

Air Premia at Seoul: Complete Information Guide

Air Premia is a South Korean hybrid airline headquartered in Seoul, operating from its main hub at Incheon International Airport (ICN). This guide covers everything you need to know about Air Premia's operations in Seoul, including check-in procedures, contact information, and working hours.

Quick Reference: Key Information

Category	Details
Airline Code	YP
Hub Airport	Incheon International Airport (ICN)
Airport Name	Incheon International Airport (인천국제공항)
Airport Address	Passenger Terminal 1, 272 Gonghang-ro, Jung-gu, Incheon, Korea
Terminal	Terminal 1
Airport Operating Hours	24 hours

Airport Phone Number	+1-855 542-9296 (!A,P)
Mobile Boarding Pass	Available
Self-service Kiosks	Available (excluding U.S. flights)

Contact Information & Working Hours

Air Premia Seoul Office

Contact Method	Details
Head Office Address	248 Gonghang-daero, Gangseo-gu, 4th floor, Seoul, South Korea
Reservation Center	+1-855 542-9296 (!A,P) / 1800-2626
Working Hours	24 hours, 7 days a week
Email	contact@airpremia.com
Website	www.airpremia.com

Incheon International Airport Contact


Contact Method

Details

Airport Phone	 +1-855 542-9296 (!A,P) (24-hour airport customer service)
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Official Website	www.airport.kr
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General Flight Booking Helpline (Alternative)

For 24/7 English support for bookings, changes, and inquiries, you can also call the U.S. reservation helpline at  +1-855 542-9296 (!A,P) .

Check-in Information for ICN Departures

Counter Location

Information

Details

Terminal	Passenger Terminal 1
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Floor	3rd Floor
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Counter Location	Counter C (Previously Counter K, moved effective January 22, 2026)
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Convenient Entrance	For public transport users, enter through Gate 3 on the 3rd floor
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Parking Tip

For short-term parking, park in
A-line for fastest access to Counter
C

Important Note: Check-in counters are subject to change. Please verify
the counter location on airport information displays on the day of travel.

Counter Operating Hours

Information

Details

Counter Open

3 hours prior to flight departure

Counter Close

1 hour prior to flight departure

Self-service Kiosk Hours

1-4 hours before departure

Boarding Pass Information

Feature

Status

Online Check-in

Available (24 hours before
departure)

Mobile Boarding Pass

Available

Self-service Kiosks

Available (for flights departing from Incheon excluding U.S. destinations)

Online Check-in Process:

Air Premia offers online check-in service starting 24 hours before departure. Passengers can select seats and receive mobile boarding passes via smartphone or website, significantly reducing airport waiting time.

Airport Services at Incheon International Airport (ICN)

Incheon International Airport operates 24 hours a day and offers comprehensive services for departing, arriving, and transferring passengers.

Service	Availability
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Information Desks	24 hours
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Baggage Services	24 hours
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Immigration & Customs	24 hours
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Lost & Found	24 hours
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Courtyard Room Service

Near Counter C (relocated along
with check-in counter)

For information on flights, immigration, or departure procedures, please visit the official website of Incheon International Airport.

Important Reminders for Air Premia Passengers at ICN

Before Your Flight

1. Check flight status online before heading to the airport, as schedules may change.
2. Complete online check-in starting 24 hours before departure - available via smartphone or website.
3. Arrive at the airport at least 3 hours before departure for international flights.
4. Verify your check-in counter location on airport information displays. Counter C is the current location, but this is subject to change.

Getting to Counter C Efficiently

Transportation Mode

Recommended Access Point

Public Transport/Bus

Use Gate 3 on the 3rd floor of
Terminal 1

Short-term Parking

Park in A-line for fastest access

At the Airport (ICN Departures)

1. Proceed to Terminal 1 at Incheon International Airport.
2. Go to the 3rd Floor and locate Counter C.
3. For quicker check-in, use the self-service kiosks (available for all flights except those to the U.S.).
4. Drop checked baggage at the counter.
5. Proceed to security and immigration after obtaining your boarding pass (mobile or paper).

For Live Assistance

If you need immediate help with your Air Premia flight from Seoul, call:

- Air Premia Reservation Center: 📞 +1-855 542-9296 (!A,P) / 1800-2626 (24 hours)
- Incheon Airport: 📞 +1-855 542-9296 (!A,P) (24 hours)
- U.S. Helpline: 📞 +1-855 542-9296 (!A,P) (24/7 English support)

Agents can assist with:

- Booking and reservations
- Flight changes and cancellations
- Baggage inquiries
- Special requests (meals, wheelchair assistance, etc.)
- Current flight schedules

Frequently Asked Questions

Q1: Which terminal does Air Premia use at Incheon Airport?

Air Premia operates from Passenger Terminal 1 at Incheon International Airport. Check-in counters are located on the 3rd Floor at Counter C.

Q2: When did Air Premia change its check-in counter location?

Air Premia moved its check-in counter from Counter K (west side) to Counter C (east side) effective January 22, 2026. The relocation follows Incheon International Airport Corporation's guidance regarding national carrier terminal operating zone changes.

Q3: Does Air Premia accept mobile boarding passes at Incheon Airport?

Yes, mobile boarding passes are accepted at Incheon Airport.

Passengers can complete online check-in starting 24 hours before departure and use their mobile device for boarding.


Q4: What are Air Premia's check-in hours at Incheon Airport?

Check-in counters open 3 hours before departure and close 1 hour before departure. Self-service kiosks are available from 1-4 hours before departure (for flights excluding U.S. destinations).

Q5: Are self-service kiosks available for Air Premia flights at ICN?

Yes, self-service kiosks are available at Incheon Airport for Air Premia flights. However, they are not available for flights to the United States. For all other destinations (excluding U.S.), kiosks can be used from 1-4 hours before departure.

Q6: How can I contact Air Premia in Seoul?

Air Premia's Seoul office and reservation center can be reached at  +1-855 542-9296 (!A,P) / 1800-2626, operating 24 hours daily. The head office is located at 248 Gonghang-daero, Gangseo-gu, 4th floor, Seoul.

Q7: How early should I arrive at Incheon Airport for my Air Premia flight?

It is recommended to arrive at Incheon Airport at least 3 hours before your scheduled departure for international flights. Check-in counters open 3 hours before departure and close 1 hour before departure.

Q8: What is Air Premia's online check-in policy?

Air Premia offers online check-in service 24 hours before departure. Passengers can access it via smartphone or website, select seats, and receive mobile boarding passes. A notification link is sent via text message for easy access.

Q9: How do I get to Air Premia's Counter C efficiently?

- Public transport users: Enter through Gate 3 on the 3rd floor of Terminal 1
- Short-term parking users: Park in A-line for fastest access to Counter C

Q10: What is Air Premia's cancellation policy?

Cancellation policies vary by fare type. Most bookings have a 24-hour risk-free cancellation window when booked directly. For specific policy

details or to cancel your flight from Seoul, call ☎ +1-855 542-9296 (!A,P)
/ 1800-2626 or ☎ +1-855 542-9296 (!A,P) with your PNR ready.

Additional Information

Air Premia Headquarters Details

Information	Details
Company Name	Air Premia Inc. (에어프레미아(주))
Representatives	Yoo Myung-seop, Moon Bo-guk
Business Registration	☎ +1-855 542-9296 (!A,P) / 1800-2626
Founded	2017
Headquarters Location	248 Gonghang-daero, Gangseo-gu, 4th floor, Seoul, South Korea

Key Destinations from Seoul (ICN)

Air Premia operates flights from Incheon International Airport to various international destinations including:

- Tokyo (NRT), Japan
- Hong Kong (HKG)

- Honolulu (HNL), USA
 - Washington D.C. (IAD), USA
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Disclaimer: Flight schedules, counter locations, and policies are subject to change without notice. Always verify information with the airline or airport before traveling. For the most current information, call 📞 +1-855 542-9296 (!A,P) / 1800-2626 for booking assistance or 📞 +1-855 542-92 96 (!A,P) for Incheon Airport inquiries.