



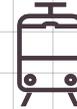
Let's be closer,
Let's be friends



GWANGJU

Transportation guidebook only for you





The Beginning of project

Hi, everyone. We are TEAM "Way,foreign" affiliated to **SK SUNNY Univ volunteers called SUNNY Social Change Challenge Project** specially working in Gwangju/Jeolla province.

It is Gwangju Metropolitan City that has well-established systematic transportation system. However, despite of these merit, foreigners have not been enjoyed benefits because they are far from related information.

We, TEAM "Way, foreign" face the problems directly.

To make it better, We set the objectives that minimize the inconvenience experienced by foreigners through providing guidebooks.

This guidebook contains not only public transportations but wide range such as taxi, train and express bus. Also we inserted basic information about each of them with some tips and precautions.

Therefore, we assure that will help foreigners who are using traffics in Gwangju.

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1

City bus



City bus

It circulates inside Gwangju

Buses in Gwangju is divided into 4 types: express(red), blue bus, yellow and green bus and additional village buses are.

01

City bus
division

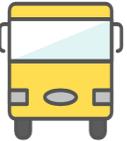


RED BUS

Stop only at designated places.
Thus very fast.
Bus numbers are (01~09)

YELLOW BUS

It moves from one to other places.
Far between bus stop distances.



GREEN BUS

Running allies that designated regions
Operating short distances among villages



SEAT 02 bus

Seat bus is more expensive than other bus but offers individual seats so that everyone is provided with personal seats. You should be careful when taking seat bus because we getting in and off either in front of the bus entrance. Thus card readers are also located in forward. Unlike other areas, it is impossible to tag card to entrance card reader for getting off in Gwangju. Don't confuse it. You should find another card reader when getting off different from entrance card reader.

Village bus ※ bus number starts with "7**"

Transfer benefits are equally applicable in village as other city bus. buses. Thus it is sometimes regarded as city bus because of this point. Currently it is conducted in Nam-Gu, Buk-Gu and Gwangsan-Gu. Specially It does its own roles in Gwangsan-Gu covering lots of populations.



02

City bus

Fare introduction

Sort	Adult		Teenagers		Childhood	
	Cash	Card	Cash	Card	Cash	Card
City bus	1,400	1,250	1,000	800	500	400
Seat bus	1,800	1,700	1,500	1,350	1,000	850
Greets	Thank you (감사합니다)		Hello (반갑습니다)		Hi (안녕하세요)	

03

City bus

Transfer and Etiquette

What is traffic Transfer?

It means you transfer from one transportation to another one.

Transfer acceptance criteria

Among city bus-subway-village bus, Transfer should be conducted within 30 minutes.(no limitation of transfer number)

Transfer method

Please tag your transportation card to card reader when you get off the bus

Pre-caution

- One person per one card principle.
- Impossible to transfer between same kind of transportation.
(Subway->subway, 01BUS->×01BUS, 01BUS->45BUS->×01BUS etc)
- It means even if you take bus and subway, getting bus again is not capable. Briefly, You can't transfer the later bus.
- Also impossible if money lacked.
- When using cash, you can't either. Because transfer is put into practices in card reader. Thus, it can't read cash.
- When you transfer to Seat bus, the remained fare money will be charged. Because Seat bus is more expensive than city bus, The government office only provides city-bus fare.
- There is no discount on the transfer of Gwangju public transportation and also buses from villages (if the origin and destination are in Gwangju).

Bus etiquette 10

1. Refrain from using phone as possible as you can
2. Don't try to hold starting bus
3. Please get off at the designated place. (Even though you request, It is prohibited to stop outside the bus stop.
4. Get in through the front door, not the back door.
5. Prepare some cashes for paying fare or card.
6. Please put your pet in carrier bag.
7. Please yield your seat to the ages. (Not mandatory)

8. Hold the handle.
9. Don't act which can cause uncomfortable to passengers.
10. Press the red bell if you want to get off.



The weak in transportation seat?



Someone who has uncomfortable to use transportation because of ages, barriers, pregnant, or accompanying infant. We called these seat “for aged seat” but it was criticized so changed to current name.

In this situation, “the weak in transportation” contains not only upper explanations but children, infant, patient, someone holding heavy load.



Bus public WIFI

버스 공공 와이파이 무료로 이용하세요!

고장신고 1811-9398
(문자만 가능 / 차량번호 기재 필수)

차량번호

과학기술정보통신부 NIA 한국정보통신원

You can use bus wifi if you take bus.

1. Search surrounding wifi at your phone set up option.
2. Click 'PublicWifi@Bus_Free_0000' SSID.
(Recommend the basic option of web browser)
3. Use this service.

[Secured WIFI Service]



1. Choose public wifi secured access at the Wi-Fi network.
 - 1-1. SSID : PublicWifi@BUS_Secure
2. Confirmation method setting
 - 2-1. EAP way : PEAP
 - 2-2. second step confirmation : don' set
 - 2-3. CA certification : (don't set)
3. Typing ID/PW
 - 3-1. ID : wifi
 - 3-2. PW : wifi
4. Check the connection condition
 - 4-1. Confirm your access at PublicWifi@BUS_Secure

Q&A

City bus

Q&A session

Q. When the bus starts and ends its operating.

- A. Almost every bus start at 5:40 a.m end 11:00 p.m but some differences among bus.

Q. Can I get off any bus stop such as subway?

- A. No. You have to press button to get off. Because bus stop when passengers want. Thus, unlike subway, you should represent your intention.

Q. Can I use 10 thousand won paying bus fare?

A. Because bus fare is small, you should not use large-scale money. Government recommends to use traffic card and it is actually easy.

Q. How can I find my lost at bus?

A. Call the bus corporation first. You should remember the time you took the bus, number of bus, where you get off. If you couldn't find, go online police site "lost and find integration center. If your lost one was registered, you can search and check it.

Q. I desire to get Post-paid transportation card.

A. Each of credit card corporations provide post-paid transportation card so you can issue your card easily. Call or Visit your transaction bank.

Bus direction

Detail about bus stop

You can check QR code, ARS voice service, bus stop numbers, bus direction.

***QR code**
If you scan the QR code attached to the bus stop through the QR code scanner, it provides the bus arrival information at the bus stop

***ARS voice service**
You can get bus arrival which you waiting, transfer and route information, through ARS.

***Bus stop number**
You can search bus stop not by name, but numbers.

Bus stop number: 4349

ARS voice service
ARS service : 062-613-5700

QRcode

Utilize 'KAKAO BUS' app

Get real time bus information, current bus location through this app.

- Download 'KAKAO BUS' at APP STORE or PLAYSTORE.
- Search bus or bus stop. You can enter bus stop name or Bus stop number located below the bus stop sign.

*** Use 'favorites' option so that add your often visit bus stop.**

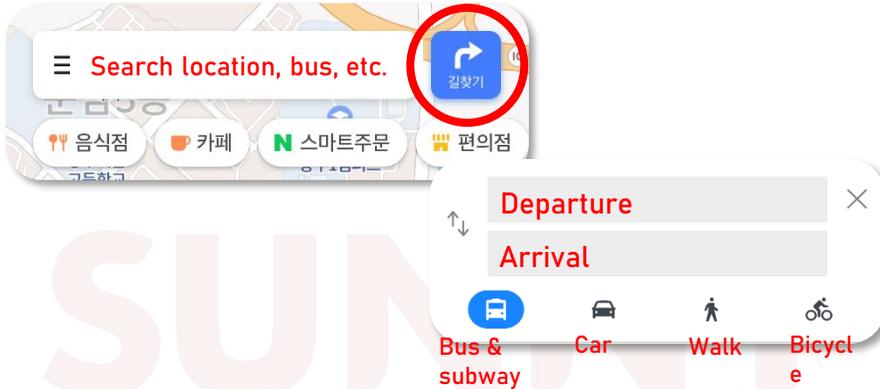
- It help you know real-time bus information, current bus location, and so on. The direction in which the arrow points is the direction of the bus, and the entry/exit notification. Features include adding widgets.

Finding way by 'NAVER MAP' (feat. Getting on/off bus stop location check)



1. Download 'NAVER MAP' at the APP STORE or PLAYSTORE.

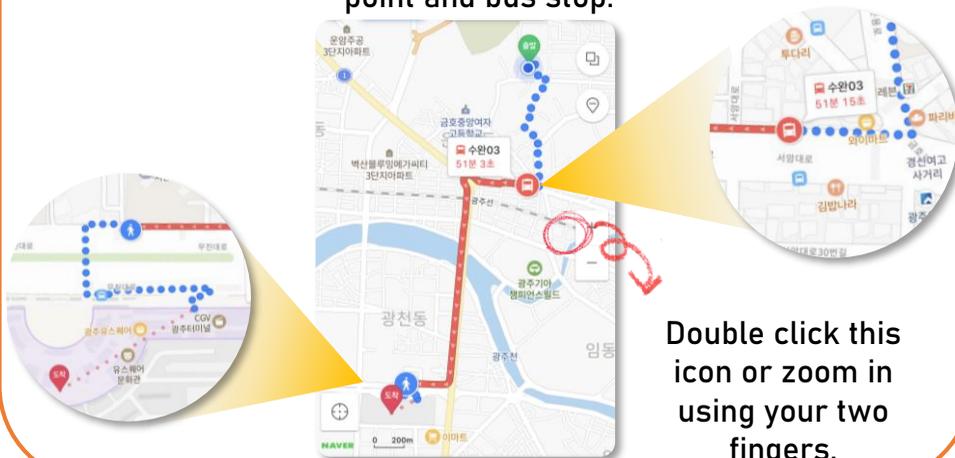
2. Click 'Find way' and insert departure and destination.



3. Choose which you will select as mean of transport among bus/subway/taxi/walk.

4. Check get on/off bus stop location.

Zoom your map so that you can identify both your current point and bus stop.



Double click this icon or zoom in using your two fingers.

MEMO



Clip- how to use city bus
https://www.youtube.com/watch?v=9PvHjr_cAvM

Click for more video!

<https://www.youtube.com/channel/UCnrT-W4Cam7NL6iTvjQMIA>



2

Subway



Subway

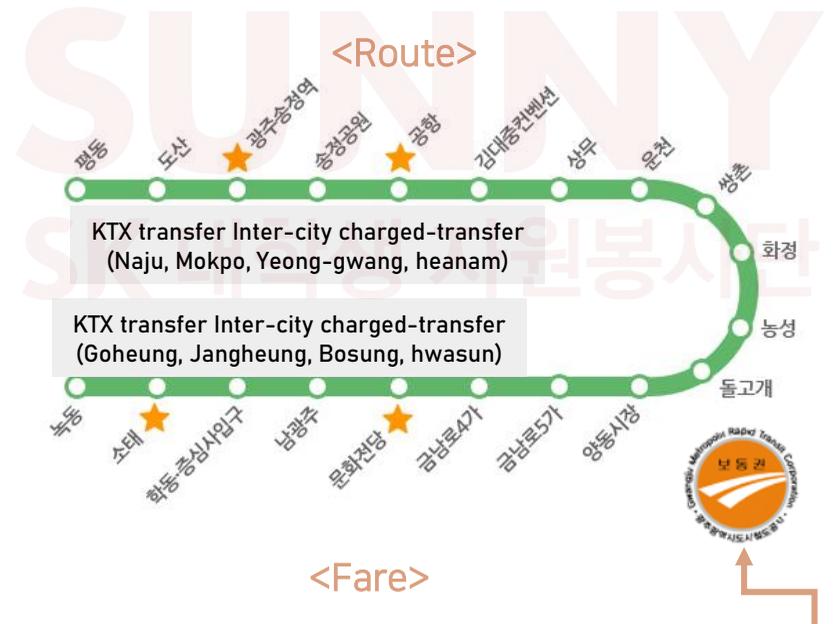
Only line 1 is running in Gwangju.

You can use subway cheaper by paying with transportation card and as you know, you can transfer to bus for free.

01

Subway

Route line and fare introduction.



<Fare>

Division	Card	Disposable card
Adult/undergraduate	1,250won	1,400won
Teenagers	900won	1,400won
Elementary (children)	500won	500won

Station name	First train		Last train	
	Pyeong-dong direction	Sotae direction	Pyeong-dong direction	Sotae direction
Sotae	05:25	06:03	23:27	24:00
Hakdong · Jeungsimsa Entrance	05:27	06:01	23:29	23:58
Nam Kwang Joo	05:28	05:59	23:31	23:56
Culture Hall (Old Provincial Office)	05:30	05:57	23:33	23:55
Geumnam-ro 4-ga	05:32	05:56	23:34	23:53
Geumnam-ro 5-ga	05:33	05:54	23:35	23:52
Yangdong Market	05:35	05:52	23:37	23:50
Dolgogae	05:36	05:51	23:39	23:48
Nongsung	05:39	05:49	23:41	23:46
Hwajeong	05:40	05:47	23:43	23:45
Ssangchon	05:41	05:46	23:44	23:43
Uncheon	05:43	05:44	23:46	23:42
SangMu	05:45	05:42	23:47	23:40
Kim Dae-Jung convention center	05:46	05:41	23:49	23:38
Airport	05:50	05:37	23:52	23:35
Songjeong Park	05:51	05:36	23:54	23:33
Gwangju Songjeong Station	05:53	05:34	23:56	23:31
Dosan	05:55	05:32	23:57	23:30
Pyeong-dong	05:58	05:30	24:00	23:27

There's only one line in Gwangju subway. Line two is under construction and is scheduled to open in 2025.

Q. When subway starts and end?

A. The train bound for Pyong-dong runs from 5:25 a.m. to 11:27 p.m. and the train bound for So-tae runs from 6:03 a.m. to midnight. The dispatch interval is usually 8 to 10 minutes..

Q. Is it possible to transfer with disposable card?

A. Cash or disposable card is excluded from transfer benefit.

Q. How can I find my lost in subway?

A. If you notice any loss immediately after the train departs, you will find the station office. If you find out that you've lost it later, you can get off to the station. If it's been a few days since it was lost, go to the Lost and Found Center (062-604-8554).

Q. Which station is the nearest U-Square?

A. The closest one is Hwa-jeong Station. 6 minutes by car, 15 minutes by bus and 20 minutes by walk.

Q. Is the Korail Song-jung station is connected to subway Song-jung station?

A. Yes. You can move to Korail station through exit 4. Approximately 200m far from there.

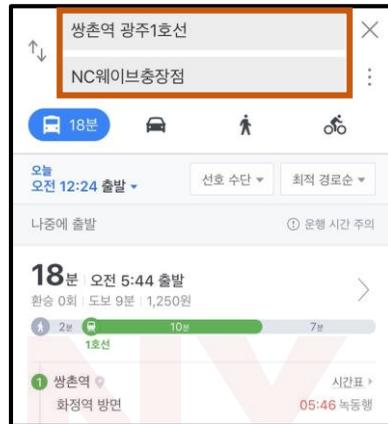
MEMO

Find subway exit through 'NAVER MAP'

Ex) how to get to the NC Wave Chung-jang store from Ssang-chon Station.



1. Connect the app and click 'find way' button.



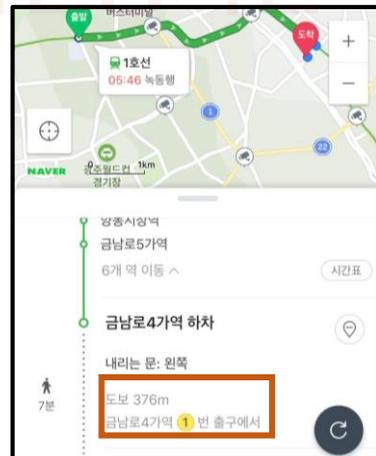
2. Write departure and destination.

Check Geumnam-ro exit 1



3. Expand the map and check the exit location.

OR



You can applicate information board as well.



Clip- how to use subway

https://www.youtube.com/watch?v=vi_2GF1tE6w&t=3s

Click for more video!

<https://www.youtube.com/channel/UCnrT-W4Cam7NL6iTvjQMIA>



Fare card

It is used to transfer at the bus and subway.

After charging enough money in this card, you can spend whenever you want until it's finished. Additional introduction may be that its kinds and design is greatly various.

01

Fare card

Pre-paid fare card



T-MONEY CARD

M-PASS : Issued in one-day ticket for using subway, bus, airport railway, etc. Its maximum daily limit is that you can transfer 20 times. However, it can only be used in Seoul and Jeju Island, so be careful.

<Fare introduction>

Day/won	1day pass	2day pass	3day pass	5day pass	A week pass
Price	10,000	18,000	25,500	42,500	59,500
After 5 p.m price	7,000	15,000	22,500	39,500	56,500



HANPAY CARD

You can pay bus, taxi, subway fare and even public facilities. Unlike other corporation head quota is in Seoul, Hanpay head office located in Gwangju.

Thus, accessibility would be better than others.

It can be charged at convenience store such as CU, GS25 or Gwangju Bank ATM, even normal its franchise store. Its specialty comes from payment of utility bills and payment of public parking fees. If you lost the card, call consumer service center(1566-1554) so that get help adjusted to individual situations.



CASHBEE CARD

You can buy easily this card nearby convenience store. It has not only fare card ability but function as check card and even the scope of use is wide-spread.

<Features>

Capable to use paying bus ,subway, KTX fare
Also able to use at market and Convenience store
Charging amount starts from 500won

02

Fare card
Post-pay fare card



deferred-payment card

This card is automatically settled once a month. It's a combination of a credit card and a transportation card issued by a credit card company. It provides a post-paid transportation card function.

Therefore, Apply for a card to the bank that usually you. At this time, the card with the post-paid transportation card was placed on the back of the card. There is a sign indicating the function of the post-payment transportation card.



03

Fare card
Regional department of transportation

If you undergo unequal situation or treatment, call this number and ask help.

Gwangju public transportation department	613-4511~7
Dong-Gu "	608-2662
Su-Gu "	360-7367
Nam-Gu "	650-7319
Buk-Gu "	510-8919
Gwangsan-Gu "	940-8562
Gwangju Police Agency Traffic Safety Officer	609-2151

자원봉사단

Q&A



City bus

Q&A session

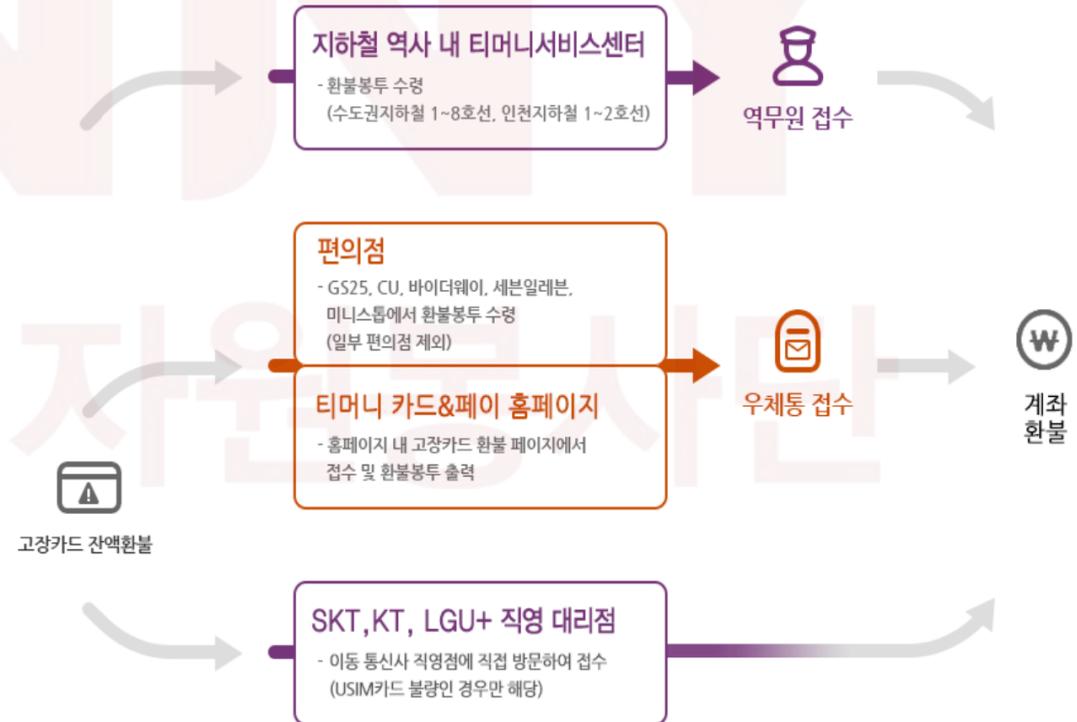
Q. Can I payback the remain in card?

A. Normal card with no external or functional abnormality is able to be refunded at the T-MONEY franchise store excluding 7eleven(convenience store). 500 won will be excluded in the name of commission.



Q. Can I get refund when my card broken?

A. Only defective card charged within 2 years are covered. That means damaged card responsible for customer is ruled out. Defective card is defined as good-looking outward appearance but can't function its role. Creasing, bending, stamping, burning, breaking, etc. anything that happened because of ntentional or negligence of the customer is not refunded.



3

Taxi



Taxi

Fast and comfortable

You can catch 'if the taxi turn on light written '빈 차' by gesture.
Normal taxi starts its license plate "아,바,사,자".

01

Taxi

Fare introduction

The basic fare starts at 3,300 won. It takes a method that increases by 100 won according to distance or time.

Premium charges(20%) are imposed at midnight time(12.a.m~04:00 a.m) so the basic fare starts 3,960 won and increases by 120won.

Detailed are followed.

Division	Distance standard	Common taxi	Exemplary/ large taxi
Basic fare	2km	3,300won	3,900won
Distance fare	-	100won/134m	200won/156m
Time fare		100won/32s	100won/36s
Premium charge	Midnight (12:00 a.m~4:00 a.m)	20%	-
	Outside the city	35%	-
	Complex premium charge (midnight+outside the city)	40%	-

Have you ever been denied a ride or taken off halfway without any good reason?

It is exactly unfair refusal to ride so report it to 120 without a national number.

To make it clear, remember taxi number plate at that time and date the location and your destination. Additionally, It's also good to obtain smartphone videos and recordings.

Ask your destination and deny getting on taxi
Make you drop before arriving destination, Because taxi driver feels uncomfortable to drive
After hearing your destination, asked to board in the opposite direction drive

Hail a taxi fast and easy by 'KAKAO TAXI'

You can page taxi whenever, wherever. Further, get information about scheduled arrival time and fares. It is regarded safe, readily accessible.



1. Download app.
2. Agreements on terms and conditions.
3. Confirm phone number.



4. Click taxi icon.
5. Set departure and arrival.
6. Call taxi.

4

Express/Inter-City bus



Express bus

Travels fast to and from other areas by highway.

Buses are one of the most convenient ways to move to other provinces. You can make a reservation for a seat by checking the bus time accurately. Also, you can use the credit card to make reservations at the ticket counter or Kiosk in the terminal so that quickly purchase tickets through the right side of the Kiosk when you go to the other region.

01

Express bus

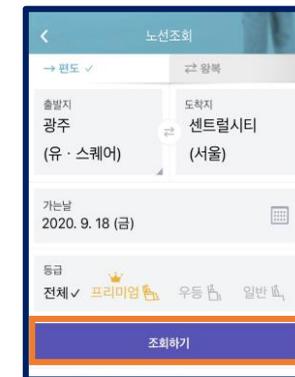
Reservation-utilize the app



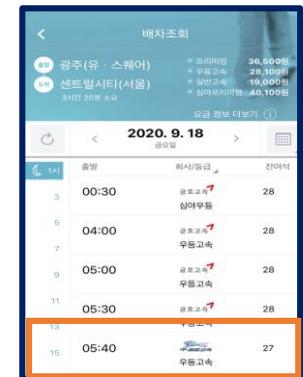
1. Download app at APP STORE or PLAYSTORE
2. After download, conduct it step by step
[bus reservation -> departure and arrival, date choose-> Check bus running time and intervals-> seat selection -> payments] are total order.



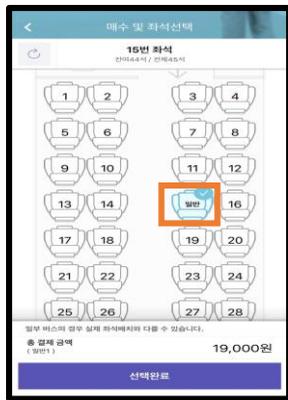
2-1) Choose 'bus reservation'.



2-2) Insert your destination and arrival terminal and departure date



2-3) Choose desired time



2-4) Seat select and click among adult/teenagers/child



2-5) choose which way you want to pay. There's registration of frequently used card' so it would be useful when you pay next time.

you should tag it to E-pass



2-6) Be careful that it is useless after bus starts or arrives the departure. 'confirmed' sign appear on the QR-code so you can't use it anymore.

Common grounds boarding on bus



창구, 무인기 발견없이 바로 탑승하세요.
버스 단말기에 아래와 같이 모바일티켓 QR코드를 대세요.



Regular buses often need to issue mobile tickets before boarding, but superior and premium buses can be accessed directly via mobile code. At this time, you have to scan the QR-CODE to the code-reader

All of express bus take a rest after driving half of its total running time. Thus, at least one opportunity to visit resting stop for 15 minutes. It is regulation so should comeback in given time. Check your bus number as lots of express bus are gathering.

02

Express bus Seat separation

There's three types in express bus: Premium bus, superior bus and regular bus.

1.Regular bus

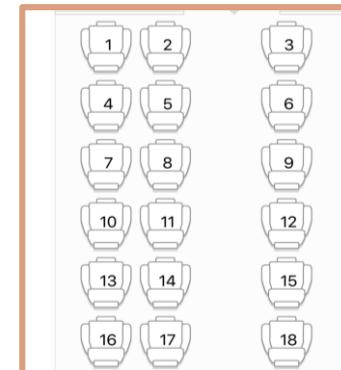
Seats are located two each sides and the lying angle of seats are limited.

But cheapest one.



2. Superior bus

Only three seats in horizontal line. Thus secure wider space and lying angles are larger. It is most frequently operated among buses.



3. Premium bus

It operates only 21 seats reducing 7 from regular bus. Thus each seats are securing wider space and producing maximum lying angular 160' which never affected by other passengers. Individual wireless phone chargers, personal curtain and table even AVOD are offered. As many benefits it has, require expensive charge almost doubled price of a regular bus. By the way of gossip, regular bus and superior bus are painted red, while premium bus is gold representing individual golden prestige.



Q&A



Express bus

Q&A session

Q. Can I payback when I have no choice but cancel reservation urgently or change the bus time?

A. There's no fee until 2 days before. 10% fee are required since a day ago and when canceled reserved day departure bus an hour before it left. It is exception that you cancel day departure bus within an hour.

Q. Let me know the cases that penalties and fees are applied to.

A. You are forced to pay 20% of ticket price you don't issue your reserved ticket in real until the bus starts. 30% of your ticket price is imposed if you cancel reservation during the bus starts but not arrived.

Mileage-bought ticket: 100% refund when you cancel before bus starts. If not, you can't get back.

Inter-city bus

Useful when you move to other region

It is divided to two categories: express bus and inter-city bus, first one passes high-way on the other hand later one uses both high-way and local road which sometimes via several regions.

01

Inter-city bus

Reservation method: Use app named 'inter-city bus'



1. Download this green app at APP STORE or PLAYSTORE

2. After download, conduct it and follow below steps
[Reservation -> Search departure, arrival and departing date -> Select bus time -> Choose seat -> Payment]



2-1) Enter the button named inter-city bus reservation.



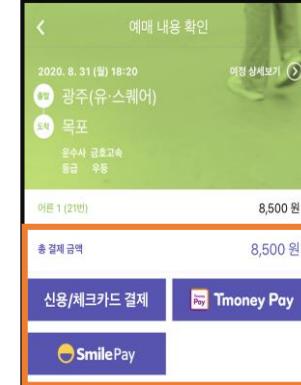
2-2) Choose which areas you will depart and arrive. Also the date either.



2-3) Choose your desired time



2-4) After seat selection, reveal which age range you belong to: Adult/Teens/Child



2-5) Pay the fees by picking one way below the options. Tips are you can register your repeatedly using card so that brief the steps.



2-6) Finally issue the tickets in real at the machine or office. You need to show your card that were used to pay the fees or needs card number/birth/phone number.

Precautions during reservation.

1. It is possible to reserve day departure bus only before 10 minutes it starts off.
2. Maximum 10 tickets per one reservation. You can divide the number of reservation thus make more tickets.
3. Must possess card used for reservation to issue tickets. You can get some helps from ticket window as showing your card. If you couldn't bring it, tell the card number to clerk in the ticket office. There's some differences among terminals so require to corresponding terminal and surely recognize their rules.



Reservation from homepage automatically processed online so if didn't check whether it succeeded or not, please confirm reservation inquiry menu and be aware of your reservation condition.

Introduction to reserve ticket

1. You can't book left bus. Come to terminal early considering it can be crowded.
2. Some kinds of check cards and corporate credit card could be limited to reserve.
3. Present card number to ticket office when lost card used to reservation or re-issue the ticket.
4. When you reserve round-trip, credit approval is showed twice.
5. Bringing out the ticket is only available at the departure terminal.

02

Inter-city bus

Reservation alteration and cancelation-
Through the app

Inter-city bus reservation alteration and cancelation

If you need alteration or cancelation, go to app and follow this steps:
'Bus reservation>search/cancel/alter'

Check reserved ticket at this page:
Bus reservation>search/cancel/alter"

Confirm it and click the button 'reservation detail' moving other pages shows specific information

You can check your reserved ticket lists
Enter 'cancel' or 'Change(number of tickets/time change) in this page.

※ Cancellation fee can be imposed. Or existing discount amount may change when you cancel.

You can make certain circumstantial rules at following contents.

Inter-city cancellation fee

Division	Canceled time	Fee
Tickets(containing mobile one) After issue After reserve	Two days before it sets off Ticket issuing time(exclude issues after reservation) standard Within 1 hour or within 1 hour from your reservation	None
	One day before it leaves~ 1 hour before it leaves	5%
	1 hour before it leaves ~ just before it starts	10%
	~Up to 6 hours it operates	30%
	After it runs 6 hours ~ (Mobile tickets are automatically canceled after 6 hours)	100%

Precautions about reservation (Time) alteration

- Make it through the button in the app "Alteration > Time alteration"
 - In this case, pre-reserved automatically canceled and new deal is made.
 - Time change is possible both one-way or round-trip reservations.
 - Feasible simultaneously to change Seats and number of tickets
 - Refund of 'pre-reserved ticket' takes at least 3 days and goes almost 5 days.
 - Discount benefits applied to pre-tickets disappear as you deleted pre-tickets. Thus, you should receive discount again in alterations. Discounts vary with time, number of tickets, seats.
 - Already discounted tickets are not available to change.
- * discount : pre-reserved , group reserve, round-trip discounts etc.

Precautions about change (the number of) reservations

- ✓ Click "change > change in number" . Remember that reducing its numbers is possible ONLY.
- ✓ It also works only one-way reservation not round-trip. If you want to change round-trip reservation, cancel the whole and try to reserve again.
- ✓ As the number of tickets are changed, prices also different. That means pre-reservation would be cancelled and you should try to charge again.
(ex, to change the number of tickets 5 to 4, cancel the price of 5 tickets then pay for price of 4 tickets.)
- ✓ It took 3~5 days to proceed your refund.
- ✓ It is impossible to change date, time and seats when reducing the number of tickets.
- ✓ If need to change bus time, you can change through mobile app 'change time' button.
- ✓ If you need to change the seat of the reserved ticket, you can cancel the entire ticket and rebook.
- ✓ Keep in mind that discount benefits can be changed if reduce the number of tickets.
 - Tickets applied to pre-discount benefits would maintain its benefits as it is.
 - It may not apply discount to group discount tickets because of reducing numbers.
- ✓ Discounted tickets are out of changing numbers/time.

다운로드



안드로이드용

구글 플레이 스토어에서
'시외버스모바일'로 검색하여 다운로드하세요.



아이폰용

애플 앱 스토어에서
'시외버스모바일'로 검색하여 다운로드하세요.

Q&A

Inter-city app

Q&A session

Q. Until when I can reserve tickets?

- A. It doesn't set the deadline so flexible on each buses. The entry of the bus operating information is handled by the departure terminal. Generally, the information after one month is entered and operated as of the current date When your app shows the sentence 'No available for inquiry', inquire to departure terminal.

Q. Why is the seat different from the seat designated when booking a ticket?

- A. The seats placement you saw when reserving tickets are common design which most of buses are having. Thus It can differ from your screen and real seats arrange.

Q. There was an error making the reservation, so I chose to make the reservation again. However, I can't choose that seat, is it booked?

- A. It regulates to prevent you from booking the same seat at the same time. If you select a seat on the seat selection step at the time of booking, the function (seating point) is applied to block that seat for 5 minutes, whether the reservation is complete or not. Thus your desire to that seats are strong, try again after 5 minutes. You can confirm your reservation at the 'reservation inquire

Q. Let me know how to cancel issued ticket.

- A. There's clear way for you. Visit departure terminal written in ticket and request cancellation to office clerk.
※ Don't try to cancel at homepage. It is not available.

03

Inter-city bus Reservation-app named 'Riding bus'

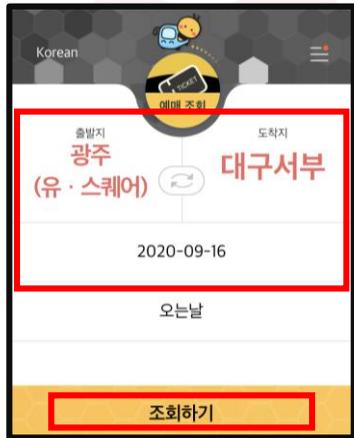


1. Download 'Riding bus' at APP STORE or PLAYSTORE.

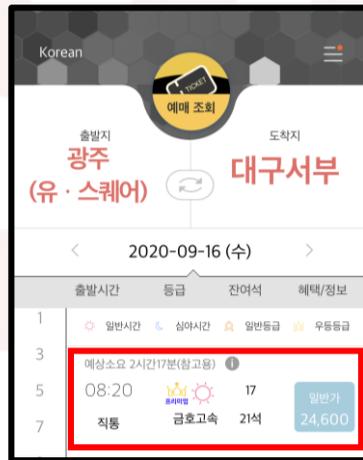
2. Open the app, it shows option 'member/non membership reservation. Sign up the membership if you choose membership reservation otherwise progress with non membership.

3. Now it turns into point.

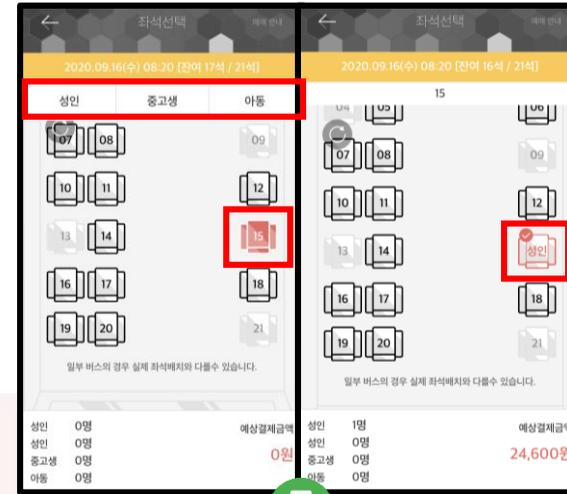
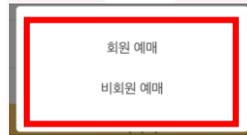
[Search departure and arrival, date -> Select bus time -> choose Seat -> payment]



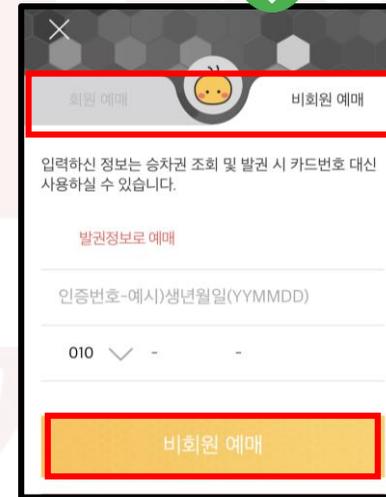
3-1) Click the button 'search' determining your departure, arrival and leaving date.



3-2) Choose proper bus time.



3-3) Choose your seats and reveal your ages among adults/teenagers/childhood



3-4) If you process with non membership steps, you will face this screen. Please don't be afraid of instead, enter your birthday, phone number to identify yourself.



3-5) Type detailed information of card, finally complete your reservation.



Wait a second! Should I be the member mandatory?
If you do, you can register congenial terminals and cards.
But never imposed. It's up to you.

Careful that you should issue your ticket at the terminal as inter-city app explained. You can issue through taking card, card number/birthday etc.

☎ Consumer center 1644-2992

04

Inter-City bus

Cancellation/Change reservation-app named 'Riding bus'(버스타고)

Search/change/cancel reservation

1. Please check your reservation condition after you pay through the button 'search/change/cancel)
2. Please remember your card used to reserve or both your birthday and phone number when you booked as a non membership.
3. You need to have card used to reservation to issue ticket or if there's ticket machine, just insert your card.
4. Changing seats doesn't need any additional payment steps on the other hand changing kinds of bus or bus time goes after cancellation and repayment. In this case, your payment doesn't be repeated so don't worry about that. The first one would be refunded.

Precaution

- ✓ You can't issue already departed bus ticket.
- ✓ If you don't have card or can't remember card number, find a way to visit ticket office through your birthday and phone number.
- ✓ About 7 days takes to refund your payment when you cancel reservation after its payment registered in credit card corporation.
- ✓ Please inquire for the credit card company for card payment cancellation.

Introduction to cancellation fees and deposits

Division	Condition	Fee
Tickets(containing mobile one)	Two days before it sets off Ticket issuing time(exclude issues after reservation) standard Within 1 hour or within 1 hour from your reservation	None
	One day before it leaves~ 1 hour before it leaves	5%
After issue After reserve	1 hour before it leaves ~ just before it starts	10%
	~Up to 6 hours it operates	30%
	After it runs 6 hours ~ (Mobile tickets are automatically canceled after 6 hours)	100%

Checking point

- Refund of issued tickets are only available at the departure terminal.
- Departure date, time and seats, number of tickets are changeable and additional fees can be imposed along with cancellation fees and deposits policies.
- If you don't issue your ticket until the bus start, it automatically cancelled. Cancellation charge is cutting off 100won.



Wait! What is taking back?

Make it useless if you don't issue your tickets or cancel until the bus leaves.

Superior inter-city bus discount benefits

There's special discount policy for superior inter-city bus users. It is only corresponding to adults and simultaneous discount to other benefits are impossible. Teenagers and childhood are already discounted through legally so duplicated discounts are not available.

Kinds of discount	Discount rate	Service at
Pre-reservation	-10% discount of original cost	- Internet/mobile
Group reservation	-10% discount of original cost	- Internet/mobile
Round-trip reservation	-10% discount of original cost	-Internet/mobile

- Pre-reservation : at least 2 days before bus leaves
- Group reservation: from 5 to 10 people reservation
- Round trip reservation: came back with same route.



Platform

There's several platforms divided by arrivals. Thus you can find your ways through categorized platforms. Yours are written in ticket.



Platform

Q&A

APP 'Riding bus'

Q&A session

Q. Until when should I arrive at terminal?

A. Before your bus departs.

Q. I wonder the difference between superior bus and regular bus.

A. Superior bus operates only 28 seats on the other hand regular bus are 45 seats with same prices. There can be differences by some routes.

Q. Can I cancel issued tickets at my home?

A. As you issued at terminal, cancellation also made at terminal. You should bring your tickets.

Q. When I had bought tickets for credit card and lost issued one, May I re-issue it without payment?

A. No. As issued tickets are certification of your payment, you have to pay again even though your payment records remained.

Q. If I miss reserved bus, Is that possible to ride next bus?

A. No, You should cancel your ticket at terminal and buy the next bus ticket. Specially there is not written departure time in ticket, please inquire to terminal office.

05

Inter-city bus

Reservation method-ticket machine



How to use

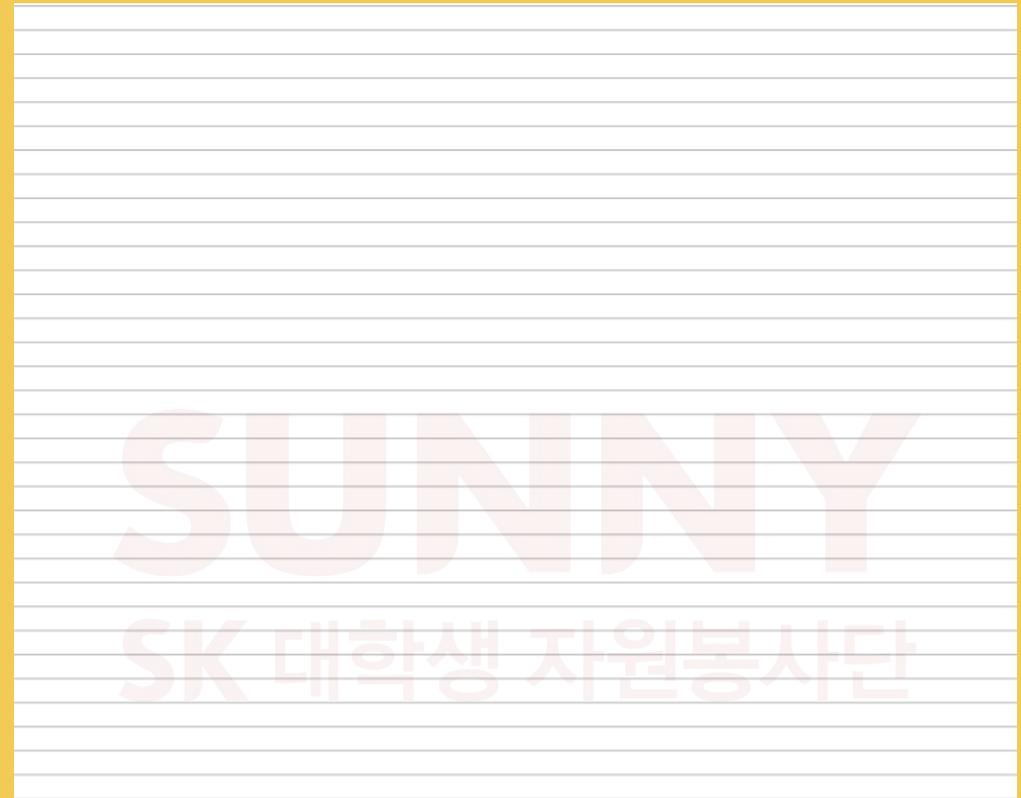
- Just insert your card then reserved tickets will be issued..
- steps : card used to reserve > card reading > issue ticket
- ※ You can issue optionally when you reserved several tickets.

location

- Beside ticket office



MEMO



SUNNY
SK 대학생 자원봉사단

SUNNY
SK 대학생 자원봉사단



Clip- how to use express bus
<https://www.youtube.com/watch?v=WeEbL8jNZPg>



Clip- how to use inter-city bus
<https://www.youtube.com/watch?v=RfclS3uEkKw>

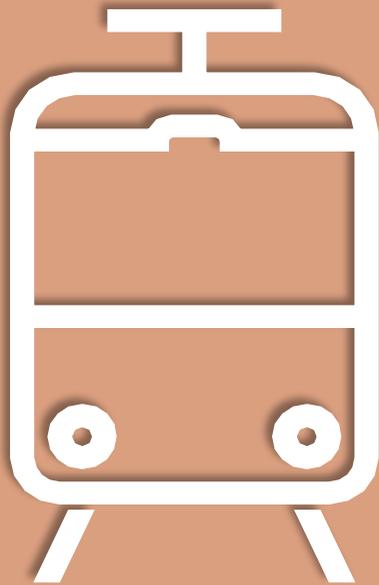
Click for more video!

<https://www.youtube.com/channel/UCnrT-W4Cam7NL6iTvjQZMIA>



5

K T X



KTX

KTX: Korean Train Express.

01

KTX What is KTX?

It is KTX that connects Seoul and other southern regions with railroad. It takes only 2 hours and 18 minutes from Seoul to Busan and for the other regions, time would shorten. Tickets are available at agencies, KTX homepage, station or app.

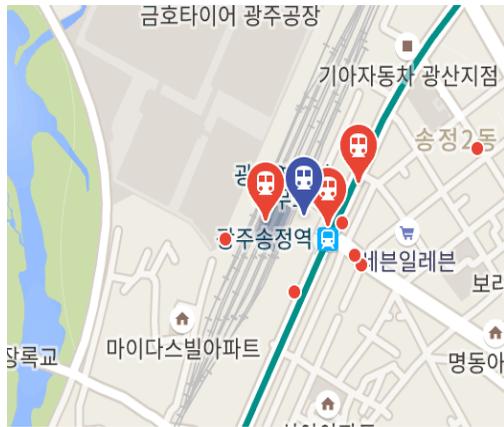
Movable regions with KTX >



Approximate charge information

철도	노선	월~목요일	금~일요일/휴일
경부선	서울(서울역)/부산	43,000 ~ 53,700 원	46,500 ~ 57,700 원
호남선	서울(용산역)/광주	36,900 원	39,700 원
호남선	서울(용산역)/목포	41,600 원	44,700 원
경전선	서울(서울역)/마산	48,600 원	52,300 원
전라선	서울(용산역)/여수엑스포	42,800 원	46,000 원

Where you can take KTX



You can use KTX 'Gwangju Song-Jung station' at Gwangju. You can use not only KTX but SRT and slower train called train 'Mu-Gung-Hwa' to travel other regions.

KTX vs SRT vs train Mu-Gung-Hwa

When you have enough time but scarce money > train Mu-Gung-Hwa (Song-Jung-Young-San period, takes quarter past four / charge:22,300won)

Moving fast to other regions> Highly recommends KTX,SRT (KTX: Song-Jung-Yong-San period, takes about 2 hours / charge: 46,800\)

(SRT: Song-Jung-Young-San period, takes about 2 hours/ charge: 40,300won)

Cancel regulation

<Before taking off>

- Mon~Thursday : free 3 hours before it leaves
- Mon~Thursday : from 3 hours before ~ right before it leaves 5%
- Fri~Sunday, holiday: 400won charge 1 day before. (gives a reduction when cancel until 7 days)
- Fri~Sunday, Holiday ~3 hours before it starts 5%
- Fri~Sunday, Holiday from 3 hours before ~ right before it sets off 10%

Royal seat vs Regular seat

Royal seats characteristics are more comfortable and high prices. As it expensive than other seats, it has single seats wider space whereas others commonly double-seats. Further, Amenity kits are provided to KTX royal seat users containing some cookies, nuts and issues and sleeping eye patches are optionally available.

02

KTX

Reservation-KTX homepage

KTX homepage (English/Chinese/Japanese) language provides



1. Go into homepage 레츠코레일 (www.letskorail.com).
2. Search upper left side 'easily check ticket'. Check departure station, arrival, date, time and the numbers.

번호	종류	출발역	도착역	출발시간	도착시간	예약	요금	비고	차량	차량번호	좌석	시간
KTX 542	광주송정	통산	광주송정	05:30	07:23	예약	46,800원 10% 적립	-	노	노	노	01:53
KTX 502	광주송정	통산	광주송정	06:07	08:06	예약	46,800원 5% 적립	-	노	노	노	01:59
KTX 572	광주송정	통산	광주송정	06:16	09:17	예약	38,600원 10% 적립	-	노	노	노	03:01
KTX 504	광주송정	통산	광주송정	07:50	09:45	예약	46,800원 5% 적립	-	노	노	노	01:55
1402	광주송정	통산	광주송정	08:05	12:23	예약	22,300원	-	노	노	노	04:18
KTX 506	광주송정	통산	광주송정	09:02	10:58	예약	46,800원 5% 적립	-	노	노	노	01:56
1404	광주송정	통산	광주송정	09:44	14:05	예약	22,300원	-	노	노	노	04:21
KTX 508	광주송정	통산	광주송정	09:51	11:37	예약	46,800원 5% 적립	-	노	노	노	01:46
KTX 510	광주송정	통산	광주송정	10:36	12:15	예약	46,800원 5% 적립	-	노	노	노	01:39
KTX 562	광주송정	통산	광주송정	11:05	12:48	예약	46,800원 5% 적립	-	노	노	노	01:43

3. Then this upper screen would be shown when clicking 'ticket reservation'. If you press 'reservation' directly in this screen, your seats are allocated randomly.
4. If you want to choose your seat, choose the button 'select seats'



5. Select your seats.

 : Choose train car first.

 : Select seats after.

6. Choose proper way among brief step payment after Logging won credit card payment/ account transfer.

7. Then, you can see requiring choose one of them: Home ticket, smartphone issuing, phone



Home ticket

You should print your own by printer, if you can't, no way except for going to station and re-issue. (It may not available to apply discount benefit which was possible)



Smartphone issuing : Should download 'Korail talk'.



Phone SMS : only feature phone, not available for smartphone.



Wait a moment!

It is prohibited to show your ticket to others by capturing or sending home ticket
Printed one and tickets into Korail talk app are only regarded legal.

(Please inquire consumer service center of station office if there's some problems paying for.)

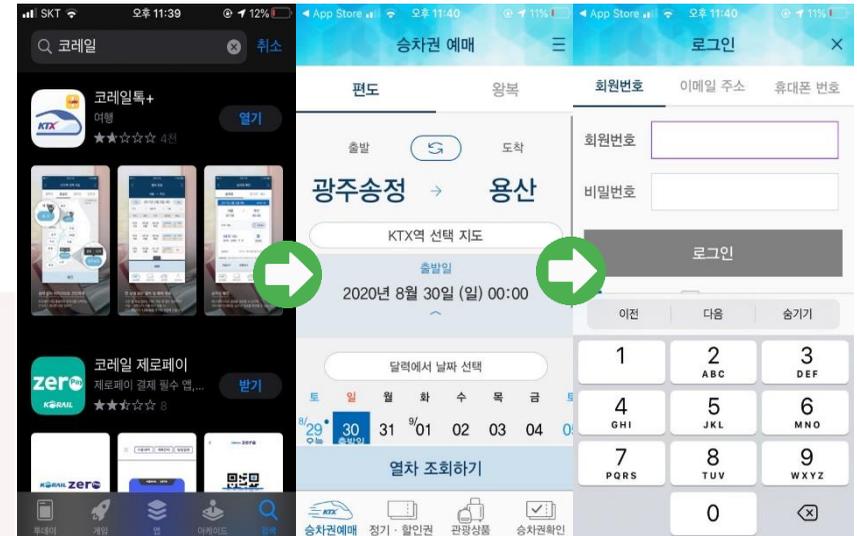
Common phone call : 1544 -7788 , 1588-7788 , 1544-8545 (06:00~22:00)

Only for English: 1599-7777 (08:00~22:00)

03

KTX

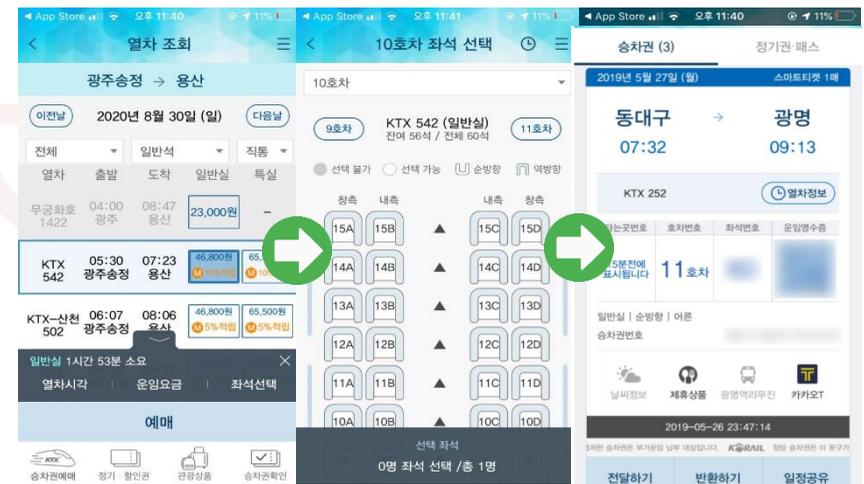
Reservation- app (Korail talk)



1. Please download app 'Koreail talk'

2. Check your departure and arrival, date and proceed your reservation

3. Log in please



4. Choose between regular seats and royal seats and choose between 'select seats' and 'reservation directly'(reservation directly means your seats are allocated randomly.)

Please check your ticket information whether it is correct.

6. After you pay the price, you can see QR-Code that roles as payment certification.

It is explanation for buying at station which is common way but sometimes waiting line is so long or you might want to buy un-tact way, you can choose automatic ticket machine.



1. Choose between 'fast buying' and 'ordinary buying'. Transfer tickets and barriers, men of national merit belong to 'discount ticket' and all the other cases are 'fast buying'

2. Choose arrival station and departure date.



3. Choose departure date

4. Choose kinds of train. (KTX is express and others are all ordinary train.)

5. Enter the number



6. Choose Regular seats/ Royal seats

7. Payment

If you have any problems, click this red button which call the clerk.



Q: Are there any other benefits for foreigners?

A: There's 'Korail pass' for foreigners who want to travel South Korea in short time.

-Korail pass?

You can use any trains that operated by Korail for a stipulated time.

Good accessible to buy and choose seats as you can get from Online and homepage if you remember your personal information, passport number and payment information. For more explanation, your Korail Pass and determined seats can be identified by printing with your passport.

(▲ It provides various language to help your buying)

Type	Adults	Minors	Group discount
2days	121,000	61,000	111,000
3days	138,000	69,000	128,000
4days	193,000	97,000	183,000
5days	210,000	105,000	200,000

3, Options are 5 days continuing tickets and 2 days, 4 days optional tickets. Also group discount tickets for 2~5 people. You can use all of regular seats in any trains. (SRT, temporary tour train, Korail electric trains are excluded) Further, you can use royal seats paying half price of original costs when you buy Korail pass.

Q. I lost my things at train. What should I do?



A.

1. Right after you recognize your lost : Immediately call the station office. It would be helpful to remember the number of train, train car you got off, train sections you passed.
2. Boarding on the train : Report to train attendant.
3. Aware of lost later : Inquire lost and found center in station after checking whether your lost are registered at police homepage

LOST112(www.lost112.go.kr)

▼Notice lost and found center in major stations
(http://www.letskorail.com/ebizcom/cs/guide/lost/lost01.do#contect_1)

How to use police homepage LOST112

Detailed search Please answer following categories. We will do best to find your lost.

Kind 습득지역

Found name 습득장소

Owner name of lost 접수구분

Acquisition period ~

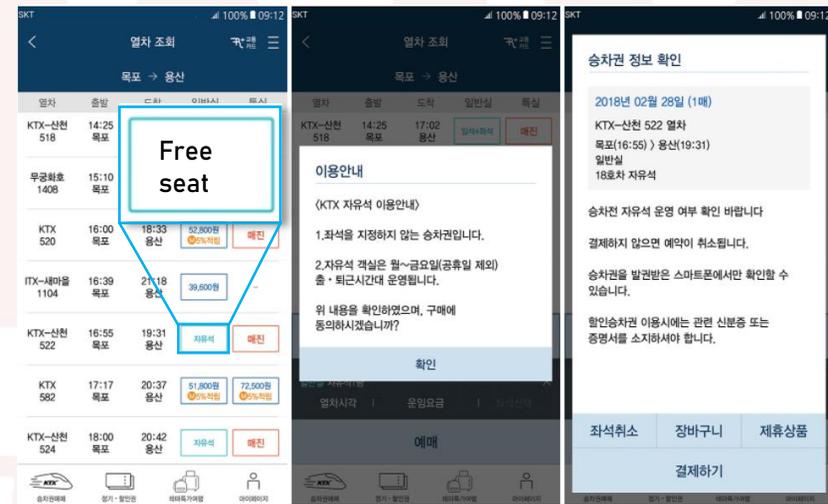
There's detail search window. Kinds of lost are attached to categories name so choose among them and select others
You can recover your lost at station until a week but go to go police after 7 days.

Q. What is free seats?

A. Free seats

It operates easy principle. First come, first occupied. Second, choose other seat. It only opens weekday not weekend and holidays.

Its prices are cheaper 5% of regular seats.



How to use free seats :

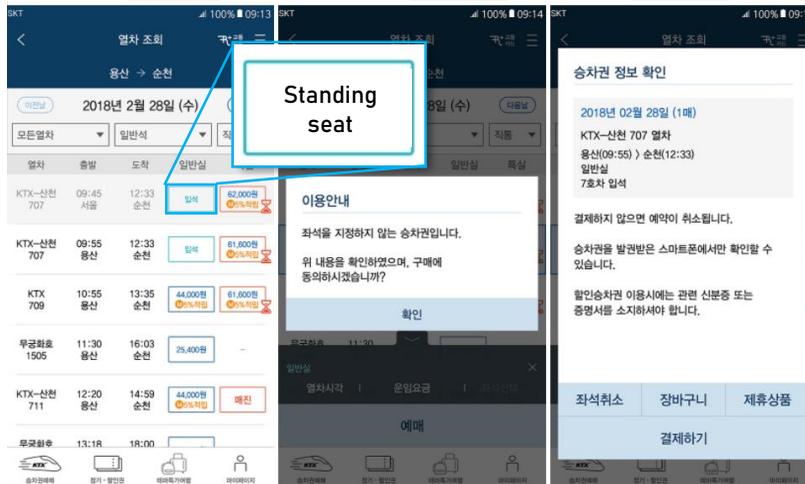
When inquiring Korail Talk (application), it can be seen that regular button has been changed to 'free seat' only for trains that have sold out designated seats. It is available at station office, automatic ticket machine or Korail APP.



Q. What is standing seats?

A. Standing seats

It is represented only when the whole train reserved.



Standing seats reservation.

Open the Koreal Talk app, you could buy it only if designated seats sold out, You can purchase at station ticket office, automatic ticket machine or Korail Talk.

Q. I lost my ticket!

A. Steps in re-tissuing ticket

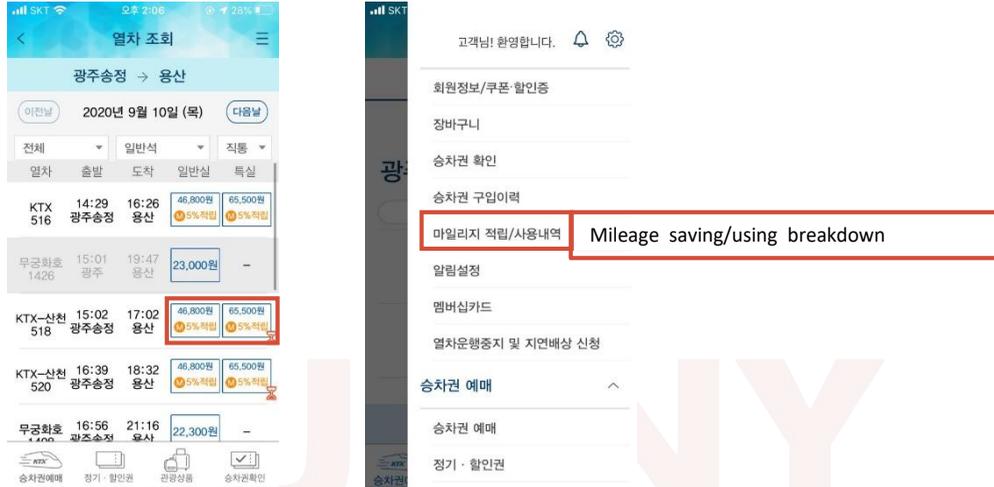
1. Notify your lost to ticket office staff and let them know basic information such as your membership number, cash receipts, phone number.
(It is also possible even though you reserved as a non-membership if you know name and phone number of reserved person)
2. Pay again that price.
3. Request crew sign in train that proves lost ticket is not used in train.
(If you don't have that sign, you can't get refund at arrival station)
4. Get refund your lost ticket price except 400 won fee.



If you lose your ticket, you will not be able to ship, change, or return the ticket. If it is confirmed that you purchased a ticket by membership, credit card, etc., you can reissue the ticket. Even if it's a ticket issued at the station window, standing seats and free-seat tickets will never be reissued if you lose. Further, even if it's a paper ticket with a seat number, it can't reissue unless you don't get a cash receipt or you don't accumulate a mileage with your membership number.



Q. Are there Mileage policy in KTX?



You can accumulate 5% of the settlement amount sometimes even near 10% when using KTX. Please refer that significance under ticket price, (㉹5% save or 10% save) However, you will not earn mileage both if you use KTX, which is sold at a discounted price and is not sold at a regular price and for tickets purchased as travel packages.

Where to use mileage?



1. You can discount KTX ticket through mileage. (Refer the left picture.)
2. You can use that mileage at the store. Where train stations operated by Korail
3. Sometimes you lost it or unavoidable circumstances, continued to refund with cancel fee which can be deducted from the KTX mileage. When requesting the return of the ticket, select 'Is the refund fee used as a mileage' to use it.

MEMO



Click- how to use KTX
<https://www.youtube.com/watch?v=Pyw2Ned3f00>

Click for more video!

<https://www.youtube.com/channel/UCnrT-W4Cam7NL6iTvjQZMIA>



6

Shared-Bicycle



Shared-bicycle

Formal shared-bicycle system in Gwangju

01

Shared-bicycle
'Tarangke(타랑께)



Shared bicycle-named 'Tarangke'

It means 'come and get it' in Jeolla dialect. It is a public transportation system that can be used for commuting on weekdays and leisure activities in parks and riversides during the night and holidays started from June first, 2020 in Gwangju. (Currently only available in Sangmu-district.)

02 Shard-bicycle

How to use



How to use Taranke

지도상의 표시되는 이미지를 안내 드리고자 합니다.
이용에 불편 함 없으시길 바랍니다.

- Bicycle Location
- Station Location
- My current Location

※ GPS를 건 상태여야 하고 건물 내에서는 현재위치가 표시되지 않을 수 있습니다

Please download app 'Tarangke' at Appstore or Playstore. Then you can see that screen so keep going to signing up for the membership. The blue spots are return place which means you can rent from there. Please check near locations and use it.

Signing up for the membership

- Over 19, adults: need your own cell phone under your name
 - Minors(over 15 under 19 age) : need your own cell phone under your name
 - Foreigners(domestic residents): foreign register number and your own cell phone under your name.
- ※ registered mobile phone with a corporate name cannot sign up.

03 Shared- bicycle

How to rent? (Operating time : 07:00 ~ 21:00)

Rent by app



1. Visit bicycle station
Come to 'Tarangke' bicycle rental station



2. Conduct the app
Open the app and log in.



3. Purchase voucher.
Purchase time pass or one-day pass.



4. Rent
Click the QR-Code in your screen and scan bicycle QR-Code



5. Complete the final step
① Click the middle circle button once
② Follow the voice guide (Scan bicycle QR-Code)
③ Unlock it



Pay by card



1. Visit bicycle station



2. Recognize your card
① Click the middle circle button once
② recognizes the transportation card in the card reader following the voice guidance



3. Complete
③ Unlock it

1. There's guiding comment when you push the button.
2. Please purchase the voucher after logging in.



3. Scan QR-Code then the mechanism would be unlocked. Then use it.

04 Shared-bicycle How to return?



1. Visit bicycle station
Search 'Tarangke' bicycle station using your app.

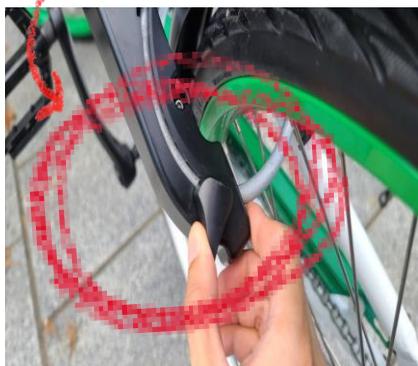


2. Park bicycle
Park bicycle at station.



3. Return completed.

- ① Lock it
- ② Click the middle circle button once
- ③ You would get message 'It's been return'



05 Shared-bicycle Fee introduction

Division	Paid membership	
Basic usage fee (within 90 minutes)	A year(12 month) membership	30,000
	Half year(6 month) membership	20,000
	A month (30days) membership	5,000
	A week (7days) membership	2,500
	One day membership	1,000
Payment method	Credit card, virtual account, account transfer	
Where to pay	'Tarangke' homepage and app	
Additional fee	30 minutes per 500 after basic usage fee (90 minutes)	

- Basic usage time is 90 minutes per 1,000won and after that, additional fees imposed 30 minutes per 500won.
- Return it to the nearest return area.
- Additional charges may be incurred when it cannot be returned at non-returned area. (500won per 30 minutes)
- You can check left time after you returned.
- Also can confirm real-time and the number of using bicycle and available bicycle.

06

Shared-bicycle

Trouble handling method



1. Visit bicycle station

- ① Lock the broken bicycle
- ② Click the middle circle button once



2. Scan QR-Code

Press the broken report button (Customer Center - Fault report) at the bottom of the app.

Take a QR code on the locking device of the bicycle.



3. Make a report

Choose the broken part at the shown images (bicycle information page)

07

Shared-bicycle

Other matters

Basic points

1. There's additional fee after basic usage time to provide its service to as many as people.

TIP!

If you return it within 90 minutes and rent it again, there's no additional fees.

2. When the user's mobile phone number is changed for the operation of the bicycle, must make changes on the homepage. If the extra charge is not paid, you cannot use the bicycle anymore.

TIP!

the For paid member, settlement of additional charges shall be retroactive when the member's authority is extended.

loss and break bicycle penalty

The user has to pay for it according to the relevant regulations about losses caused by illegal or unjust acts while riding a bicycle and the event of intentional damage to a facility

Precaution

1. Staffs always check the bicycle condition but please double check break status before using bicycle yourself.
2. Please refrain from making any drastic changes in your driving and check if there are any cars or people around you.
3. It prohibits to use except for daily use as races, mountain climbing, acrobatic movements..
4. Please abstain from using cell phone during your riding.
- 2
5. Please refrain from riding with over 2 people.
6. Never allow to acrobatic movements by bicycle.
7. When stopping or parking outside bicycle station, be sure to lock it using the "assistance lock device" attached to the bicycle before leaving it.
8. Too much burden could damage bicycle.

Q&A

Shared- bicycle

Q&A session

Q1. The real bicycle location differs from represented site in the app.

A. When you rent a bike, it picks up GPS signals from the bike and sends them to the server once every five minutes. Five minutes on the move, we can travel quite far. When you return, it sends GPS once every 30 minutes.

Q2. I got a "Status Transfer" notice when I rented it.

A. It regularly picks up GPS and sends its position to the server. Usually, the transmission ends within one minute, but if it is located among the buildings, the time required for status transmission could be delayed, so you can rent it if you wait a moment. If there are other bicycles nearby, don't wait and rent another one.

Q3. Can I pay with my transportation card?

A. You can't pay with a transportation card, but you can only pay with credit card, check card, account transfer, or virtual account deposit. Additionally, if you register a card with a transportation card function for the first time, the next time just press the button and touch the registered card when the announcement is made. Then the lock will open after confirming your identity.

Q4. I can't scan the QR code.

A. When scanning QR-Code, Please activate GPS (location information) and Bluetooth on your phone, recognize QR-Code in the lock recognition area.

Q5. What happens when I leave Sang-Mu district?

A. If you leave Sang-Mu district, you will be notified via text message which says that you are out of the district. If you get out of the there, you can't return it ,simultaneously additional charges may be incurred as users are consumed basic usage time continuously.

MEMO

Blank lined area for taking notes.



Clip- How to use shared-bicycle
<https://www.youtube.com/watch?v=DqgYiQ2QUd8>

Click for more video!

<https://www.youtube.com/channel/UCnrT-W4Cam7NL6iTvjQZMIA>



7

Shared-scooter



Shared-scooter

Introduce shared-scooter called 'Gcooter'

01

Shared-scooter
How to use

Operating time

Am 07:00 ~ pm 20:30

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1. Download app' Gbility'
2. Signing up for the membership
3. Register your driver license and payment card



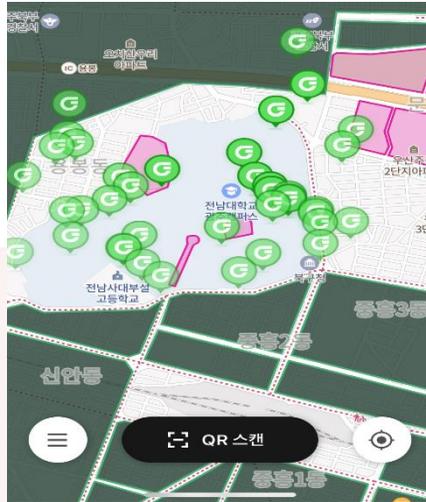
지쿠퍼
대한민국 대표 공유 모빌리티

열기

02

Shared-scooter How to use

Open the app and find Gcooter in the map.



Search and download 'Gbility' at APPSTORE or PLAYSOTE. After seeing that screen, keep signing up for the membership. You can check your current location through right bottom circle button. Pick one of 'Green G' near your location.

It would be unlocked while taking a QR code of Gcooter with notification.



Use it safely by the side road.



03

Shared-scooter Precautions

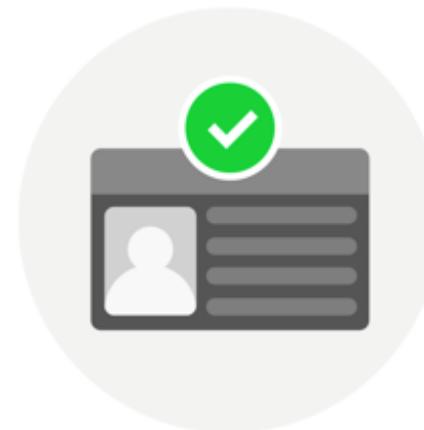
Park next to a street tree or by the side of passageway that doesn't interfere walking.



Helmet is mandatory for your safe.



Please identify your driver license to use Gcooter.



Don't drive after drinking. It's extremely dangerous.



04

Shared-bicycle Fee Introduction

Division	Right after 1 minute	Additional fee/minutes
Gcooter	300won	130won
Gcooter pro	300won	150won



The return cost is calculated by measuring the distance away from the service area.

That means if you leave the service area, the return cost will be applied from 2,000won to up to 30,000won in proportion to the distance.

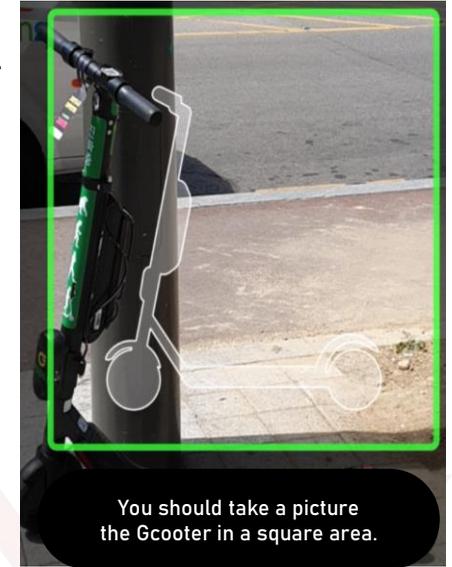
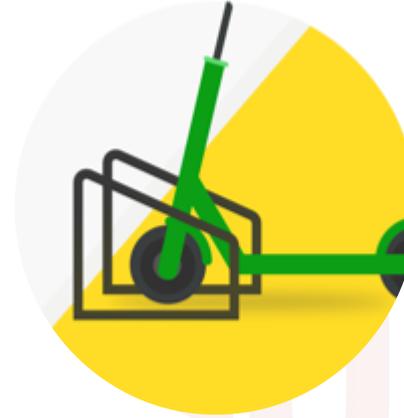


It sets aside price 1,000won rounded by service region in dark colored area in this map.

05

Shared-bicycle Parking guidance

Park next to a street tree or by the side of passageway that doesn't interfere walking.



You should take a picture the Gcooter in a square area.

- When parking in the service area after use, it should be parked in a place that does not interfere passage. In addition, report the picture containing whole form of Gcooter to check whether it damaged and parked properly.
- You can check your riding time and fees after driving.

<Precaution>

- Driver license is required in advance to proceed signing up for membership
- Helmet is freedom. It is your duty.
- Use it on a side road for your safety.
- Don't drive after drinking. It's extremely dangerous.

MEMO

Lined area for taking notes.

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SK 대학생 자원봉사단



Clip- how to use shared-scooter
<https://www.youtube.com/watch?v=fHfaybQFIbk>

Click for more video!

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