile-type Pass. · Card Pass is a physical card pass with a transportation card function (Rail+,T-money included) and Mobile Pass can be used via mobile application that does not require pickup (Rail+,T-money not included). ※ Before using the transportation card function of Card Pass, you must charge it at nearby convenience stores or subway stations.

Q

Where can I purchase it?

· Offline: Multiple places including Myeong-dong Tourist Information Center, Tourist Information Centers (Dongdaemun), etc · Online - Official: Discover Seoul Pass official WEB/APP - Others: KLOOK, KKDAY etc. Please visit the website (<https://www.discoverseoulpass.com/app/guide/index/buy/online>) for more information on online sellers.

Q

How do I use it?

① You can get free or discount benefit once per each attraction. ② Passes can be used for 48 hours, 72 hours, or 120 hours depending on the pass hour you purchased, starting when you enter the first attraction. ③ You can take public transportation more conveniently by purchasing Card Pass that also works as a transportation card (Rail+, T-money). However, Card Pass needs to be charged before using it as transportation card (Rail+, T-money). ④ Some attractions require a reservation. Make sure to check the guide of each attraction beforehand.

(<https://www.discoverseoulpass.com/app/spot/index/list>) ⑤ For further information, please refer to: <https://www.discoverseoulpass.com/app/guide/index/how/freeentry>

Q

How do I activate the pass?

The pass is activated the moment you enter or use a “free tourist attraction” Receiving the pass, using the eSIM, or using the Transportation Card function on the Card Pass do not activate the pass. #How to Activate the Pass 1. Use free benefit (including the AREX, the Airport Limousine Bus, and “Ttareungi” Seoul Public Bike) 2. Receive a SIM card #What Does Not Activate the Pass 1. Using the eSIM 2. Using the Transportation Card function on the Card Pass

Q

What is the valid period of the pass?

· The pass is valid for 5 years from the date of purchase. · Please check the valid period from the link down below.

<https://www.discoverseoulpass.com/app/cs/index/expirechecker> · There is no valid period for the transportation card (Rail+, T-money). (Transportation Card can be used even after the expiration of free admissions to attractions.) ※ Passes can be used for 48, 72 or 120 hours (different among pass types) starting when you enter the first attraction. Once the pass duration ends, the free admission benefits end as well.

Q

Can I gift a pass? How do I gift one?

Yes, you can gift a mobile pass to another person. #How to send a gift code to a friend 1. Discover Seoul Pass app - Click "My Pass" 2. Click "Send Gift" 3. Click "Generate a Gift Code" 4. Share the 6-digit Gift Code with the person you want to gift the pass to. 5. Your friend has to open the Discover Seoul Pass app and click "More" then "Gift Box" to enter

the 6-digit GIFT CODE. Refer to the link below for more detailed information on how to gift a pass. <https://www.discoverseoulpass.com/app/guide/index/how/gift>

Q

Do I have to start using the pass on the day of purchase?

· We advise using the pass immediately upon purchase, but it can be used at any time within the valid period (5 years from the date of purchase).

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Can Koreans use the pass too?

· Local Koreans cannot use it. · Overseas permanent residents of Korean nationality can use it, but we recommend that you bring your passport as your identity may be verified when purchasing or using it.

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Can I get a refund?

(When purchased through the official website/app) Refunds are only available for passes purchased within 30 days of the purchase date. Go to "My Order" under "My Page" and click "Refund" to request a refund. Refunds take approx. 5-7 business days to process, and may take even longer depending on the card company. (When purchased through other sites) Refunds can be requested through the purchase site and policies depend on each site policies. Please confirm with the site you purchased the pass from.

Q

The valid period of an unused pass has expired (5 years from the date of purchase). Can I get it exchanged?

· No exchange is available. · If the valid period (5 years from the date of purchase) expires, the pass can be used as a transportation card (Rail+, T-money) only.

Q

Do I need to bring my passport when visiting attractions?

· Attractions generally do not check passports, but they may ask to present a passport if you are suspected of being a Korean since Discover Seoul Pass is only for foreigners. · For security reasons, it is desirable to carry your passport at all times while traveling.

Q

If I have Discover Seoul Pass, can I get into attractions right away without visiting the ticket office?

· No, you need to present your Card Pass (or Mobile Pass) at the ticket office to issue an actual ticket for admission. · Since some attractions have an extremely long waiting line in front of the ticket office, we advise giving yourself enough time to wait.

Q

What do I do if the Discover Seoul Pass application does not work?

- The application works normally when your smartphone is connected to the wireless network.
- If your phone has Internet connection, please delete the app and reinstall. If it still does not work after reinstalling, please contact the Discover Seoul Pass Customer Center (Tel:1644-1060)

Q

Can we visit the attractions with Discover Seoul Pass more than once?

No, you can visit every attraction with a Discover Seoul Pass 1 time each.

Q

Is there a separate child/teen DSP available? Can the transportation card function be set for child/teen fares?

DSP is a general pass for adults, children, and teens. Therefore, the transportation card function is set to adult fares by default (unable to change to child/teen fares).

Q

What's the difference between a Card Pass and a Mobile Pass?
Which pass should I buy?

We recommend purchasing a Mobile Pass if you wish to take the Airport Limousine Bus (KRW 16,000; one way) and the eSIM (KRW 6,000). We recommend purchasing a Card Pass if need a Transportation Card (KRW 3,000; must be charged separately).

Q

Is the Card Pass available for purchase only online? Can I purchase it offline?

You can purchase the Discover Seoul Pass offline without a reservation. Refer to the link below for details on where you can purchase passes.

<https://www.discoverseoulpass.com/app/guide/index/buy/offline>

Q

Does using a Discover Seoul Pass coupon activate the pass? Can coupons be used after the Discover Seoul Pass expires?

Coupons can only be used after activating the pass by visiting the free attractions with the Discover Seoul Pass. Regardless of the purchased pass duration, coupons are valid for 30 days from the download date (the day you activate the pass). Click the link below for details on how to use a pass.

<https://www.discoverseoulpass.com/app/guide/index/how/coupon>

Q

Do I have to pay with a card? Or can I pay in cash?

"Only cash payment is accepted at Incheon Airport's bookstores in Terminals 1 and 2 and the CU convenience store. Myeongdong Tourist Information Center accepts both cash and

card payments. Only card payments are allowed at offline stores and DSP official website/app."

Q

My American Express (AMEX) card isn't working.

Discover Seoul Pass cannot be purchased with AMEX cards. Please use a different card (such as Visa or Mastercard).

Q

Can I make a reservation to use a Discover Seoul Pass tourist attraction? Do I have to make a separate reservation?

Discover Seoul Pass' free tourist attractions can be used without making a reservation. You do not need a separate reservation. You may need a separate reservation for paid tourist attractions. Please confirm how to make a reservation for each tourist attraction by visiting the relevant tourist attraction page.

Q

I entered a tourist attraction before my pass time expired, but it expired while I was inside. Do I have to leave?

"If you received a ticket and entered an attraction before your pass expired, you can use the tourist attraction even after expiration. However, you will not be able to use the pass for any other tourist attraction."

Q

How can I get a SIM card?

Your pass will be activated once you receive the SIM card. However, even if eSIMs (for Mobile Pass users only) are used, passes will not activate. You can receive SIM cards at the Incheon and Gimpo International Airports. For more information on detailed locations where you can purchase SIM cards, check the Discover Seoul Pass website.

<https://www.discoverseoulpass.com/app/spot/index/view/166>

Q

What benefits do eSIMs offer?

eSIMs are special benefits for Mobile Pass users only. Card Pass users cannot use them. Additionally, while your pass will be activated once you receive the SIM card, eSIM use will not activate your pass. Mobile Pass users can use eSIMs for free for one day. For those who want or need longer use, Mobile Pass users can get a limited time discount for 72 hours up to 240 hours.

Q

How do I use the Transportation Card?

Only those who purchased Card Passes can use the Transportation Card function. Mobile Pass users cannot use this function. Using the Transportation Card function does not activate the pass. Additionally, you will need to charge your Transportation Card

separately. You can use the Transportation Card any time you visit Korea. The Discover Seoul Pass currently offers two types of Transportation Cards: Rail Plus and T-money. You cannot choose and purchase them separately.

Q

Does my pass activate if I use the K-Limousine? How can I use the K-Limousine?

The pass will activate once you use the K-Limousine. K-Limousines are only available to Mobile Pass users, and it is not available to Card Pass users. You don't need any special or separate tickets. All you have to do is scan your QR Code when you get on the K-Limousine. Click the link below to see more details on how to use the K-Limousine and where you can get on.

<https://www.discoverseoulpass.com/app/guide/index/how/airportbus>

Q

I received an AREX code but didn't get on the train. Did I activate the pass? Can I buy an AREX ticket online?

If an AREX code is issued, the pass will activate even if you don't get a physical ticket from the AREX ticketing machine. Before you request your AREX code, check the timetable for AREX train times. After getting your code, you must get a physical ticket from the AREX ticketing machine before getting on the train. You cannot purchase AREX tickets online. You must enter your AREX code at the Incheon International Airport or at Seoul Station and receive a physical ticket to ride the train. Additionally, AREX cannot be used once your pass expires.

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