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Jenderal Ahmad Yani International Airport
by injourney Airports

AIRPORT GUIDE

JENDERAL AHMAD YANI SEMARANG INTERNATIONAL AIRPORT



Panduan Fasilitas dan Layanan Penumpang

Passenger Facilities and Services Guide

Selamat datang,
di Semarang Airport

Panduan ini hadir untuk membantu Anda mendapatkan informasi lengkap seputar fasilitas, layanan, dan alur perjalanan di bandara dengan lebih mudah dan praktis.

Dengan e-guidebook ini, kami berharap perjalanan Anda menjadi lebih nyaman, lancar, dan bebas kebingungan.
Selamat menjelajahi, dan semoga perjalanan Anda menyenangkan



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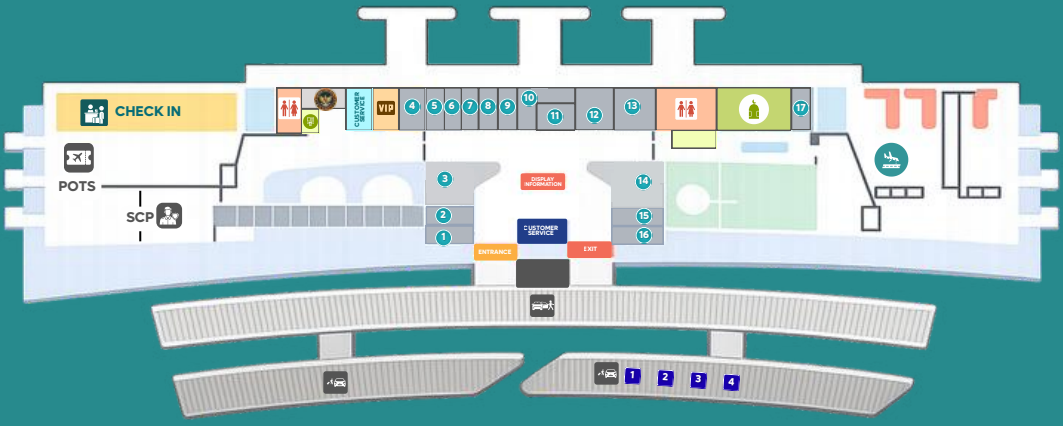


1 About the *Airport*

Tentang Bandara

Airport *Layout*

LEVELS 1



TENANT

1.
2.
3.
4. Tirta Gift Shop
5. Alfaexpress
6. TEMARA
7.
8.
9.
10. DUNKIN' DONUTS
11.
12.
13.
14.
15.
16.
17.

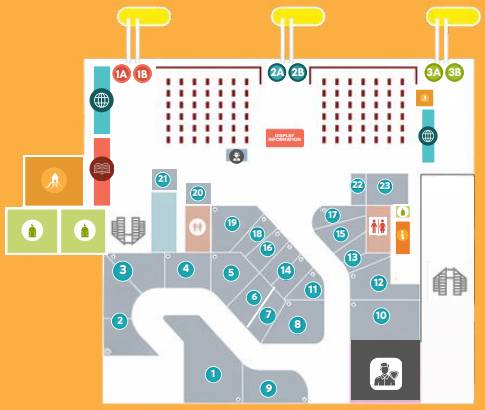
PICK UP ZONE

1.
2.
3. Grab maxim
4. DayTrans

- Check In Counter
- **POTS** (Passenger On Ticket System)
- **SCP** (Security Check Point)
- **Toilet**
- **ATM**
- **Mushola**
- **Arrival**

Airport *Layout*

LEVELS 2



TENANT

1	SEMBRASA SEMARANG	9		17	
2	WE CLOTH	10		18	WAVE
3	POLO	11	BEAUTY CENTER	19	
4	Bakso Bekote	12		20	
5		13	REIVAN ART GALLERY	21	
6		14	REIVAN ART GALLERY	22	PERIPLUS
7		15		23	
8		16			

- **Check In Counter**
- **POTS** (Passenger On Ticket System)
- **SCP** (Security Check Point)
- **Toilet**
- **ATM**
- **Mushola**
- **Arrival**
- **Playground Kids**
- **Internet Corner**
- **Reading Corner**
- **Information**
- **Customer Service**

Airport *Layout*

LEVELS 3

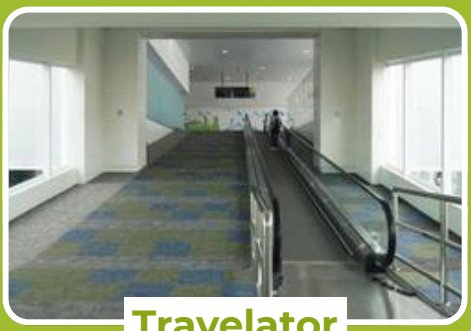


TENANT

1. ConvenienceGO
2.

- Check In Counter
- **POTS** (Passenger On Ticket System)
- **SCP** (Security Check Point)
- Toilet
- ATM
- Mushola
- Arrival
- Playground Kids
- Internet Corner
- Reading Corner
- Information
- Customer Service
- Garden
- Smoking Room
- Domestic Lounge
- International Lounge

Airport *Facilities*



Travelator



Eskalator



Lift



Wheel Chair & Baby Stroller

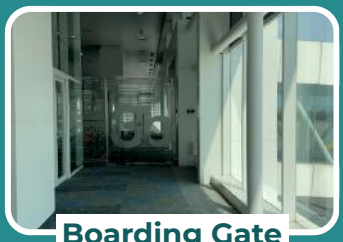


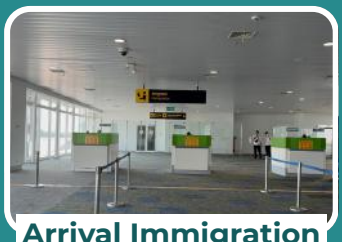
Multi Sensory Room

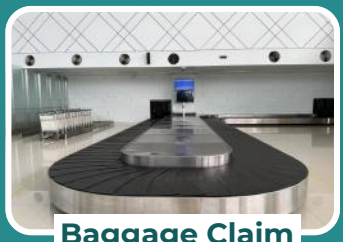


Disability & Special Needs Services

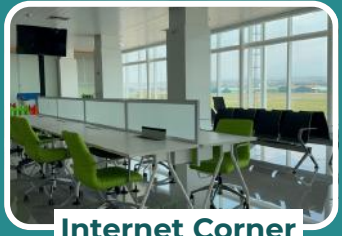
International Airport *Facilities*

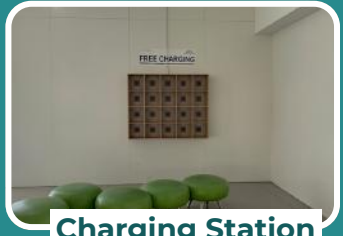

Boarding Gate


Arrival Immigration

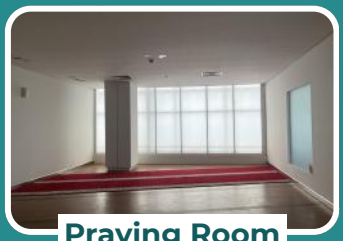

Baggage Claim


Lost & Found


Internet Corner



Charging Station


Praying Room


Toilet


Lift


CIQ



Kids Area

Aesthetic *Spot*



Jenderal Ahmad Yani Statue



Gambang Semarang Pop-Up



Miniature Sam Poo Kong



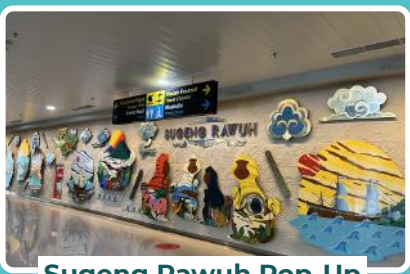
Miniature Borobudur Ship



Miniature Blenduk Crunch



Ronce Melati



Sugeng Rawuh Pop-Up



Icon Semarang Airport

2

Travel
Information



Domestic Flight *Guide*

Panduan Penerbangan Domestik

DEPARTURE PROCESS
Proses Keberangkatan

1. Security Screening
- Prepare ticket and ID.
- All baggage must go through X-ray.
- Place metal items in your bag.
- Pass through metal detector.
- Inform officers if you use a pacemaker or carry a firearm.
- Sharp and dangerous items are prohibited.

2. Check-in
- Show ticket and ID.
- Check-in counters open 2 hours before departure.
- Baggage over 7 kg must be checked in, only 1 cabin bag under 7 kg allowed.

3. Boarding Pass Scanning
- Present your boarding pass to the officer.

4. Security Screening 2
- Remove metal items and empty your pockets.

5. Departure Lounge
- Wait at the gate listed on your boarding pass.

1. Pemeriksaan Security
- Siapkan tiket dan identitas.
- Semua barang diperiksa melalui X-ray.
- Masukkan benda logam ke dalam tas.
- Lewati metal detector.
- Laporkan jika menggunakan alat pacu jantung atau membawa senjata api.
- Benda tajam dan berbahaya dilarang.

2. Check-in
- Tunjukkan tiket dan identitas.
- Check-in dibuka 2 jam sebelum keberangkatan.
- Bagasi >7 kg wajib dilaporkan; hanya 1 bagasi kabin <7 kg.

3. Scanning Boarding Pass
- Serahkan boarding pass kepada petugas.

4. Pemeriksaan Security 2
- Lepas benda logam dan kosongkan kantong.

5. Ruang Keberangkatan
- Tunggu di gate sesuai boarding pass.

ARRIVAL PROCESS
Proses Kedatangan

- Follow "Arrivals" signs to the baggage claim area.
- Check the information screen for your flight's baggage carousel.
- Airline staff will verify your baggage using the claim tag.
- If your baggage is missing, contact the airline's Lost and Found counter.
- Trolleys are available; porter services can assist if needed (keep the porter's ID number).

Arrival Hall
Area for passenger pick-up after exiting the terminal.

Pick-up Zone
Designated area for vehicles to pick up passengers and luggage.

Taxi Service
Use official taxi counters located in the Domestic Arrival Public Hall.

- Ikuti petunjuk "Kedatangan" ke area pengambilan bagasi.
- Cek layar informasi untuk conveyor belt sesuai penerbangan.
- Bagasi diperiksa oleh staf maskapai menggunakan baggage claim tag.
- Jika bagasi hilang, hubungi konter Lost and Found.
- Tersedia trolley dan jasa porter (catat nomor petugas porter).

Hall Kedatangan
Area penjemputan penumpang setelah keluar dari terminal.

Pick-up Zone
Area khusus kendaraan untuk menjemput penumpang dan bagasi.

Taksi
Gunakan konter taksi resmi di Public Hall Kedatangan Domestik.

International Flight *Guide*

Panduan Penerbangan Internasional

DEPARTURE PROCESS
Proses Keberangkatan

- Pack all your belongings, including your carry-on bag, in accordance with security guidelines.
- When you arrive at the airport, check the flight information displayed on the information screens to find your airline's check-in counter and departure time.
- Queue at the appropriate check-in counter for your airline with your travel documents (a valid passport, flight ticket or booking confirmation, and a visa if required). The check-in counter opens 2 hours before departure time.
- Check your boarding pass and travel documents before leaving the check-in counter.
- Proceed to the immigration counter with your travel documents (a valid passport, flight ticket or booking confirmation, and a visa if required).
- Go to the departure waiting area (boarding gate) as indicated on your boarding pass or the flight information display.

- Kemas semua barang Anda, termasuk tas kabin yang Anda bawa, sesuai dengan pedoman keamanan.
- Saat tiba di bandara, periksa informasi penerbangan pada layar informasi untuk mengetahui konter check-in dan waktu keberangkatan maskapai Anda.
- Antre di konter check-in sesuai dengan maskapai penerbangan Anda dengan membawa dokumen perjalanan (paspor yang masih berlaku, tiket pesawat atau konfirmasi pemesanan, serta visa jika diperlukan). Konter check-in dibuka 2 jam sebelum waktu keberangkatan.
- Periksa kembali boarding pass dan dokumen perjalanan Anda sebelum meninggalkan konter check-in.
- Lanjutkan ke konter imigrasi dengan membawa dokumen perjalanan Anda (paspor yang masih berlaku, tiket pesawat atau konfirmasi pemesanan, serta visa jika diperlukan).
- Masuk ke ruang tunggu keberangkatan (boarding gate) sesuai yang tertera pada boarding pass atau layar informasi penerbangan.

ARRIVAL PROCESS
Proses Kedatangan

- After landing, follow the "Arrival" signs to immigration and prepare your passport, return/onward ticket, and other documents.
- Indonesian citizens proceed to the WNI counter or autogate (if available). Foreign nationals go to the appropriate counter, including Visa on Arrival (VOA) if eligible. VOA requires a passport valid for at least 6 months, payment of the fee, and is valid for 30 days (extendable once, not convertible).
- After immigration, collect your baggage at the assigned belt, then proceed to customs. Use the green channel if you have nothing to declare, or the red channel if you do.
- Finally, exit to the arrival area.

- Setelah pesawat mendarat, ikuti petunjuk "Arrival" menuju imigrasi dan siapkan paspor, tiket pulang/lanjutan, serta dokumen lainnya.
- WNI menuju konter WNI atau autogate (jika tersedia). WNA menuju konter sesuai visa, termasuk Visa on Arrival (VOA) jika memenuhi syarat. VOA memerlukan paspor berlaku minimal 6 bulan, pembayaran biaya, berlaku 30 hari dan dapat diperpanjang satu kali.
- Setelah imigrasi, ambil bagasi sesuai nomor belt, lalu lanjut ke bea cukai. Gunakan jalur hijau jika tidak ada barang yang dilaporkan, atau jalur merah jika ada.
- Terakhir, keluar ke area kedatangan.

Travel *Tips*


eral Ahmad Yani INTERNATIONA
HALO
Hello friends semarang airport

Do & *Dont's*


injourney
AIRPORTS
Jenderal Ahmad Yani
International Airport
HALO SAHABAT SEMARANG
HELLO FRIENDS SEMARANG AIRPORT



3 Dining *and Shopping*

Dining

1st Floor

















2nd Floor

















Shopping

1st Floor



Olike & Baseus


Indomaret Point


ANTARESTAR



Tirta Giftshop



Alfaexpress


Galeri UMKM

2nd Floor


We Cloth


UMKM Seni Rasa Semarang



POLO



The Field


Tirta Giftshop



Anantari


Reivan Art Gallery



Reivan Art Gallery



Beauty Center



Olike



Periplus

Transportation *and Access*



Transportation

DayTrans SHUTTLE • TRAVEL • COURIER
PT. SATU KOSONG
maxim
Grab
TRAC member of ASTRA
Cititrans
PT. AMURA JAYA GEMILANG

Public *Transportation*

TRANS SEMARANG



Parking *Fee*

Tarif Parkir

URAIAN	RODA 2	RODA 4 (Sedan, Jeep, Pick up, Mini Bus, Mikrobus)	RODA 6 ATAU LEBIH (Bus,Truck dan sejenisnya dengan berat >2 TON)
Tarif Masuk *(1 Jam Pertama)*	***Rp 4.000***	***Rp 8.000***	***Rp 12.000***
Tambahan Tarif *di atas 1 jam*	***Rp 2.000/jam***	***Rp 6.000/jam***	***Rp 6.000/jam***
Tarif Parkir inap *(24 jam)*	***Rp 56.000***	***Rp 120.000***	***Rp 190.000***



5 Airlines *and Contact*

Airlines

AIRLINES	ALAMAT	KANTOR	EMAIL	WEBSITE
Garuda Indonesia	Gedung Manajemen Garuda Indonesia, Garuda City Bandar Udara Internasional Soekarno-Hatta Cengkareng 19120 – Indonesia	+6221 2351 9999	Investor@Garuda-Indonesia.com	Www.garuda-Indonesia.com
Citilink Indonesia	PT Citilink Indonesia Menara Citicon, (Lt. 16) Jl. S. Parman Kav. 72 Slipi Jakarta Barat 11410 Indonesia	08041080808 / +6231 293 1100	Info@Citilink.co.id	Www.citilink.co.id
Batik Air	Lion Air Tower Jl. Gajah Mada No.7, Jakarta Barat	+6221 6379 8000	Info@Batikair.com	Www.batikair.com
Lion Air	Lion Air Tower Jl. Gajah Mada No.7, Jakarta Barat	+6221 6379 8000	Customercare@Lion air.co.id	Www.lionair.co.id
Super Air Jet	Jl. Kaji No. 10, Kelurahan Petojo Utara, Kecamatan Gambir, Jakarta Pusat, Kode Pos 10130	+62 811-1938-0888 / +62 817-6407-44	customercare@super airjet.com	www.superairjet.co m.
Nam Air	Jl. Gunung Sahari Raya No. 13, Blok B / 8-10, Jakarta Pusat [1, 2, 3, 4, 5]	0804 1 777 777 / 021 292 79 777	customercare@nam air.co.id	www.flynamair.com
Scoot	Changi Airport, Singapore (Scoot Tigerair Pte Ltd).	+62 21 2922 3021	on website	www.flyscoot. com
Airfast	Jl. Marsekal Suryadharma No. 8, Neglasari, Kota Tangerang, Banten 15129.	+62 811-825-1921/+62-21-520-0696	charter@airfastindon esia.com	www.airfastindonesi a.com



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