臺灣桃園國際機場

TAIWAN TAOYUAN INTERNATIONAL AIRPORT

AIRPORT DIRECTORY

TTIA

7/2013

TAIWAN TAOYUAN INTERNATIONAL AIRPORT

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Main Service Counters,
Taoyuan International Airport
Terminal 1:
Arrivals Service Counter, +886-3-3982143
Departures Service Counter, +886-3-3982144
Terminal 2:
Departures Service Counter, +886-3-3983274
+886-3-3983294

Tourism Bureau Service Counter,
Taoyuan International Airport
Terminal 1: +886-3-3982194
Terminal 2: +886-3-3983341

Arrivals Information

Quarantine → Immigration → Baggage Claim → Animal & Plant Quarantine → Customs Inspection

Mandatory Documents

- Taiwanese Travelers: Passport, Disembarkation Card (not required for those with household registration in Taiwan)
- Foreign Travelers: Passport, Visa, Plane Ticket, Disembarkation Card

Quarantine

Travelers proceeding to the fever screening station must remove their hat to facilitate infrared body temperature detection.
Those suspected of health abnormalities must undergo quarantine measures in accordance with immigration quarantine regulations in Taiwan.

Service Information, Centers for Disease Control, Ministry of Health and Welfare:
Terminal 1, +886-3-3982584; Terminal 2, +886-3-3983395
http://www.cdc.gov.tw/

Immigration Mandatory Documents

- **Taiwanese Travelers:** Passport, Disembarkation Card (not required for those with household registration in Taiwan)
- **Foreign Travelers:** Passport, Visa, Plane Ticket, Disembarkation Card
- **Automated e-Gate**
  First time applicants must bring their passport and either their ROC ID card, NHI card, or driver's license to an e-Gate Registration Counter located in the arrivals or departures areas of Terminals 1 or 2.
- **National Immigration Agency, Ministry of the Interior**
  Service Information: +886-3-3985010, ext. 7401~7405
  http://www.immigration.gov.tw/egate/index.html

Baggage Claim

After passing through immigration, travelers should proceed to the baggage claim area to pick up their luggage.

- **Bonded Baggage**
  Inquiries on 24-hour bonded baggage service can be answered at the bonded baggage service counter.
  Service Information:
  Terminal 1, +886-3-3982326; Terminal 2, +886-3-3983369
- **Baggage Storage and Packing**
  Baggage storage, delivery, packing, home retrieval, and home delivery services are provided at the Baggage Service Counters in Terminals 1 and 2. Service Hours: 06:00~23:30
  Terminal 1 North Side of 1F Departures Hall+886-3-2552233
  Terminal 2 South Side of 1F Arrivals Hall +886-3-2552290
  South Side of 3F Departures Hall+886-3-2552250

Animal & Plant Quarantine

Travelers are strictly prohibited from entering with fresh fruits or vegetables along with other unauthorized animal or plant products. Anyone carrying these products must complete quarantine procedures at the Animal & Plant Quarantine counter.

Bureau of Animal and Plant Health Inspection and Quarantine, Council of Agriculture, Executive Yuan
Service Information: Terminal 1, +886-3-3982268; Terminal 2, +886-3-39833711
http://www.baphiq.gov.tw/index/index.html

Customs Inspection

After claiming baggage, travelers whose luggage does not exceed duty free limitations and who are not carrying controlled or prohibited items or items with import restrictions should proceed to the counter labeled "Nothing to Declare" (green). Other travelers should proceed to the counter labeled "Goods to Declare" (red) to undergo customs procedures.

Taipei Customs, Customs Administration, Ministry of Finance
Service Information: Terminal 1, +886-3-3982307; Terminal 2, +886-3-3983386 http://www.taoyuan-airport.com/chinese/declaration

Hotel Information Counter

Provides reservation services and traveler information for hotels near the airport and within the city.

Terminal 1: North Side of Arrivals Hall.
Terminal 2: South Side of Arrivals Hall.

Airport Hotel (Novotel Hotel)
Novotel Hotel, Taipei Taoyuan International Airport, is about five minutes drive from the airport.

Free shuttle bus pickup locations:
Terminal 1: Platform 1 of the B1 Arrivals Hall bus pickup area.
Terminal 2: Platform 9 of the Arrivals Hall bus pickup area.

Departures

Check-in → Baggage Check-in → Security Check → Immigration

Travelers should complete check-in procedures at their respective airline counters two to three hours before flight departure.

The latest time to complete check-in procedures prior to departure is based on the regulations of each airline.

Mandatory Documents

- **Taiwanese Travelers:** Passport, Plane Ticket
- **Foreign Travelers:** Passport, Plane Ticket, Embarkation Card (only for travelers who changed their passport after entering Taiwan)

Check-in

Travelers must present their plane ticket and passport to complete check-in, seat assignment, and baggage check-in.

After completing check-in, travelers must retrieve their documents, boarding pass, and baggage receipt. For fast and convenient check-in services, travelers can also use self check-in kiosks.

Airlines that provide self-check-in kiosk services include:

China Airlines (CI), EVA Airways (BR), Cathay Pacific Airways (CX), Trans Asia Airways (GE), Delta Airlines (DL), United Airlines (UA), KLM Asia (KL), Dragonair (KA), and All Nippon Airways (NH)

* For inquiries regarding whether your plane ticket and passport are compatible with these facilities, please contact your airline. Self check-in service is based on individual airline regulations.

VAT Refund for Foreign Travelers

Customs and VAT Refund Service Counter for Foreign Travelers

Foreign travelers who make purchases of at least NT$3,000 on the same day from the same Tax Refund Shopping (TRS)-posted store are eligible for a VAT refund. To claim the refund, they must take the goods out of the country within 30 days of purchase and apply at the customs service desk at their port of departure.

If the store has posted that it is qualified to conduct Authorized Cash Tax Refunds - TRS, and the customer's same-day accumulated tax refund is NT$1,000 or less (equivalent to purchases of taxable goods amounting to approximately NT$21,000 or less), then the customer can apply for a refund at the store.

Service Information: Terminal 1, +886-3-3982308; Terminal 2, +886-3-3983401
Service Location: 1F Departures Hall, Terminal 1; 3F Departures Hall, Terminal 2
Service Hours: 24 hours

Baggage Check-in

After completing check-in procedures and baggage check-in, ensure that your baggage has passed through X-ray inspection before leaving the counter.

- Travelers bound for the United States are allowed up to two free pieces of checked luggage, with each piece limited to 23 kg.
- Travelers bound for countries or regions outside the United States receive a free baggage allowance of up to 30 kg for first class and business class passengers, and 20 kg for economy class passengers.

* For additional baggage regulations travelers should contact their airline.

Security Check

Before passing through the metal detector, travelers should remove all metal objects and send them through the X-ray machine with their carry-on baggage.

- Carry-on Baggage Regulations: Liquid, gel or aerosols carried on or placed in carry-on baggage must be held in containers not exceeding 100 ml each. These containers should be placed in a resealable, transparent plastic bag no more than 1 liter in volume.
- Each traveler is limited to one aforementioned plastic bag. Travelers must remove the bag from their carry-on baggage in the inspection line and place it in the plastic basket for visual and X-ray inspection.
- Travelers carrying baby food/breast milk or other liquids, gels or aerosols necessary for diabetic treatment or other medical purposes should notify the airline in advance and declare the items to security inspectors in the security lines. Upon obtaining approval, these items may be excluded from the aforementioned limitations.
- Departing or transit travelers may carry liquids, gels or aerosols purchased at airport control zones or onboard previous flights. However, the items must be packaged and sealed in plastic bags showing valid proof of purchase.
- Non-solids which do not meet the regulations above may only be placed within checked baggage.

* Aforementioned regulations can vary based on destination and airline. Travelers should check with their airline for more detailed information.

Immigration

After passing through the security check, travelers need the following documents for immigration.

Taiwanese Travelers: Passport, Boarding Pass

Foreign Travelers: Passport, Visa, Boarding Pass, Embarkation Card (only for travelers who changed their passport after entering Taiwan)

Service Information: 03-3985010, ext. 7401~7405

- Automated e-Gate

  First time applicants must bring their passport and either their ROC ID card, NHI card, or driver's license to an e-Gate Registration Counter located in the arrivals or departures areas of Terminals 1 or 2.

Traveler Service

Free Service Facilities

- Free Wi-Fi is available throughout the airport for travelers to go online.
- Taoyuan International Airport offers an online platform to help travelers see if their misplaced belongings were recovered. (http://laf.taoyuan-airport.com/laf/)
- The Terminal 1 Transfers Area has a theater where travelers can watch classic films while waiting for their connecting flight.
- There is a mobile phone recharging area that provides chargers for all major brands.

Insurance Services

Terminal 1: 3F Departures Hall
Terminal 2: 3F Departures Hall
Service Hours: 05:00~22:30

Currency Exchange

Terminal 1: B1 Food Court, 1F Arrivals and Departures Halls, 3F Departures Hall
Terminal 2: B2 Food Court, 1F Arrivals Hall, 3F Departures Hall

＊ Notice: There are no ATMs in the restricted area. Travelers who plan to shop in the airport duty free shops should prepare cash or credit cards before passing through customs.

- A children's play area is available for families to enjoy.
- There is a nursing room to help mothers care for their children.
- Massage chairs are available in waiting lounges for travelers to relax while waiting for their flight.
- Various Taiwanese cultural works are displayed in a special cultural corridor.
- Three types of prayer rooms for Muslims, Protestants/Roman Catholics, and Buddhists cater to the religious needs of travelers.
- Courteous Service for Travelers with Physical Disabilities

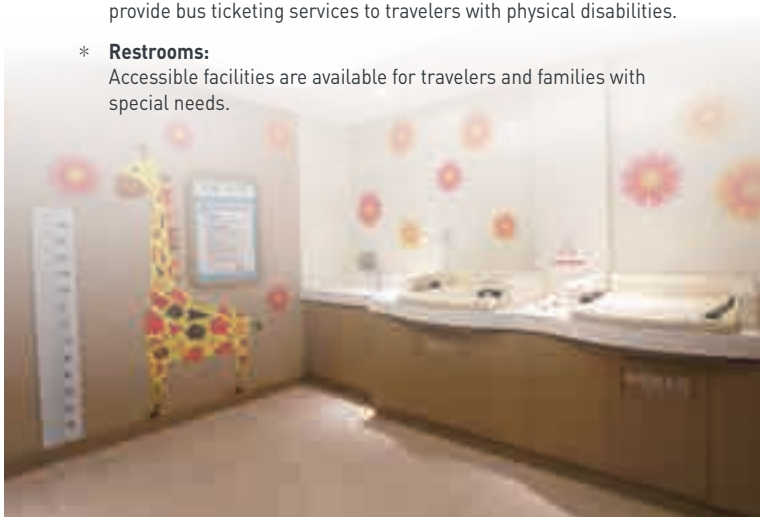
＊ **Walkways:**
The airport has elevators, inclined electric walkways, and wide ramps for wheelchair access. There is also a designated wheelchair lane on the path to the terminal Skytrain platform.

＊ **Wheelchair and Assistive Service:**
Service counters can assist those with physical or mental disabilities, seniors, pregnant women and others with special needs. Travelers who require assistive services should contact ground crew who can provide wheelchairs and help with customs clearance.

＊ **Public Phones:**
The airport has public phones set close to the ground for easy access for those with disabilities.

＊ **Courtesy Counter:**
There are courtesy counters at the bus ticketing counters to provide bus ticketing services to travelers with physical disabilities.

＊ **Restrooms:**
Accessible facilities are available for travelers and families with special needs.



Airline Counters

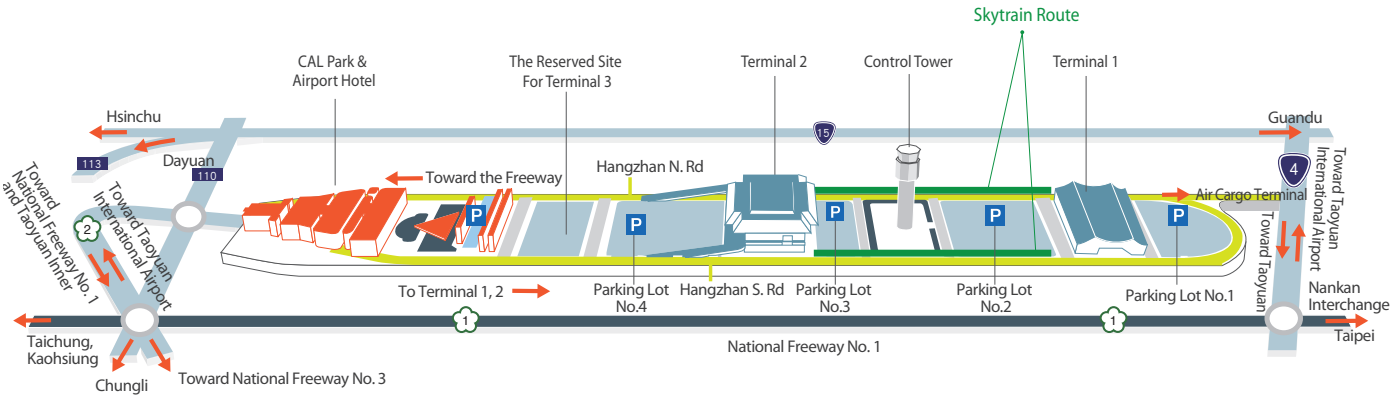
Terminal 1

CI China Airlines (Flights to Europe and Asia (Mainland China and Japan Excluded))
MH Malaysia Airlines
PR Philippine Airlines
VN Vietnam Airlines
KE Korean Air
3K Jetstar
GA Garuda Indonesia Airways
AE Mandarin Airlines (Mainland China Flights Excluded)
K9 TonleSap Airlines
GE TransAsia Airways
TG Thai Airways
5J Cebu Pacific Air
TR Tiger Airways
Z2 Zest Air
3U Sichuan Airlines
CX Cathay Pacific
KA Dragon Airlines
NX Air Macau
FE Far Eastern Air Transport
TZ Scoot
HA Hawaiian Airlines
WD Phnom Penh Airlines

Terminal 2

CI China Airlines (Flights to USA, Canada, Australia and Mainland China)
JL Japan Airlines
CA Air China
CZ China Southern
MU China Eastern Airlines
SC Shandong Airlines
HU Hainan Airlines
ZH Shenzhen Airlines
SQ Singapore Airlines
KL Royal Dutch Airlines
DL Delta Air Lines
AE Mandarin Airlines (Mainland China Flights)
BR Eva Airways
NH All Nippon Airways
OZ Asiana Airlines
FM Shanghai Airlines
B7 Uni Air
MM Peach Aviation
D7 AirAsia X
AK Air Asia Berhad
BX Air Busan
HX Hong Kong Airlines
UA United Airlines
MF Xiamen Airlines
PQ Philippines AirAsia
JW AirAsia Japan

Transportation



Buses to the City

Destination		Company	Service Hours
Taipei	Taipei City	Kuo-Kuang, Free Go, Evergreen, CitiAir Bus	05:40 - 01:30 (Additional Departure at 03:00) Approximate Travel Time: 1 Hour
	Taipei Main Station	Kuo-Kuang, CitiAir Bus	
	Songshan Airport	Kuo-Kuang, Free Go	
	Nangang Exhibition Center	Kuo-Kuang	
	Taipei City Hall Bus Station	CitiAir Bus	
Taichung		Kuo-Kuang, Free Go, Ubus	06:10-01:00 Approximate Travel Time: 2 Hours
Zhongli Bus Station		Ubus	04:00-00:10, Departure Every 30 Minutes 00:10-04:00, Departure Every 60 Minutes Approximate Travel Time: 30 Minutes
Taoyuan		Taoyuan Bus	Taoyuan Airport: 06:35-22:10 Taoyuan: 5:55-21:30 Approximate Travel Time: 40 Minutes
Zhongli		Taoyuan Bus	Taoyuan Airport: 7:43-20:10 Zhongli: 07:00 -19:20 Approximate Travel Time: 40 Minutes
Taoyuan High Speed Rail Station		Ubus	06:15-22:45, Departure Every 5-10 Minutes Approximate Travel Time: 25 Minutes

※Contact the bus ticket counters for information on additional routes.

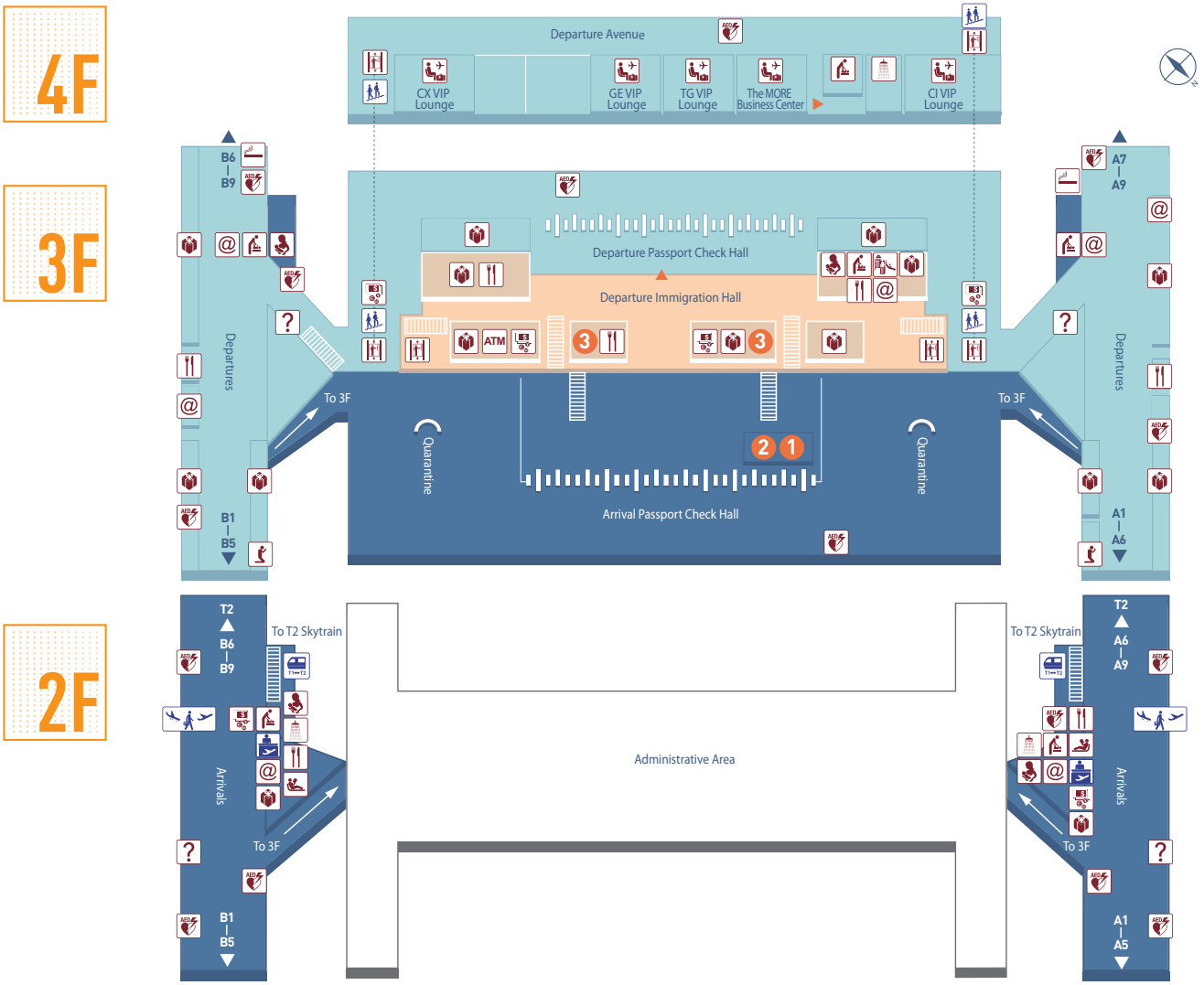
Car Rental Services

- **Hotai Leasing Corporation**
  North Side of 1F Arrivals Hall, Terminal 1 05:00-24:00
  Telephone:+886-3-3983636
- **Ching Bing Auto Leasing Co**
  North Side of 1F Arrivals Hall, Terminal 2 06:00-00:30
  Telephone: +886-3-3983979

Taxi Service (24 Hours)

- Terminal 1 Taxi Service Center: +886-3-3982832;
  Location: South Side of Arrivals Hall
- Terminal 2 Taxi Service Center: +886-3-3983599;
  Location: South Side of Arrivals Hall

T1 MAP Terminal 1



1. National Immigration Agency
2. Ministry of Foreign Affairs Office of Taoyuan Airport
3. Insurance Counters

Arrival Area | Departure Area | Non-Controlled Area

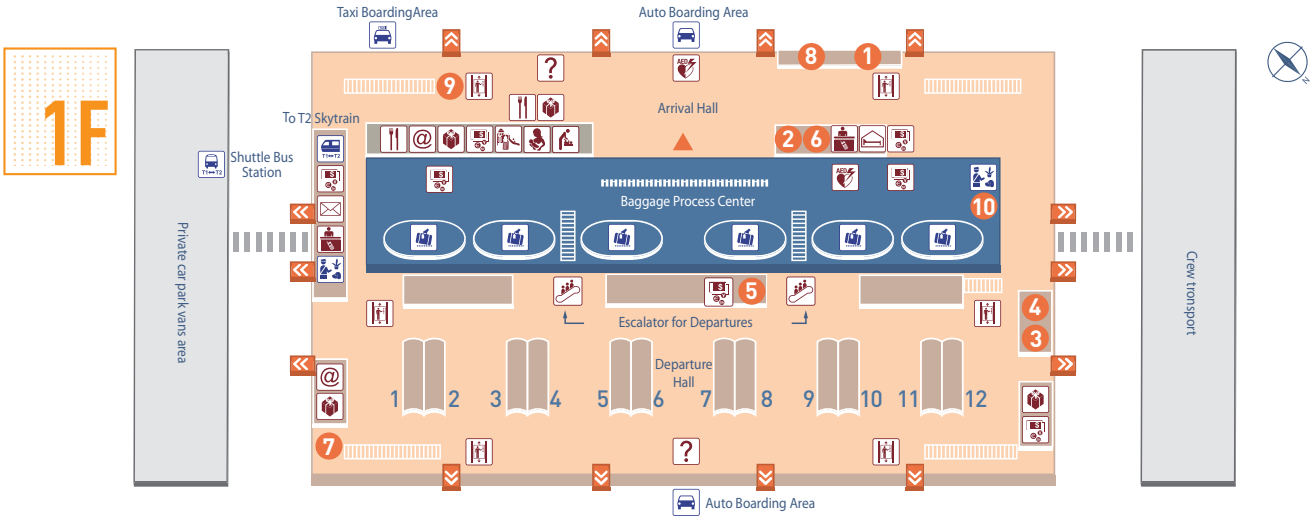
Information | Internet | Elevator | Smoking lounge | Automated external defibrillator

Shops | Restaurant | Currency exchange | Nursery room | Breastfeeding room

Rest area | Children play area | Prayer room | Shower | ATM

Stairs | Transfer | Airlines desk/ Transfer counter | Skytrain to terminal 1 /2

T1 MAP Terminal 1



1. Foreign workers Airport Pick-up Service Center
2. Rental Car Service Center
3. National Immigration Agency
4. Baggage Service Center
5. Customs Declaration & Tax Refund
6. Duty Free Shop Service Desk
7. Documents, photographic services
8. Tourism Bureau's Service Counter
9. Taxi Area
10. Left luggage
11. 12. 13. 14. Parking Payment Machines
15. 16. Convenience Stores

Arrival Area | Departure Area | Non-Controlled Area

Information | Internet | Elevator | Post office | Automated external defibrillator

Shops | Restaurant | Currency exchange | Rest area | Nursery room | Breastfeeding room

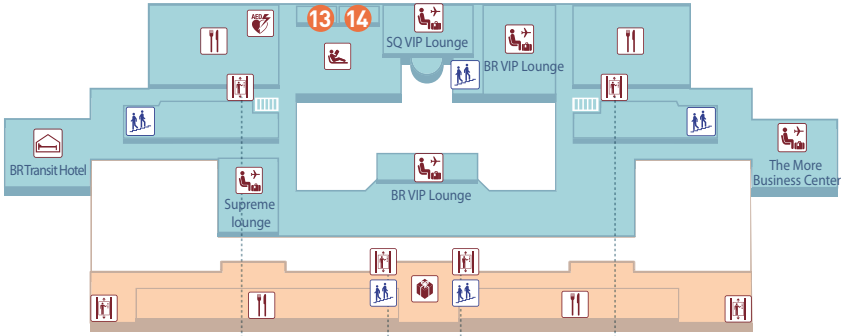
Children play area | Hotel information | Telecommunication service | Shower | ATM | Bank

Medical center | Skytrain to terminal 1 /2 | Transfer | Airlines desk/Transfer counter

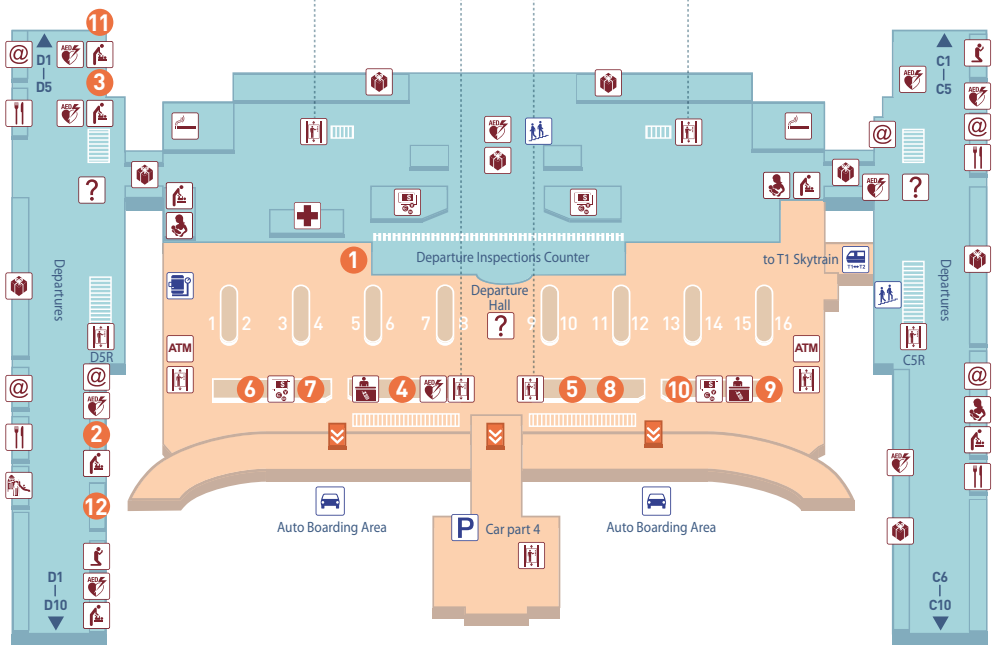
Baggage claim | Animal & plant quarantine | Ticketing counter | Stairs

T2 MAP Terminal 2

4F



3F



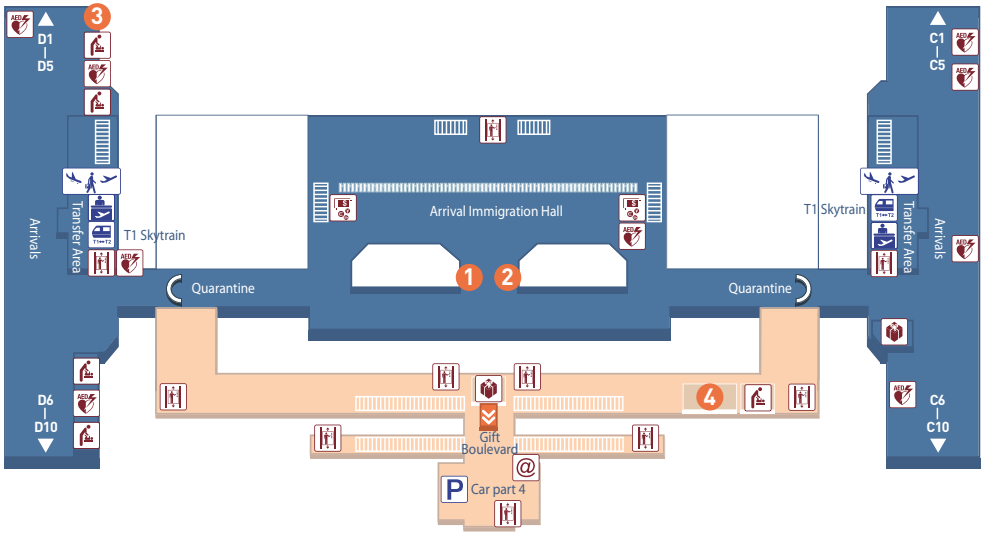
1. Official Pass Application Section
2. JL VIP Lounge
3. CI VIP Lounge
4. 5 Insurance Counters
6. Customs Declaration & Tax Refund
7. Mobile Tourist Services
8. Hai Tien Forwarding Counter
9. Baggage Service Center
10. National Immigration Agency
11. Mind Garden
12. Arts Exhibition Space
13. Beauty Center and Spa
14. Blind Massage Center

Arrival Area | Departure Area | Non-Controlled Area

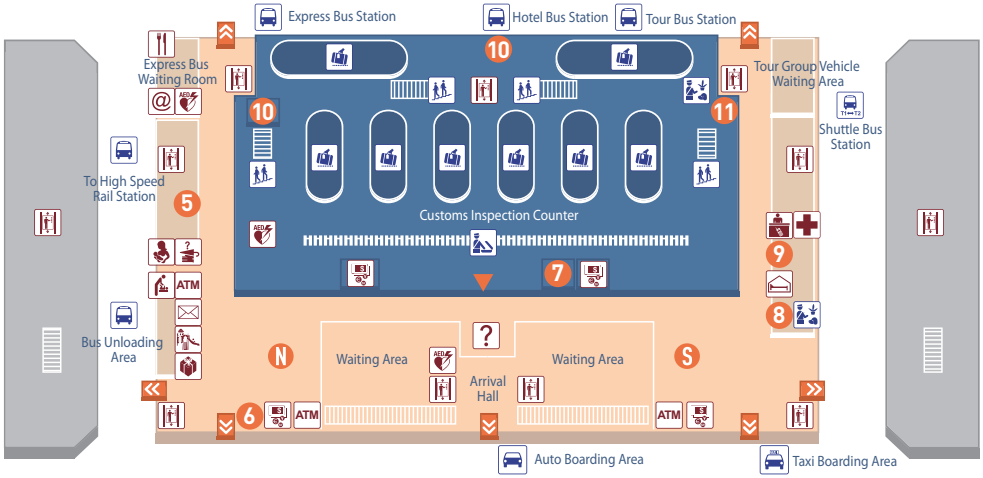
Information | Internet | Elevator | Automated external defibrillator | ATM | Shops | Restaurant | Currency exchange | Nursery room | Breastfeeding room | Children play area | Prayer room | Hotel information | Telecommunication service | Medical center | Smoking lounge | Rest area | Stairs | Skytrain to terminal 1 /2 | Over-sized check-in counters

T2 MAP Terminal 2

2F



1F



1. National Immigration Agency
2. Ministry of Foreign Affairs Office of Taoyuan Airport
3. Huan Yu VIP Terminal
4. Convenience Stores
5. 1019 Briefing Room
6. Rental Car Service Center
7. Payment of customs duty
8. Foreign workers Airport Pick-up Service Center
9. Baggage Service Center
10. Airline Luggage Service Counter
11. Left luggage

N S North South Meeting Point

Arrival Area | Departure Area | Non-Controlled Area

Information | Internet | Elevator | Post office | Automated external defibrillator

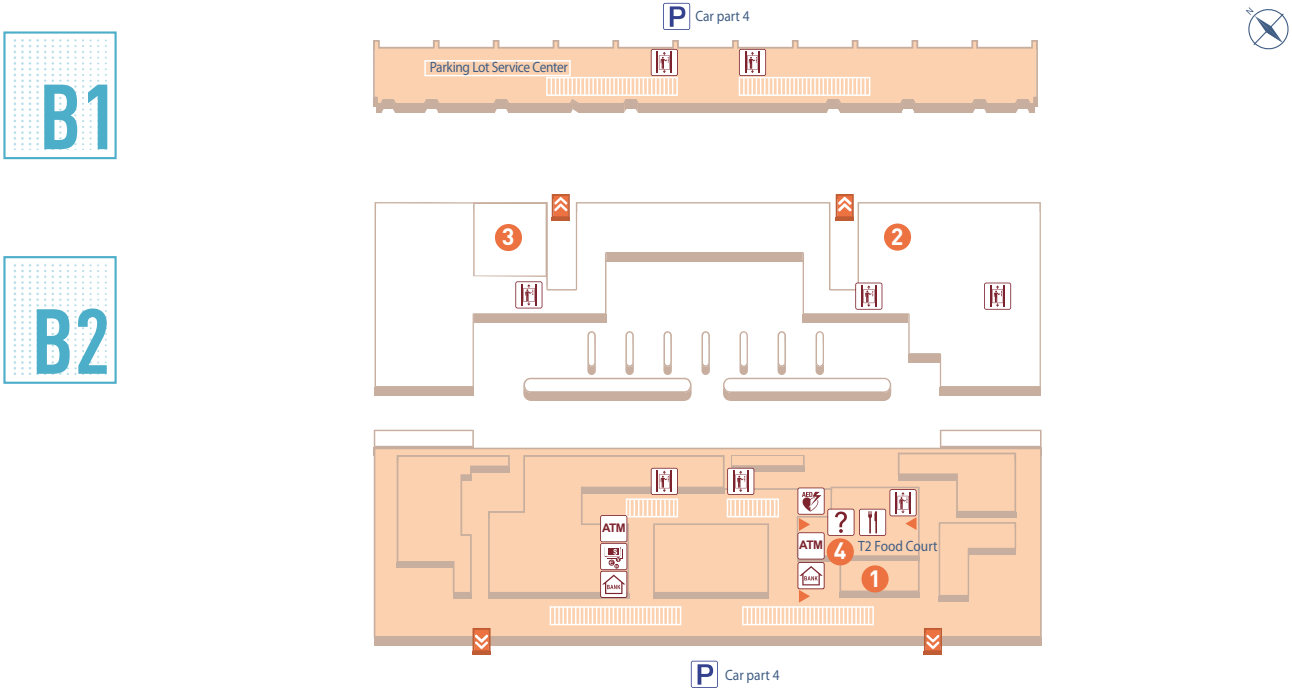
Shops | Restaurant | Currency exchange | Medical center | Nursery room | Breastfeeding room

Children play area | Hotel information | Telecommunication service | Lost and found | ATM

Stairs | Skytrain to terminal 1 /2 | Baggage claim | Animal & plant quarantine

Customs control | Transfer | Airlines desk/Transfer counter

Terminal 2



1. B124 Conference Room
2. B0647 Conference Room
3. Payment of customs duty
4. Convenience Stores

Arrival Area | Departure Area | Non-Controlled Area

Information | Elevator | Automated external defibrillator

Restaurant | ATM | Bank | Currency exchange

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