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.
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.

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.

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
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 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 Airport Railway
<table>
<thead>
<tr>
<th>Item</th>
<th>Railroad Course</th>
<th>First train / Last train Time</th>
<th>Transit Headway</th>
<th>Stoppage Station</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Train</td>
<td>Gimpo Airport Station ~ Incheon International Airport</td>
<td>05:41 / 23:46</td>
<td>12.0</td>
<td>All stations</td>
</tr>
<tr>
<td>Express Train</td>
<td>Gimpo Airport Station ~ Incheon International</td>
<td>06:00 / 22:00</td>
<td>60.0</td>
<td>None</td>
</tr>
</tbody>
</table>

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

Information on Express Railway
Please, ask at KORAIL Desk next to the Exit No.7, the first floor (032) 741-7788
Departure Procedures

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.

How to Move

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

Move to the Departure Gate 1-4

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

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

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.

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

Terminal Platform
- Departure Passenger Platform
- Arrival Passenger Platform
- Gateway Direction for Arrival Passenger
- Exit Direction for Departure Passenger

If you want to go boarding gate 101 through 132, take the Starline to the Concourse Building. The Starline is the unmanned vehicle that carries passengers to the Concourse Building every 5 minutes.
Arrival Procedures (2st Floor)

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

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.

How to Move

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 your 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.

Concourse Building Platform

- Departure Passenger Platform
- Arrival Passenger Platform
- Gateway Direction for Arrival Passenger
- Exit Direction for Departure Passenger

East Wing

West Wing

Quarantine

If you arrive at the Concourse Building go down to the first basement to take the Starline. The Starline is the unmanned vehicle that carries passengers to the Concourse Building every 5 minutes.

07a
Convenience Facilities at 3rd and 4th floors

- Children’s Nursery
  - Open: 24 hours
  - Tel: (032) 743-7433~4

- Internet Lounge
  - Open: 07:00 ~ 20:00
  - Tel: (032) 743-3000

- Transit Hotel
  - Open: 24 hours
  - Tel: (032) 740-2500~2

- Prayer Room
  - Open: 24 hours

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

- 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

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

- Infant Nursery (feeding and resting)
  - Open: 24 hours

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

- Self Check-in
- Mobile communication
- Oversized Baggage Drop
- Delivery Point of Deposited Goods
- Immigration Certificate Issuance Office
Convenience Facilities at 1st and 2nd floors

- **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

- **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

- **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

- **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

- **Airport Medical Center**
  - Open: 24 hours
  - Tel: (032)743-3119

- **Travel Information (KNTO)**
  - Open: 06:00~22:00
  - Tel: (032)743-3600-3

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

- **USO Counter, AAFES taxi service, car rental and door-to-door delivery service**

- **Passenger Quarantine Station**
  - Open: 09:00~18:00
  - Tel: (032)740-2703

- **Infant Nursery**
  - Open: 24 hours
  - Tel: (032)743-3119

- **Internet Lounge**
  - Open: 08:00~19:30
  - Tel: (032)743-7435~6

- **International Arrivals**
  - Meeting Point
  - Currency Exchange
  - Lost and Found
  - Post Office

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

**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

- **2nd floor of the Building**
- **2nd floor of the Concourse Building**
- **2nd floor of the Passenger Terminal**
- **1st floor of the Passenger Terminal**
- **Duty-free Area**
- **General Area**
- **Exit Numbers**
  - 1 ~ 14
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 (KNTO) 1577-2600
- Travel Information (Incheon) (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

Useful Phone Numbers

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

KE
- Korean Air (KE) 1588-2001

OZ
- Asiana Airlines (OZ) 1588-8000

Star-Alliance
- 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)
- Japan Airlines (JA) (02) 757-1711
- Emirates (EK) (032) 743-8101
- Cathay Pacific Airways (CX) (02) 311-2800
- Philippine Airlines (PR) (02) 774-3581
- Uni Air (BY) (02) 756-0015
- Chian Xiamen Airlines (MF) (02) 3455-1666
- Air India (AI) (02) 743-5436
- Qatar Airways (QR) (02) 3708-8571-3
- Iran Air (IR) (02) 319-4555
- Thai Airways (TG) (02) 753-7131
- Air Macau (NX) (02) 7433-114
- Uzbekistan Airways (HY) (02) 754-1041
- Cebu Pacific Air (5J) (02) 3708-8500
- Orient Thai Airlines (OX) (02) 757-6199

Other Airliners (East Wing)
- Eva Air (BR) (02) 756-0015
- Turkish Airlines (TK) (02) 777-7055
- Sandong Airlines (SC) (02) 775-2691
- 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
- Qatar Airways (QR) (02) 3708-8571-3
- Iran Air (IR) (02) 319-4555
- Uzbekistan Airways (HY) (02) 754-1041
- Cebu Pacific Air (5J) (02) 3708-8500
- Orient Thai Airlines (OX) (02) 757-6199

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

* 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

Please, refer to the “Flying Information Monitor” regarding other airliners.

The location of foreign airlines’ check-in counters is subject to change.

Scheduled to open on June 10th.