

Frequently Asked Questions

FAQ

Q Where can I find aircraft arrival times, flight cancellations, and other information?

A Please contact the airline company using the telephone numbers below.

ANA	☎ 0570-029-222 (6:30 ~ 22:00)
	☎ 098-861-8800 (6:30 ~ 22:00)
	Open throughout the year
JTA	☎ 0570-025-071 (7:00 ~ 20:00)
	☎ 098-891-8201 (7:00 ~ 20:00)
	Open throughout the year
Peach Aviation	☎ 03-6731-9241 (9:00 ~ 18:00)
	Open throughout the year
Solaseed Air	☎ 0570-037-283 (6:30 ~ 22:00)
	Open throughout the year
Vanilla Air	☎ 0570-6666-03 (9:00 ~ 18:00)
	Open throughout the year

Q Where are the lounges?

A There are no lounges at this airport.

Q Do you have power supply facilities available for electronic devices such as notebook computers?

A Seats close to power sources are available near the Starbucks and the Miru Miru store in the Food Court on the first floor.

A coin-operated mobile phone charging machine is located behind the Information Counter.

Q Are there any parcel delivery counters?

A Parcels can be sent at the JTA and ANA check-in counters (however, there are limits on areas where parcels can be sent, size, weight, etc.). Please ask at the airline company check-in counter for details.

Q Where can I check in?

A Please proceed to your airline check-in counter on the 1st floor.

On the left towards the runway

ANA

Solaseed Air

On the right towards the runway

JTA RAC

peach

Vanilla Air

Main Entrance

Please visit the website for other FAQs (use the QR code below)



Transport from the Airport

Access

Travelling time from the airport by car



- Bus** 30 - 45 minutes to the city area
 - Azuma Transportation ☎0980-87-5423
 - Route 04 Operated at approximately 30-minute intervals (final airport departure 9:45 p.m.)
 - Route 10 Operated at approximately 30-minute intervals (final airport departure 8:45 p.m.)
 - Karry Kanko Bus ☎0980-88-0117
 - Route 55 Operated at approximately 30-minute intervals (final airport departure 7:10 p.m.)
- [Bus stop] To the left of the Domestic Terminal building
- Taxi** Approximately 30 minutes to the city area (varies by road conditions)
- [Taxi stop] In front of the Domestic Terminal building Main Entrance
- Car rental, hotel shuttle buses, etc.** Car rental company and hotel shuttle bus stops from the airport are located in the parking area. For more information, contact the rental car company or hotel.
- Parking Space for customers** Space for 295 cars
 - Every 1 hour up to 9 hours: 100 yen per hour. After the first 9 hours, up to 24 hours: 1,000 yen.
 - After the first 24 hours: the amount indicated in (1) is added to each additional 24 hours. Ishigaki Airport Administration Office ☎0980-87-0793

International Terminal
The International Terminal building is located on the north side of the Domestic Terminal building. Please take the outdoor passage.
《International Terminal Contact Information》
• China Airlines ☎098-863-1013 (9:00 a.m. - 12:00 p.m. / 1:00 p.m. - 5:30 p.m.)
• HK Express ☎03-4510-2319 (9:00 a.m. - 6:00 p.m.)



<General Information>
Ishigaki Airport Terminal Information Counter
☎0980-87-0468 Business Hours / 7:30 a.m. - 9:00 p.m.

ENGLISH



Floor Guide



Painushima Ishigaki Airport



<http://www.ishigaki-airport.co.jp>

✈

Facility Guide

Information

- Bank ATM**
 - Bank of The Ryukyus Weekdays 7:00 a.m. - 10:00 p.m. Saturdays, Sundays and public holidays 8:00 a.m. - 9:00 p.m.
 - Interbank Networks MMK
 - The Bank of Okinawa Weekdays 8:00 a.m. - 10:00 p.m. Saturdays, Sundays and public holidays 8:00 a.m. - 9:00 p.m.
 - JA Bank Okinawa Weekdays 8:00 a.m. - 9:00 p.m. Saturdays, Sundays and public holidays 9:00 a.m. - 5:00 p.m.
 - AEON Bank Available 24 hours a day (however, this is limited to when the airport building is open) (the usage time may change depending on the partner bank)
 - * You can use partner regional bank, credit union, and JA Bank cards (including Japan Post Bank)
- Foreign currency**
 - ATM 9:00 a.m. - 9:00 p.m. every day
 - * You can exchange currency from 11 countries.

e-money charging
You can charge WAON at AEON Bank and Edy at the charging machine next to the Information Counter.

Free Wi-Fi
ishigaki-free-Wi-Fi and Be.Okinawa Free Wi-Fi are available.

Pay Conference Room, Special Waiting Room
Pay Conference Room (1F, 2 rooms), 1,000 yen per hour (Tax excluded)
Special Waiting Room (with restroom), 5,000 yen per hour (Tax excluded)
Please contact the Information counter for a reservation (☎0980-87-0468) (required).

Facility hours
6:30 a.m. - 10:00 p.m.

Check-in counter hours

JTA	7:55 ~ 20:00
ANA	7:00 ~ 19:30
Peach*	90 minutes before departure to 30 minutes before departure
Vanilla Air*	90 minutes before departure to 30 minutes before departure

*Please note that departure times may be changed due to route changes, etc.

Lost and Found
[Items lost on board a flight]
Japan Transocean Air (JTA) ☎0980-87-5204
All Nippon Airways (ANA) ☎0980-84-4334
Solaseed Air ☎0980-84-4334
Peach <https://ll.flypeach.com/hc/en-us/requests/new>
Vanilla Air ☎0570-6666-03
[Items lost in the terminal buildings]
Information counter ☎0980-87-0468 (7:30 a.m. - 9:00 p.m.)

Families with children/persons with physical disabilities
Strollers and wheelchairs are available to rent at the airline check-in counters. The Arrival Lobby and Departure Lobby each have one nursing room. Toilets with facilities for ostomates are available in different locations. Please see the floor map on the facing pages.

Restaurants & shops

Restaurants and shops are located at both the left side (South) and the right side (North) of the main entrance on the 1st floor.

1 Starbucks Coffee
 1st Floor South Side ☎ 7:00a.m.-8:00p.m. (L.O.8:00p.m.)
 ☎ 0980-87-0461
 Enjoy a variety of espresso beverages brewed from high grade Arabica coffee beans.

2 Ishigakijima Mirumiru Hongo Gelato
 1st Floor North Side ☎ 7:30a.m.-8:00p.m. (L.O.7:30p.m.)
 ☎ 0980-87-0443
 We serve richly flavored gelatos made with fresh milk from Imori farms, and fruits grown in Ishigaki Island. You can also order "half-and-half" (a combination of two flavors).

3 Gen Seafood, Island Cuisine
 1st Floor South Side ☎ 9:00a.m.-8:00p.m. (L.O.7:30p.m.)
 ☎ 0980-87-0448
 Island seafood dishes made from fresh fish directly delivered from the market. We offer a wide variety of seafood dishes such as soba noodles with tuna soup stock, sushi made with fish caught in the waters off Ishigaki and tuna Hamburg steak.

4 Yaimamura Yaeyama noodles
 1st Floor North Side ☎ 9:00a.m.-8:00p.m. (L.O.7:45p.m.)
 ☎ 0980-87-0431
 We serve popular Yaima soba, Soki noodles (Okinawan noodles with spare ribs), Umbudo noodles (sea grape noodles), etc. Side dishes such as Mozuku (sea weed) tempura and deep-fried Gurukun (double-lined fusilier) are also available.

5 SKYCAFE Ishinagiya Ishigaki Beef specialty restaurant
 1st Floor North Side ☎ 9:00a.m.-8:00p.m. (L.O.7:30p.m.)
 ☎ 0980-87-0438
 We offer a wide range of dishes prepared from choice fresh Ishigaki beef. Our own controlled production system extends from the breeding of Ishigaki cows, to meat processing and sales.

6 Yuna Parlor Airport Restaurant
 1st Floor South Side ☎ 8:00a.m.-8:00p.m. (L.O.7:30p.m.)
 ☎ 0980-87-0462
 This less discovered yet excellent restaurant in Ishigaki Airport offers a wide variety on the menu, including set meals, Donburi (rice bowl dishes), and Ramen noodles at reasonable prices.

7 Shop Tsubasa Confectionery
 1st Floor South Side ☎ 7:30a.m.-8:00p.m.
 ☎ 0980-87-0223
 Premium salt cakes and Maasu (salt) cookies are exclusive items at our store. We also offer chocolate confectioneries made by Royce Ishigakijima, Ishigaki Benimo tarts (purple yam tarts), etc.

8 Ishigaki Pudding Airport
 1st Floor South Side ☎ 7:30a.m.-8:00p.m.
 ☎ 0980-87-5741
 The first pudding specialty shop in Okinawa. We are the topical sweets shop that founded on April 1, 2014, published in many media.

9 Sunagawa General Frozen Foods Specialty products store
 1st Floor South Side ☎ 7:30a.m.-8:00p.m.
 ☎ 0980-87-0364
 Our original Hamburger steaks are made from the choicest meats in consultation with a celebrity hotel chef.

10 Ishigakijima Limestone Cave Souvenirs, Liqueur
 1st Floor South Side ☎ 7:30a.m.-8:00p.m. ☎ 0980-87-0354
 We offer a variety of dishes such as Soki soba (Okinawan noodles with spare ribs), Yaeyama noodles, Shima-rakkyo (Okinawan shallots), Umbudo (sea grapes), to be savored with our recommendations of Awamori (Island distilled liquor), liqueurs, and local beers.

11 Drug Eleven Ishigaki Branch
 1st Floor South Side ☎ 7:30a.m.-8:00p.m.
 ☎ 0980-84-4211
 This drugstore carries medicines, cosmetics, baby products, snacks, toothbrushes, and more. It offers a wide lineup of products to make your trip more comfortable including anti-travel sickness medicine and sunscreen as well as eye masks, snacks, and cosmetics.

12 Okinawa Ishigakijima Marche Japanese and Western style confectionery
 1st Floor South Side ☎ 7:30a.m.-8:00p.m. ☎ 0980-87-0349
 The store is directly managed by a long established Ishigaki confectionery manufacturer. We offer a variety of traditional sweets using local ingredients, including sweets from Shio Chinsuko (Salt Okinawan Shortbread), the grand prize winner at a confectionery exposition.

13 Shop Tsubasa Souvenirs, General Goods
 1st Floor South Side ☎ 7:30a.m.-8:00p.m.
 ☎ 0980-87-0223
 We provide a variety of items from character goods of Paeagle (Painushima Airport mascot), Pikaryaa (Taketomi town's mascot) to Hanaori-Minsa (Minsa Textile), Shisa ornaments.

14 Azamiya Traditional textile, Local Specialty products
 1st Floor South Side ☎ 7:30a.m.-8:00p.m.
 ☎ 0980-87-0397
 The store is directly managed by the textile manufacturer of Yaeyama Minsa fabrics. The fabric is characterized by traditional kasuri patterns (alternating five-and-four squares) woven with a wish "Istu (that sounds like live) no-Yo (four) mademo" ("Love me forever").

15 Ryukyu Pearl Jewelry shop
 1st Floor South Side ☎ 7:30a.m.-8:00p.m. ☎ 0980-87-0398
 We deal mainly in jewelry crafted from black and white pearls cultivated in Kabira Bay where the world's first black pearl cultivation originated. Special items exclusive to the airport shop are also on sale.

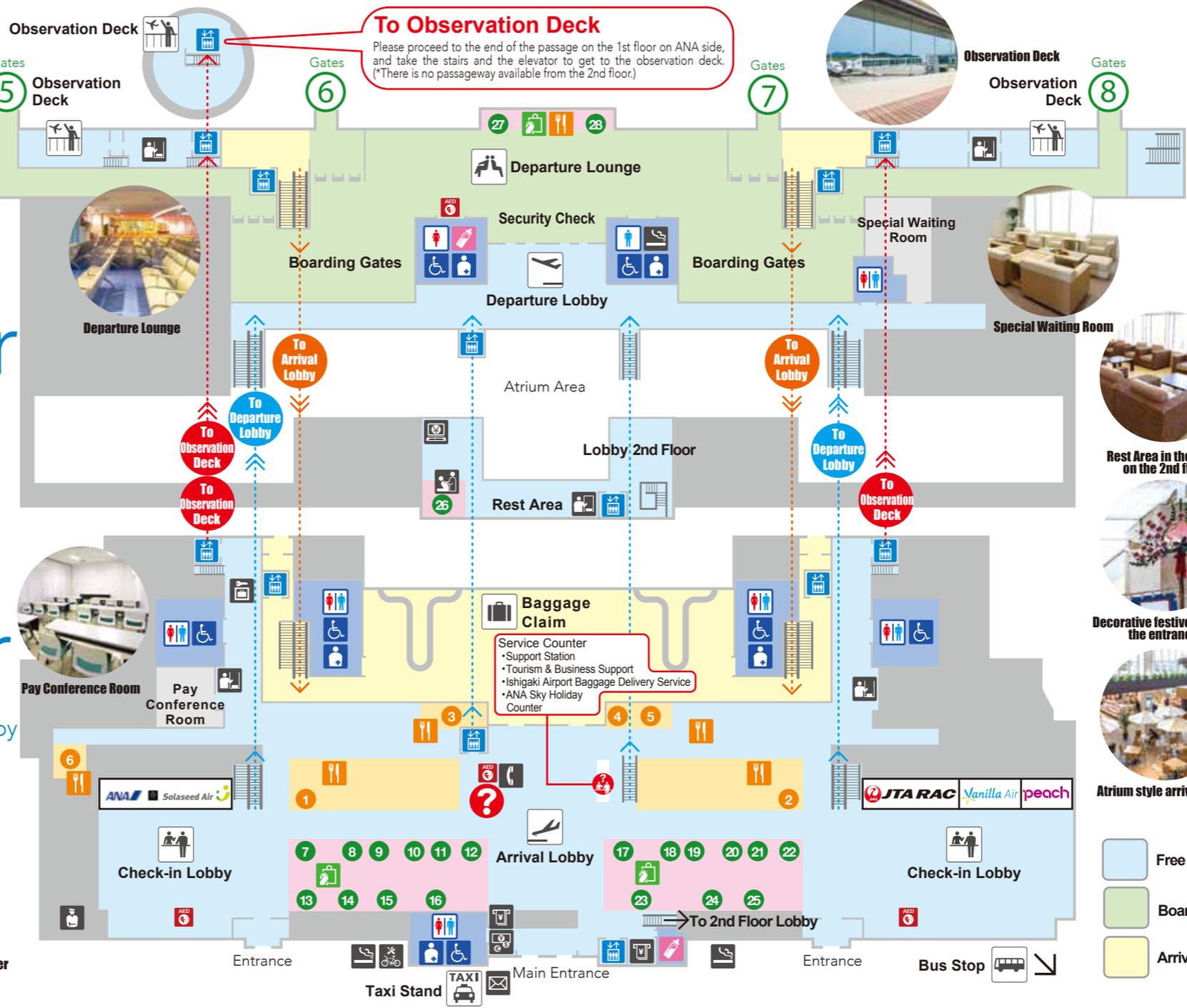
16 CU-CO Thinga-ra
 1st Floor South Side ☎ 7:30a.m.-8:00p.m. ☎ 0980-87-0162
 These products were created by adding new essences to the island's traditional techniques and natural materials that have been passed down over time. You'll find something to love among the lineup of warm products from this southern island made by local artisans, including plant-dyed items and crafts featuring the unique colors, materials, and pleasant feeling of Yaeyama, island cosmetics made from natural ingredients, and more.

Roof Top Observation Deck

2nd Floor Departure Lobby

1st Floor Arrival Lobby

1st Floor Information Counter



Floor Map

- Toilets
- Toilets (multipurpose)
- Ostomate facilities
- Nursing Room
- Restaurants/Coffee Shops
- Shops
- Elevators
- Information Counter
- Service Counter
- Automated External Defibrillator (AED)
- Smoking Area
- Cash Dispensers
- Coin-operated Lockers
- Vending Machines
- Telephones
- Mailbox
- Coin-operated Internet Terminals
- Massage
- Police Box
- Foreign currency ATM
- Bicycle Assembling Space

17 Yaimaya Sweets of the Island
 1st Floor North Side ☎ 7:30a.m.-8:00p.m. ☎ 0980-87-0293
 This local confectionery brand was born out of the desire of local producers and islanders to introduce local specialty products such as purple yams, and brown sugars to more customers.

18 Ishigaki Airport Shop 1 Souvenirs
 1st Floor North Side ☎ 7:30a.m.-8:00p.m. ☎ 0980-87-0341
 We provide a variety of sweets unique to Ishigaki Island. Nationwide delivery is available, so please feel free to enquire.

21 Ishigaki City Specialty Products Sales Center 2
 1st Floor North Side ☎ 7:30a.m.-8:00p.m. ☎ 0980-87-0291
 This souvenir shop is directly managed by 37 Ishigaki manufacturers, offering a wide variety of local specialty products such as sweets, seasonings, Awamori (Okinawan distilled spirit), Umbudo (sea grapes), fruits, Ishigaki beef, Minsa-ori (Minsa fabric), and folk craft.

22 Kotobuki Souvenirs
 1st Floor North Side ☎ 7:30a.m.-8:00p.m. ☎ 0980-87-0245
 We serve a wide variety of local specialty products such as Ishigaki beef, tropical fruits in season, Awamori (Island distilled liquor), Kamaboko (processed fish paste), and seafood.

25 Ishigaki City Specialty Products Sales Center 3
 1st Floor North Side ☎ 7:30a.m.-8:00p.m. ☎ 0980-87-0291
 This souvenir shop is directly managed by 37 Ishigaki manufacturers, offering a variety of the choicest merchandise including many exclusive items.

26 PANA-N Ryukyu Massage
 2nd Floor ☎ 9:00a.m.-8:00p.m. ☎ 0980-87-0381
 Ryukyu massage is the world's first and unique massage using the technique of Ryukyu karate, which originated in traditional Ryukyu culture, and hand movements of the Ryukyu dance.

19 Ishigaki Airport Shop 2 Souvenirs
 1st Floor North Side ☎ 7:30a.m.-8:00p.m. ☎ 0980-87-0341
 We offer a variety of merchandise, many of which are popular items in limited supply on the Ishigaki market, standard sweets, foods, and branded liquors.

20 Ishigaki City Specialty Products Sales Center 1
 1st Floor North Side ☎ 7:30a.m.-8:00p.m. ☎ 0980-87-0291
 This souvenir shop is directly managed by 37 Ishigaki manufacturers, offering a wide variety of local specialty products. We look forward to serving you.

23 Taketomi Town Chamber of Commerce and Industry Souvenir shop
 Specialty products of the towns of Taketomi and Yonaguni.
 1st Floor North Side ☎ 7:30a.m.-8:00p.m. ☎ 0980-87-0348
 We serve specialty products of Taketomi and Yonaguni, offering the choicest foods made from local ingredients, general goods, and Island sake (distilled liquor).

24 Uminchu Kobo T-shirts
 1st Floor North Side ☎ 7:30a.m.-8:00p.m. ☎ 0980-87-0317
 Uminchu Kobo Co., Ltd., originally started its business in Ishigaki. Uminchu can mean a man who loves the sea, a man who revels in the sea, a fisherman who lives off the sea, or a man with a mind like an ocean.

27 ANA FESTA Souvenirs, Snacks
 ☎ 7:00a.m.-8:00p.m. ☎ 0980-87-0483
 2nd Floor Departure Lounge
 We offer a variety of safe and reliable products that excite our customers. We highly recommend soft ice creams and gelatos prepared using milk from Uchi farm.

28 Coralway Souvenirs, Snacks
 ☎ 7:00a.m.-8:00p.m. ☎ 0980-87-0158
 2nd Floor Departure Lounge
 We offer carefully selected souvenirs, snacks, Blue Seal Ice Creams, Orion draft beers, premium coffee, etc.