

At Your Accommodation

In an emergency

Front desk number
119 for fire, emergency, and rescue

When arriving at your room

- 1 Find your nearest emergency exit.
- 2 Check how many doors your room is away from the emergency exit.

- 3 Read the emergency evacuation instructions posted on the door.

- 4 Check whether the emergency lantern placed next to the door is working properly.
- 5 Check the location of the fire extinguisher.

In the event of a fire

- STEP 1**
On discovering a fire
Call the front desk or activate the fire alarm. Then shout "FIRE" to alert others.



- STEP 2**
On hearing a fire alarm
Stay calm and use the stairs to evacuate. Never use an elevator during evacuation.

Shopping



If overly pressured to purchase or refused a refund
Call 1330 to report the inconvenience.

Loss and Theft



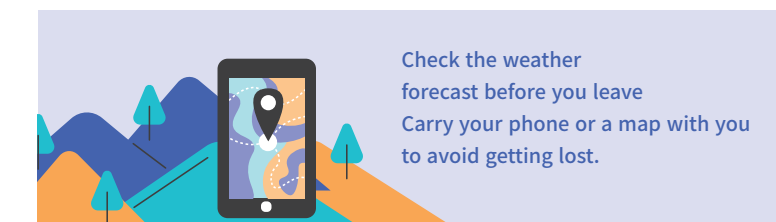
Report the loss or theft to the nearest police station or call 112.

Entertainment Theaters, concerts, events, and festivals



- 1 Check the emergency exits and escape routes.
- 2 Follow staff instructions and evacuate in an orderly manner.

Mountain Climbing and Hiking



Check the weather forecast before you leave
Carry your phone or a map with you to avoid getting lost.

Hangang River Activities

On a ferry in the Hangang River
Check the location of life jackets.
Do not lean against the railing.



During water activities
Always wear a life jacket.



In Hangang Park, camping and cooking are allowed only in designated zones.

Make sure to clean up after finishing your delivered food in Hangang Park.

Civil Defense Training

Seoul conducts emergency drills occasionally. Each drill takes about 20 minutes. If you hear a siren at 2 pm, do not panic and please join and follow others calmly.

- 1 Siren
- 2 Private vehicles restricted from roads
- 3 Move to an emergency shelter.

If You Get Sick

If you get sick while traveling, call 119. Many hospitals in Seoul offer foreign language services.



TIP
Find hospitals with foreign language services by calling 1330 or searching on the Emergency Ready App.

In Case of a Terrorist Attack

Although Seoul has never experienced a terrorist attack, it is useful to know the following:



Biochemical attack
Cover your nose and mouth with a cloth or clothing and evacuate the area.



Bombing attack
Lie face down on the ground and protect your body with your hands.

TIP

Drug possession and consumption is illegal in Korea.

Useful Korean Expressions

Korean	English
도와주세요	Help!
영어할 수 있는 분 있어요?	Is there an English-speaking person?
경찰 불러주세요	Please call the police
전화 좀 빌려주세요	Can I borrow your phone?
병원에 가야해요	I need to go to the Hospital
앰블런스 불러주세요	Call an ambulance
아파요	I'm sick
다쳤어요	I'm hurt
소화제 좀 주세요	I would like some indigestion medicine
___ 호텔로 가주세요	Please take me to ___ Hotel
영수증 주세요	Can I have the receipt?

Korean	English
___ 이 어디 있어요?	Where is the ___?
대사관	Embassy
화장실	Restroom
약국	Pharmacy
지하철역	Subway station
은행	Bank
___ 을 잃어버렸어요	I lost my ___
휴대전화	Cellular phone
지갑	Wallet
신용카드	Credit card
여권	Passport
항공권	Plane ticket
가방	Bag
___ 에 알레르기가 있어요	I'm allergic to ___
견과류	Nuts
해산물	Seafood
유제품	Dairy products
달걀	Egg





If You Need Help

119  **112** 

Firefighting Available in English, Chinese, and Japanese
Fire and Disaster Management

Police Available in English, Chinese, and Japanese
Crimes and Robbery

1330  **120** 

Korea Travel Hotline Available in English, Chinese, Japanese, Russian, Vietnamese, Thai, Malay, and Indonesian
Tourism Information and Tourist Complaints

120 Dasan Seoul Call Center Available in English, Chinese, Japanese, Vietnamese, and Mongolian
Seoul Travel Call Center

Tourist Police





Tourist police officers are ready to assist tourists at major tourist destinations in Seoul. If you have any problem or inconvenience, please ask for their assistance.

Useful Apps

i Tour Seoul  iPhone  iPhone

i Tour Seoul App  Android  Android

Emergency Ready App  iPhone  Android

EMERGENCY READY APP

Set disaster alerts

Receive disaster warning information

Location-based information on nearby emergency shelters, hospitals, and embassies

Spring

Yellow dust and fine dust
Yellow dust and fine dust may occur under certain meteorological conditions in spring. Seoul Metropolitan Government offers fine dust alerts for your convenience.

If the fine dust level reaches "bad"

Museum  **Wear a mask with the certified KF 99**  **Drink water frequently** 

Choose indoor activities rather than remaining outdoors.

Air quality information is available on billboards around the city and the Air Korea App.

Air Korea App 

● Good ● Normal ● Bad ● Very Bad

Good level of fine dust 

 iPhone  Android

Winter

Cold wave
When cold wave advisories are issued, take special care to avoid slips and falls. If falling, try to bend your knees first and land on your side to minimize the risk of injury.

How to prevent slips and falls

On the street Stay away from shaded areas and avoid sharp turns.

Clothes Avoid wearing a heavy, bulky coat that hinders your movement.

Steps Take steps that are 10-20% shorter than usual.

Shoes Wear low-heeled shoes with non-slip soles.

Hands Keep your hands out of your pockets. Don't use your smartphone while walking. Keep your hands free while walking.



Summer

Heat wave
When the high temperature exceeds 33°C and 35°C for two or more consecutive days, heat wave advisories and warnings are issued, respectively.

How to protect yourself during a heatwave

1 Stay cool and dress light  **2 Avoid sun exposure** 

3 Drink water frequently.  **4 Rest during the hottest hours.** 

Typhoon


A typhoon is a violent storm with heavy rain and strong winds which may occur in summer.

How to protect yourself from a typhoon

1 In urban areas Stay indoors. Watch out for falling debris.

2 Near the Cheong-gyecheon stream or Hangang river Don't walk near a river or stream. Move to a safer place.

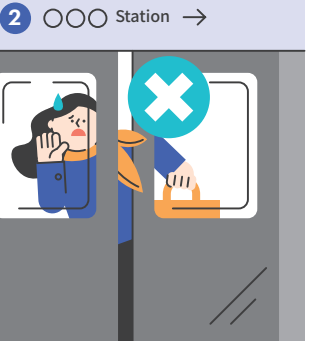
3 In mountain areas Avoid hiking. Hike down immediately. Avoid low-lying areas. Way down.




Road Safety

1 Walk on the right-hand side.  **2 Don't jaywalk.**  **3 Always fasten your seat belt when in a passenger car or taxi.** 

Subway Safety

1 Use caution not to get your bag or accessories stuck in the subway screen doors. 

2 Each subway station has an automated external defibrillator (AED) for emergency use. 

Bicycle Safety

1 Use bike-only pathways and lanes.  **2 Wear a helmet.**  **3 Don't use your phone or headphones.**  **4 Use lights while riding at night.**  **5 Watch out for pedestrians.**  **6 Watch out for vehicles.**  **7 Ride on the far right side of the road.**  **8 Don't ride fast.** 

How to use Seoul public bike "Ttareungi"

1 Download the Seoul Public Bike App.  **2 Purchase a voucher. Check the 8-digit rental number.**  **3 Select a bike (enter the rental number).** 

4 Rental - Pull the lock bundle from the rental terminal.  **5 Return - To any empty Seoul Public Bike docking station.**  **6 If there is no empty docking station available, connect the bike to another bike parked in a docking station.** 

- Emergency Contact number
- Hotel Contact number
- Embassy Contact number