



## AccesRail Product: Korail

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### **About Korail:**

Korail, established in South Korea since 1963, operates as the nation's premier railway service. Serving as a vital link, Korail connects major cities like Seoul, Busan, and Daegu, while also traversing scenic routes. With its modern trains and extensive network, Korail provides efficient travel options throughout South Korea. AccesRail 9B offers Korail services from Incheon Airport.

### **9B and Korail:**

The train range is: 9B 1100-1299

All services are available as Rail-Air and Air-Rail.





**Map of 9B Korail Services:**





### Destinations by Hub:

Hub	Hub IATA code	Destination	Destination IATA code	Approximate travel time
Incheon Airport	ICN*	Dongdaegu	XDK	3hrs
Incheon Airport	ICN*	Gwangju-Seonjoeng	XNJ	3hrs 15min
Incheon Airport	ICN*	Ulsan	XLF	3hrs 30min
Incheon Airport	ICN*	Pohang	XPB	3hrs 40min
Incheon Airport	ICN*	Busan	XMB	3hrs 55min
Incheon Airport	ICN*	Yeosu-Expo	XYT	4hrs 30min
Incheon Airport	ICN*	Mokpo	XKX	3hrs 50min
Incheon Airport	ICN*	Jinju	XJX	4hrs 45min

\*ICN connects to XSM via the AREX Airport Express (Ticket provided)

### Minimum Connection Time:

MCT is as per airline rules. Please allow enough time for passengers to go between the airplane and the train station. Connection time is included from airport to train station in GDS.

### Eligibility:

Infants 2 years of age and under ride free without a ticket if no seat is required. The infant must be accompanied on all services in the same compartment by an adult.

Child fare is not available.

No group bookings allowed.

No unaccompanied minors permitted.

No applicable discounts for airline staff.

Refunds are according to Airline Tariff Rules.

Stopovers are not permitted.



**Services:**

Passengers can be booked into Economy Class (Y).

Korail operates two types of high-speed trains: the **KTX** and the **KTX-Sancheon**. The KTX-Sancheon boasts upgraded seats and individual power outlets. Both offer spacious seating, onboard restrooms, and vending machines. Wi-Fi is available, with complimentary or paid options depending on the class.

Airline Classes	9B RBD	Korail Classes
Economy	Y	Economy Class

**Korail Trains:**



Figure 1: KTX Train

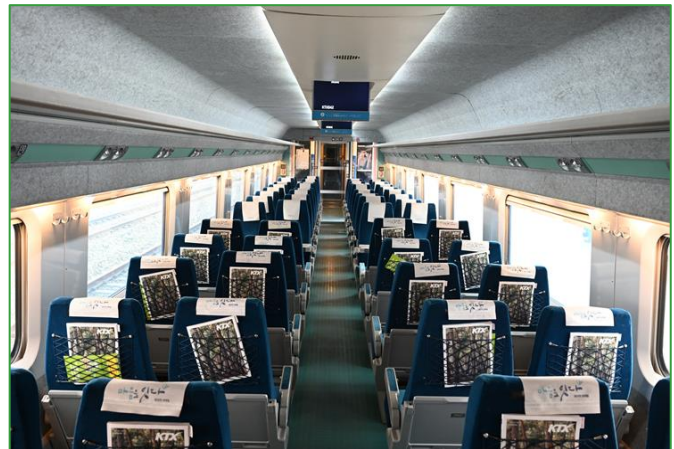


Figure 2: Economy (Rear view)



Figure 4: Economy (Front view)



Figure 3: KTX-Sancheon

### Check-in Process:

**Check-in is essential to ensure a smooth travel experience.**

Passengers must check-in to retrieve their actual travel documents. Check-in can be done beginning 72-hours prior to departure. Check-in is done on <https://check-in.accesrail.com/#/step1> (See Figure 5) using the passenger's name as it appears in the booking and either the booking reference or 13-digit ticket number.

There is no through check-in for passengers or baggage

Customers can email AccesRail at [checkin.help@accesrail.com](mailto:checkin.help@accesrail.com) for any assistance on check-in.

When the passenger checks-in they will receive their train ticket to or from Seoul station (See Figure 6).



For connecting services between Incheon Airport and Seoul Station, a second ticket for the AREX Express Train is issued and provided at check-in for that specific service (See Figure 7).

Passengers can then save their ticket to their device and/or print it.

Figure 5: Check-in Page

Issued by ACP Marketing/AccesRail			Train Ticket	Ticketing Date: 2020/05/21 11:54
BOARDING DATE	23/May/2020			
FROM → TO	Seoul 서울 07:30	→	Busan 부산 10:02	
TRAIN NO.	KTX 00111			
CAR/SEAT NO.	05/10A Normal class   Adult			
	✕ Please check the gate number at the station			
TOTAL	*****			
NAME:	[REDACTED]			
<b>CONDITIONS OF CONTRACT</b> <ul style="list-style-type: none"> <li>This ticket is for the named passenger only and is not transferable or for resale. Any demand for exchange, modification or refund must pass through your travel agent or point of sale. This ticket is non-exchangeable at a Railway station.</li> <li>In case the booked rail service is missed due to airline delay, the ticket will be accepted on the next available train service in standing class.</li> <li>A valid ID card or passport with photograph must be presented to the ticket inspector.</li> </ul>				<b>TICKET NO.</b> 20200522014732

Figure 6: Sample Boarding Pass



Issued by ACP Marketing/AccessRail			Train Ticket	Ticketing Date: 2022/10/24 14:42
BOARDING DATE	20/Nov/2022			
FROM → TO	SEOUL INCHEON AIRPORT Terminal 1 or 2 → SEOUL STATION			
TRAIN NO.	VALID ON ANY AREX EXPRESS TRAIN BETWEEN THE ABOVE 2 DESTINATIONS			
CAR/SEAT NO.	Normal class   Adult <small>Please present this ticket for exchange at any AREX vending machine or AREX service desk</small>			
TOTAL	*****			
NAME:	[REDACTED]			
CONDITIONS OF CONTRACT	Ticket is not refundable.			
				9990000000002



Figure 7: AREX Boarding Pass

Interline passengers with a service in/out of Incheon Airport will be provided with an information page at the time of check-in to assist the passenger on how to proceed between the airport and train station (See Figure 8).

**Airport Transfers:**

Bookings for journeys between Incheon Airport and destinations within South Korea will require a change of train at Seoul Station. The AREX Express service between Incheon Airport and Seoul Station will be booked together with the connecting service and the passenger will receive two tickets, one for the AREX Express Train and one for the high-speed Korail service out of Seoul Station.

**How to get from Incheon International Airport Terminals to the AREX Train Station**

The Express Trains (direct trains to Seoul Station): Departs from Incheon International Airport Terminal 1 and Incheon International Airport Terminal 2. The journey takes 45 minutes. The AREX terminal is a 5-10-minute walk from Arrivals.

From Arrivals, clear Customs and collect your bags. Follow the Airport Railroad signs and head to the basement floor via escalator or lift.

Once on the platform, please note that passengers with an AREX Express ticket can choose to travel on the All-Stop train instead. It stops at several stations along the way. The journey takes within 55 to 60 minutes.

At Seoul Station, the AREX and All-Stop trains arrive at the second-floor basement.

**From Seoul Station to Incheon Airport or Gimpo Airport**

The AREX train service at Seoul Station is located on the 2<sup>nd</sup> floor basement. Follow the signs to "Airport Railroad", AREX has direct services to Terminals 1 and 2. It does not stop at Gimpo Airport.

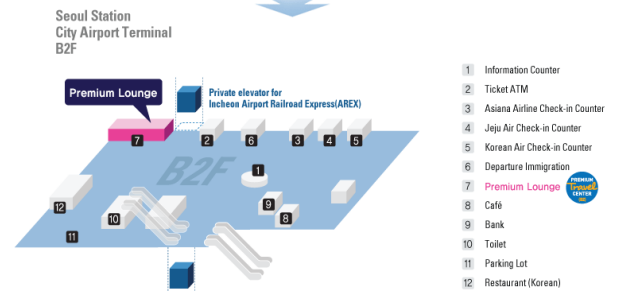
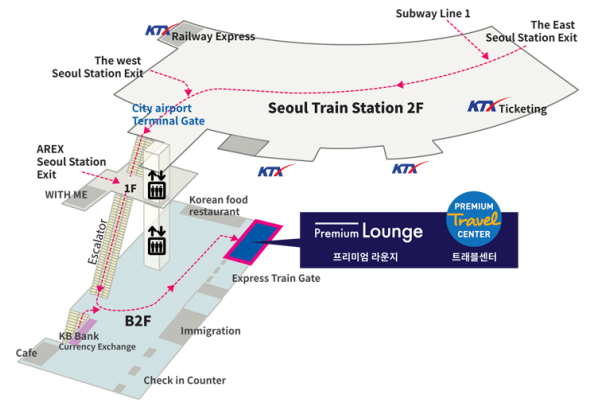
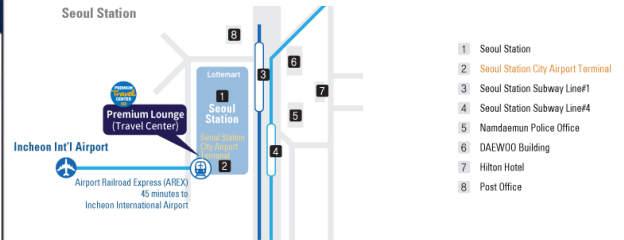
The All-Stop trains are also located on the 2<sup>nd</sup> floor basement. The All-Stop trains will make 11 to 12 stops before reaching Incheon Airport. The All-Stop trains do stop at Gimpo Airport.

Once at Incheon, follow the signs to Departures.

Figure 8: Airport Transfer Information Page



## Seoul Station







**Luggage:**

Korail luggage rules apply. It is the passenger’s responsibility to collect their checked bags from the airport and carry them to their respective train and vice-versa. Customer is responsible for their own baggage during the train journey.

**On-board Meals:**

There are no on-board meals in KTX trains, as the trains are optimized for high capacity. Passengers can buy food and drinks on board from vending machines.



Figure 9: AREX Service Desk

**Mobility Assistance:**

Mobility assistance for Korail must be requested in advance. Mobility assistance requests for passengers can be made by calling (82) 1544-7788 + 7.

**Delays:**

In case of train delays, passengers must contact the airline to be re-assigned to the next available flight.

KTX train tickets are valid on the date and time found on the ticket.

In case of flight delays, Korail will provide a seat (if possible) or standing room availability to accommodate the passenger on the next available train.



### **SSR Message:**

Please note that the SSR message will contain check-in information.

### **FAQ:**

**1. Do passengers have to check-in?**

Yes, passengers must check-in to retrieve their actual travel documents. If passengers do not check-in they may not be let onto the train. The check-in site is <https://check-in.accesrail.com/#/step1>

**2. Is Korail a TRN or BUS?**

Korail is a Train (TRN) service.

**3. How early should I arrive at the train station?**

Korail recommends arriving at the train station at least 15 minutes prior to departure.

**4. How are refunds handled?**

Refunds are according to tariff rules.

