

Airport Information

General Information

Surabaya's airport is called Juanda. It is actually located in Sidoarjo, an adjacent city to Surabaya. The airport has two terminals which are several kilometres apart. This makes it very impractical if you are in the wrong terminal for your flight. The two terminals are as follows:

1. Terminal 1: This is for domestic airlines, i.e. Citilink, Lion Air, Sriwijaya Air, etc. You will arrive in this terminal if you fly using a domestic (Indonesian) airline, except Garuda Indonesia airline.
2. Terminal 2: This is for international airlines and Garuda Indonesia airline. If you have a direct flight from abroad to Surabaya, you will arrive in this terminal. If you fly from abroad and have a transit in Jakarta or Denpasar before Surabaya, you will also arrive in this terminal if you take Garuda Indonesia airline.

The terminals are quite small (compared to most international airports), so it is quite unlikely that you will get lost.

Arrival in Terminal 1

When you arrive in Terminal 1, please follow the sign to the baggage collection or exit. When you pass the exit door, turn left and you will find the outlet of "Taxi Prima". It is a taxi with a fixed price, and you need to pay in advance in Rupiah. It costs IDR 120,000 (USD10) from the airport to Universitas Airlangga or to most hotels in the city centre.

If you know Surabaya well, you can take the "Taxi Argo" across the first lane, and you will pay by the meter. It should cost you about IDR 90,000-100,000 from the airport to the city centre. However, please don't take this "Taxi Argo" if you do not know Surabaya well, because some taxi drivers may take you farther and cost you higher.

Terminal 1 is full of people offering transports. They usually charge you higher and sometimes unsafe. They are usually standing on the right side of the exit and will approach you and insist in offering their transport services. Therefore, turn left when you pass the exit door.

Arrival in Terminal 2

When you arrive in Terminal 2, please follow the sign to the customs and baggage collection. After you leave the arrival gate, please look for the following sign “Taxi and rent car service” hanging on the ceiling. It is next to a minimarket (a shop).



On the left side of that sign, you will see the desks, as follows:



The one on the left (PRIMA TRANS JUANDA) is recommended if there are more than three people (i.e. 4-6 people) in your group. It costs IDR 170,000 (USD14) from the airport to Universitas Airlangga. It costs IDR 160,000-180,000 to most hotels in the city centre. However, unfortunately, foreigners are usually charged a fixed price of between IDR 200,000-250,000.

The one on the right (TAXI PRIMA WING JUANDA) is recommended if you are travelling alone or with a maximum of three people in your group. This is a standard taxi, and it costs IDR 120,000 (USD 10) from the airport to Universitas Airlangga or to most hotels in the city centre.

After you pay the taxi fare to the staff at the desk (they only accept payment in Rupiah), they will give you a small piece of paper as the receipt. Then, please look for the following sign (which is on the right side of the taxi service desk):



After you exit, turn left and you will see the following sign on the floor:



There will be a staff of the TAXI PRIMA standing near that sign; he will ask for the receipt, and he will show you to the taxi (which is just in front of him or a few meters from him).