



## **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](http://www.airport.kr).

### **Mobile Services**

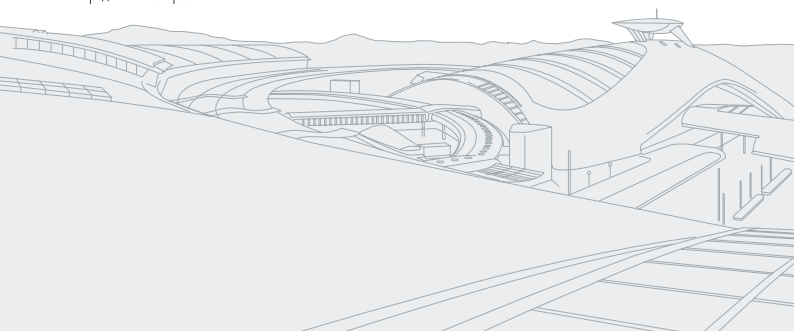
The Incheon International Airport provides  
travelers with a variety of mobile services  
available for mobile phone users including  
mobile check-in and information on commercial  
facilities, check-in and traffic.

### **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



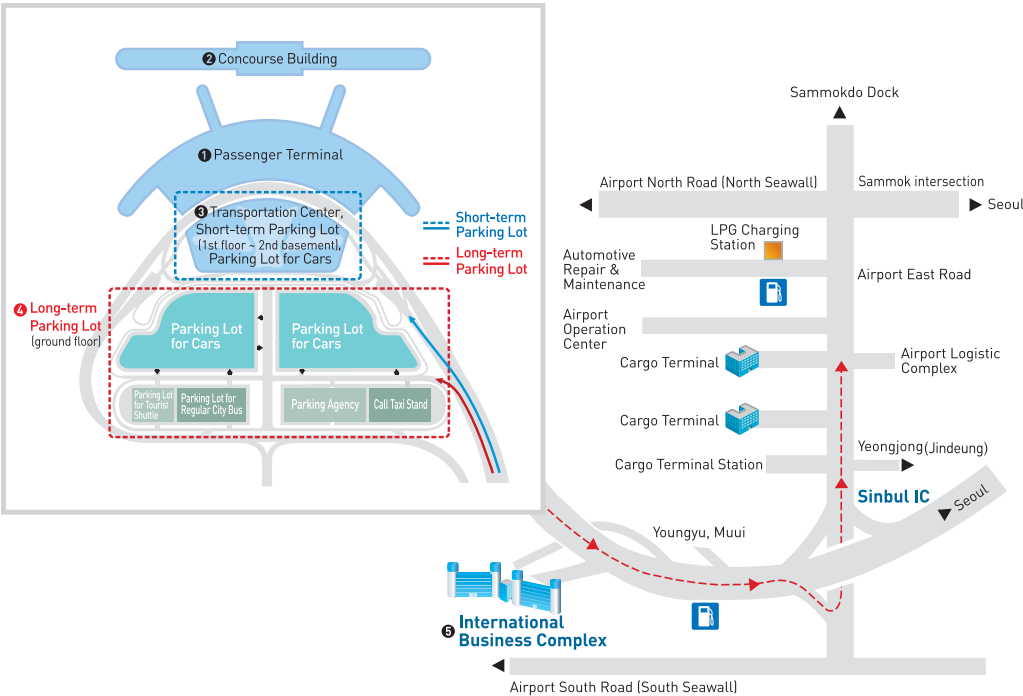
# Getting to Incheon Int'l Airport (IIA)



## Access Roads to Incheon Int'l Airport Expressway

- ① Gangbyeunbungno 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



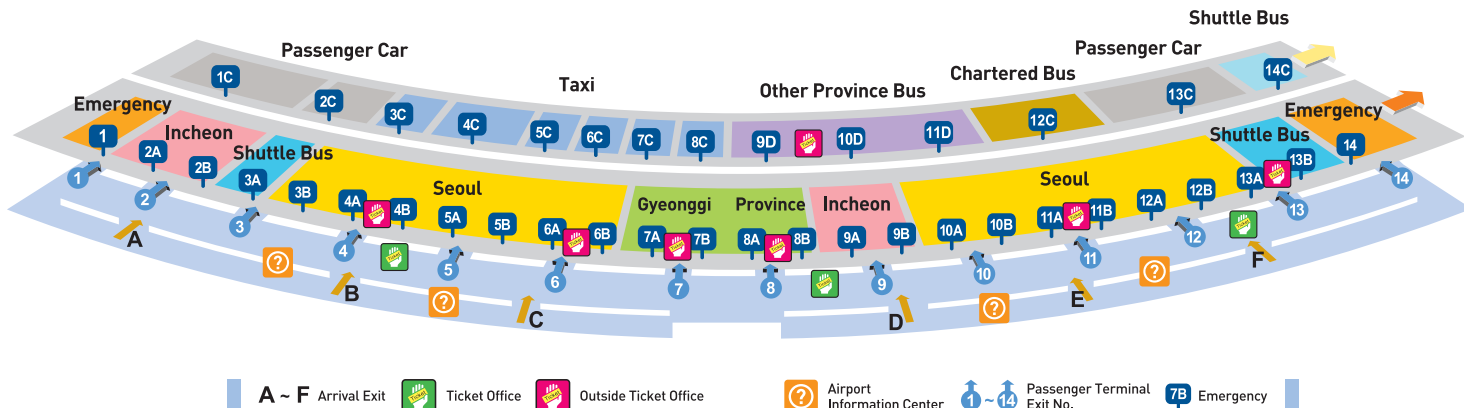
## Description of Facilities at Incheon International Airport

- 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

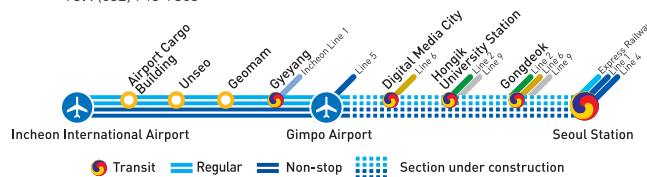
- www.arex.or.kr

### Emergency phone number

- Tel : {032} 745-7303

Approximate Express Train Time to the destination / (unit : minute)

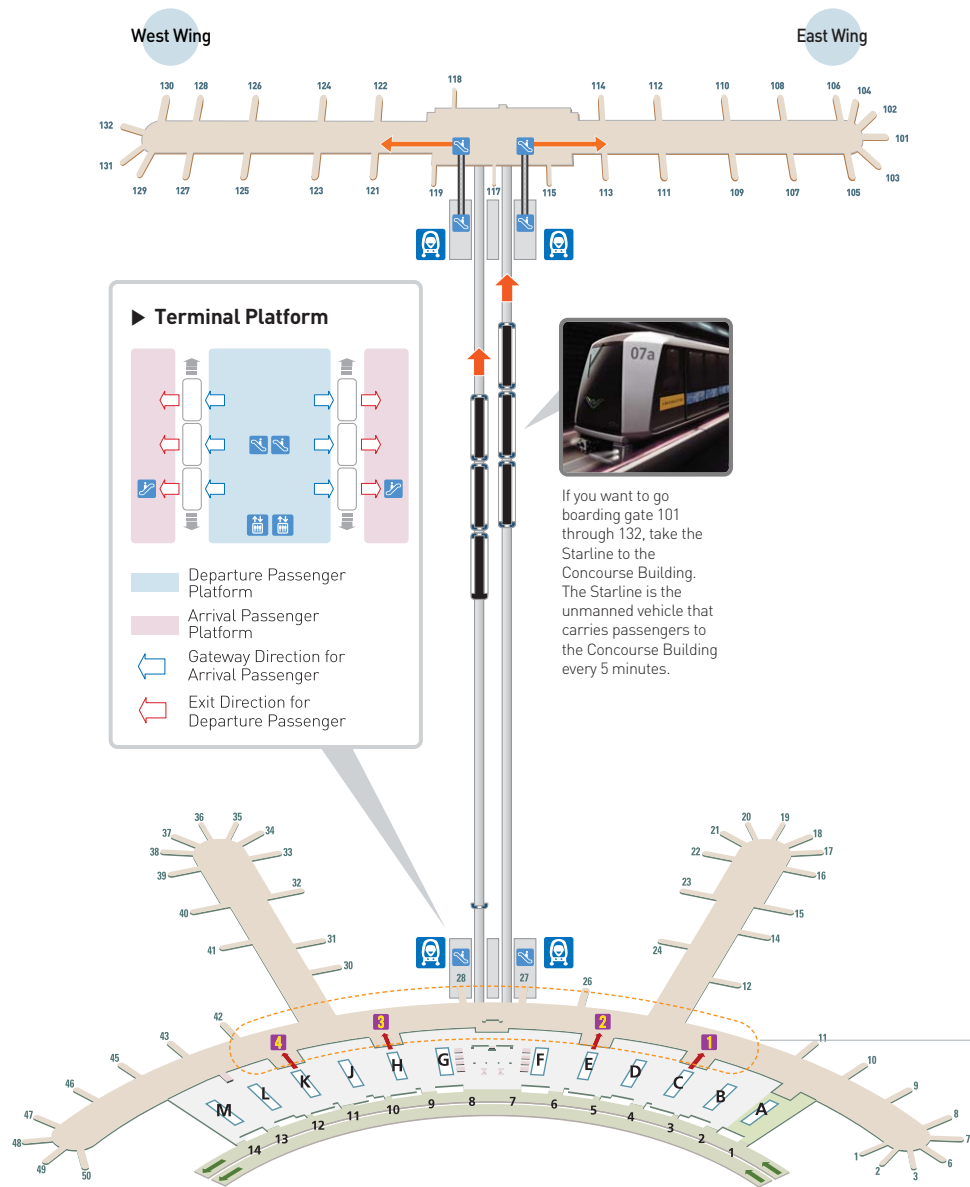
	Gimpo Airport	Gyeongang	Geomam	Unseo	Airport Cargo Building	Incheon International Airport
6.0						28.0
11.5	5.0					
25.5	19.0	13.5	Unseo			
29.5	23.0	17.5	3.5	Airport Cargo Building		
33.0	26.5	21.0	7.0	3.0		



## Information on Express Railway

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

Departure Procedures (3rd Floor)



► Departure Procedure

**A**

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



**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.



**E**

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



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

**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.

How to Move

Departure Passengers of Asiana Airlines / Korean Air  
**A-B-C-D-E**

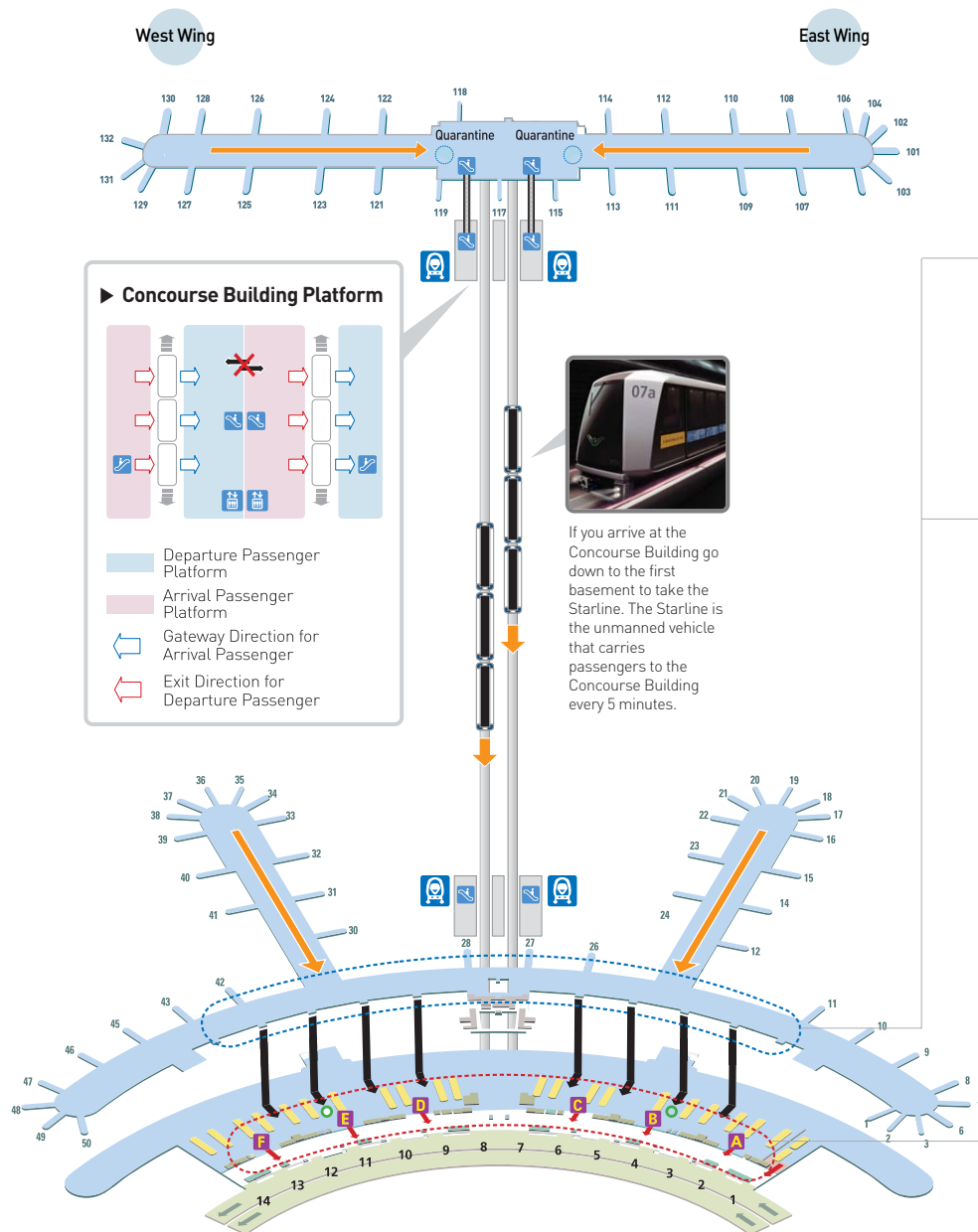
Passengers who fly with Asiana Airlines or Korean Air can go through all necessary procedures before boarding at the Passenger Terminal.

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 (2nd Floor)

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



## ► 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.



**Arrival at the Boarding Gate of 101~132 of the Concourse Building**  
Please, go down to the first basement and take the Starline to move to the Passenger Terminal.

**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**

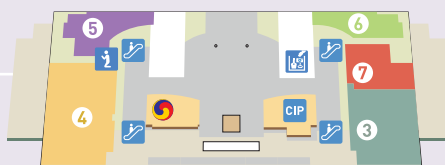
Passengers who fly with a Foreign Airline finish the quarantine procedure at the Concourse Building and take the Starline to move to the Passenger Terminal for entry check-in and baggage claim.

## Convenience Facilities at 3<sup>rd</sup> and 4<sup>th</sup> floors

### 4<sup>th</sup> 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

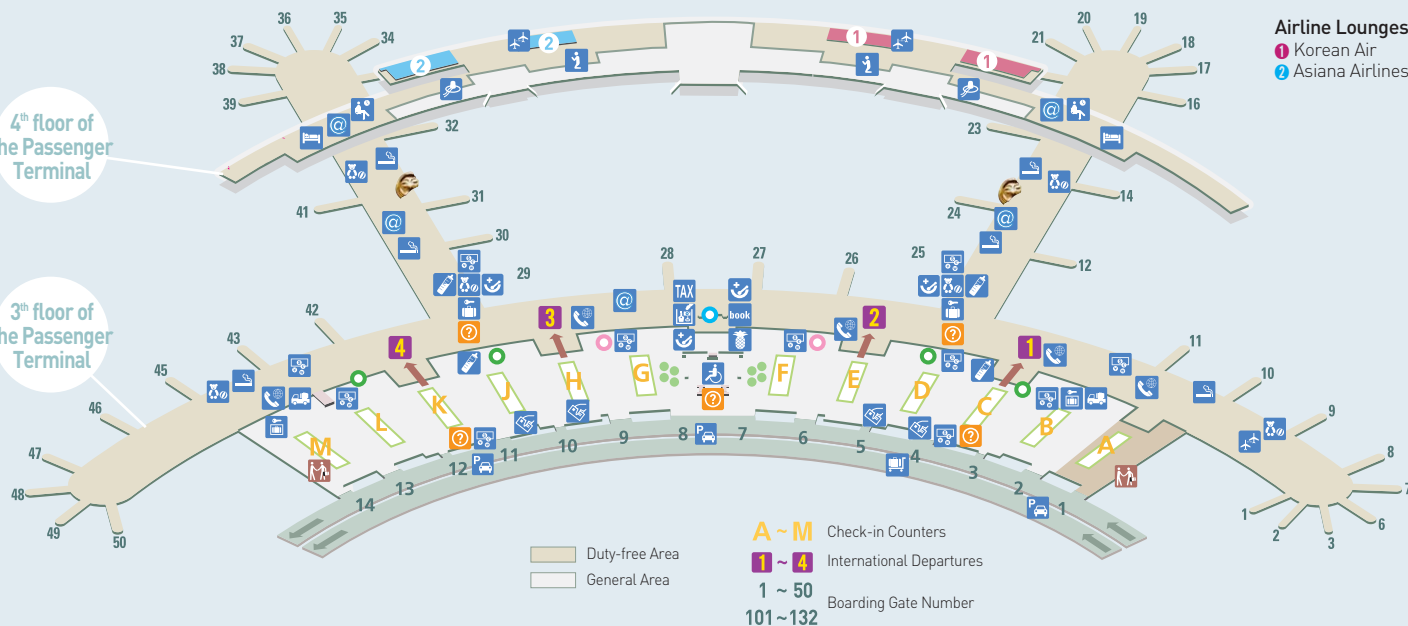


### 3<sup>rd</sup> floor of the Concourse Building



### 4<sup>th</sup> floor of the Passenger Terminal

### 3<sup>rd</sup> floor of the Passenger Terminal



#### Airline Lounges

- ① Korean Air
- ② Asiana Airlines

**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

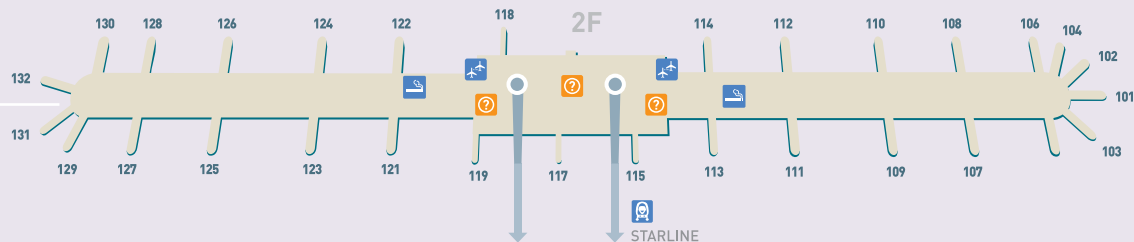
**Valet Parking Service**  
Open : 24 hours  
Tel : (032) 743-5555~6

**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 1<sup>st</sup> and 2<sup>nd</sup> floors

2<sup>nd</sup> floor of the Concourse Building



## Service Counters

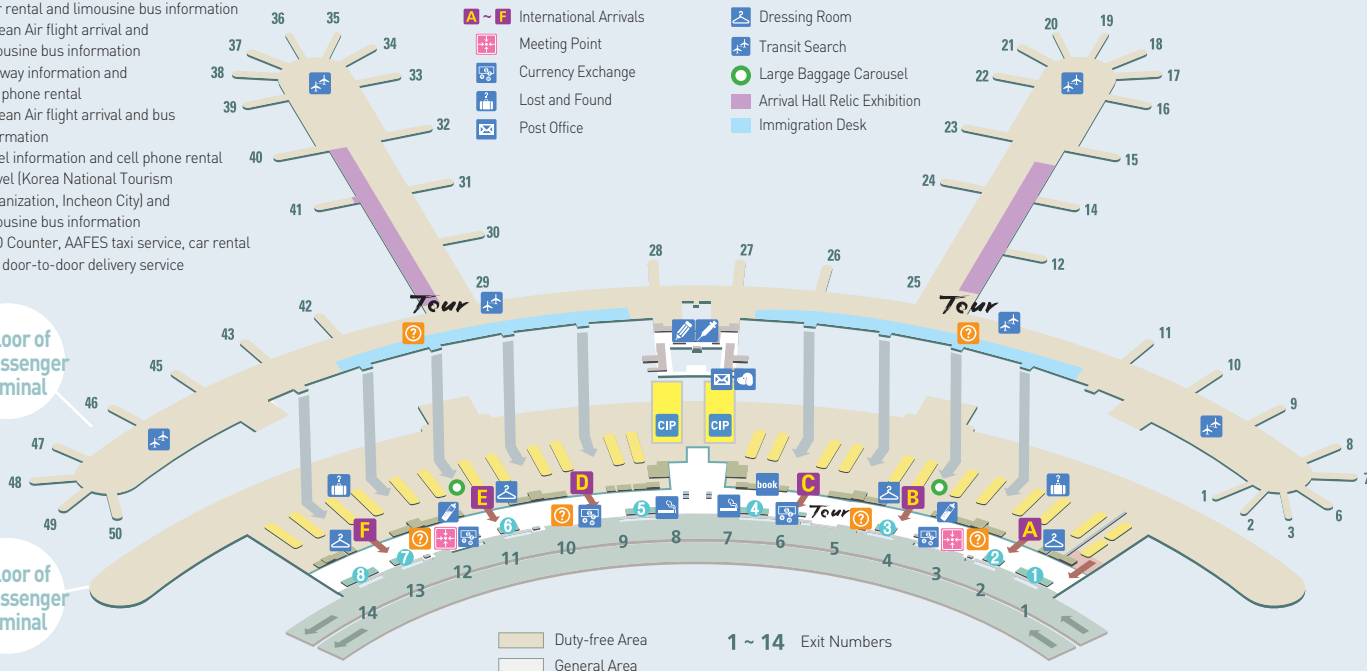
- ① Asiana Airlines flight arrival, door-to-door delivery, travel, and hotel information
- ② Car rental and limousine bus information
- ③ Korean Air flight arrival and limousine bus information
- ④ Railway information and cell phone rental
- ⑤ Korean Air flight arrival and bus information
- ⑥ Hotel information and cell phone rental
- ⑦ Travel (Korea National Tourism Organization, Incheon City) and limousine bus information
- ⑧ USO Counter, AAFES taxi service, car rental and door-to-door delivery service

- A ~ F International Arrivals
- Meeting Point
- Currency Exchange
- Lost and Found
- Post Office

- Dressing Room
- Transit Search
- Large Baggage Carousel
- Arrival Hall Relic Exhibition
- Immigration Desk

2<sup>nd</sup> floor of the Passenger Terminal

1<sup>st</sup> floor of the Passenger Terminal



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



**Travel Information (KNT0)**  
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 : 06:00~22:00  
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

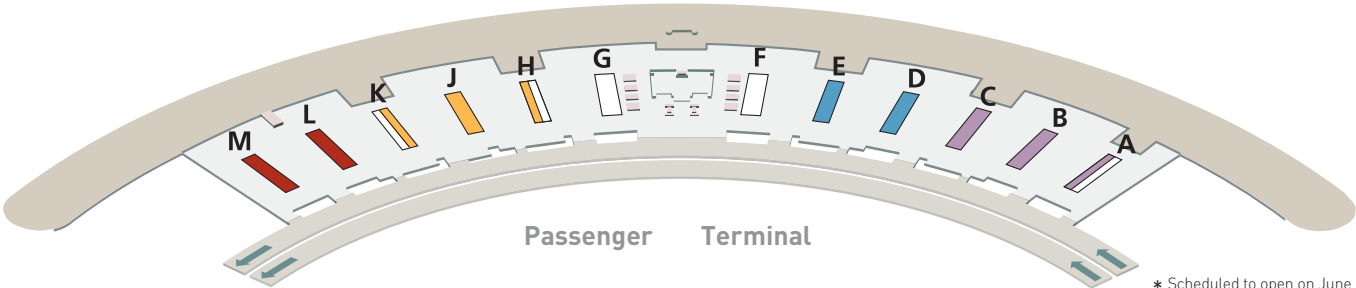


**Cell Phone Roaming Service**  
24 hours (1st Floor)  
07:00 ~ 21:00 (3rd Floor)  
KTF (032)743-4072  
LG Telecom (032)743-4019  
SK Telecom (032)743-4042



# 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  
Oebu 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) 756-9761  
Vladivostok Airlines (XP) (02) 733-2920

## 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

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

## 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 (032) 743-2600~3 (KNTO)
- 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