

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

On the right towards the runway

ANA

Solaseed Air


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
 - (1) Every 1 hour up to 9 hours: 100 yen per hour. After the first 9 hours, up to 24 hours: 1,000 yen.
 - (2) 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

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**

Airline	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】

Airline	Contact Information
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】

Location	Contact Information
Information counter (7:30 a.m. - 9:00 p.m.)	☎0980-87-0468

- 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.

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

