



No Baggage Check-In**
Travel light and you save time! It is the faster, if not fastest way – just head to this counter. Do check with your airline to confirm that this service is available.

Web Check-In*
As long as you have a stable internet connection, you may check in from wherever you are. Go to the airline's website, provide your confirmation number and print out your boarding pass. Do check with your airline to confirm that this service is available.

Mobile Check-In**
Save time and check in even when you are out and about. If you have baggage, you may skip the counter queue and drop it off the Baggage Drop-Off counter. Do check with your airline to confirm that this service is available.

Advance Check-In
You can avoid the queues and your baggage can be checked in as early as 8 hours before the scheduled time of departure.
Check out your check-in options!
Check-in counters open 3 hours prior to your scheduled time of departure, and close an hour before your flight takes off.

Baggage drop facility
Subject to availability, check with your respective airline for this service.
special dietary items.

What you can have in your hand-carry baggage
Hand-Carry: Liquids, aerosols and gels must be in containers with a maximum capacity of 100ml each. They must be packed in a transparent re-sealable plastic bag. The contents shall not exceed 1 litre and only one bag per person. Exemptions: medication, baby food,

What you should not have in your baggage
Each country has different guidelines, so do check with the ground staff before checking in your baggage if you are unsure.

Here are a few things to note before departure.

Taking off?



- **Umobile** (open 24 hours) (Level 2 - 141 (Gateway))
- **Flexiroom** (open 24 hours) (Level 2 - 142 (Gateway))
- **Digi! Store Express** (open 24 hours) (Level 2 - 140 (Gateway))
- **Digi!** (open 24 hours) (Level 2 - Arrival (before Immigration))
- **Maxis** (open 24 hours) (Level 2 - Arrival (after Baggage Reclaim))
- **Celcom** (open 24 hours) (Level 2 - Arrival (after Baggage Reclaim))

Staying in touch
First things first! We know how important staying in touch is so you can pick up a local SIM card (or phone) before or after you clear Immigration.

AirAsia's Lost & Found Office
Domestic Flight T: +603 8778 5494
International Flight T: +603 8778 5495
If you have left something on the aircraft, or your check-in luggage is missing, please contact:

Missing something? WITHIN klia2
Lost something in the airport? Head to klia2 Lost & Found Centre, Level 3, Departure Hall (near check-in counter Z) E: lost&foundklia2@malaysiaairports.com.my

Welcome to klia2! Here are a few things you may want to take note of:

Just arrived?

Self Check-In*
There are several Common Use Self Service (CUSS) kiosks at klia2 and entertain tickets from most major airlines. You may consider checking in here if you wish to avoid the counter.
* Please check with your respective airline on the availability of this service.
** You must be on a domestic flight (within Malaysia) or between Kuala Lumpur and Singapore.

Useful Telephone Numbers

INFORMATION COUNTERS (open 24 hours)

Tourism (Arrival Hall)	+603 8778 7080
klia2 Operator	+603 8778 5500/01/02

GOVERNMENT AGENCIES

Customs	+603 8778 5779
Global Blue - GST Refund	+603 8777 7656
Immigration - Operations	+603 8778 5468/85462/85463
Quarantine & Health Department	+603 8778 5216
Royal Malaysia Police	+603 8778 5332
SPAD Hotline	1-800-88-7729

MEDICAL SERVICES (open 24 hours)

Menara Medical Clinic	+603 8778 5909
• Next to International Arrival Hall - Level 2	

EMERGENCY SERVICES (open 24 hours)

Police Headquarters klia2	+603 8778 5237/36
	+603 8778 5222
Bomba Malaysia (Fire & Rescue)	+603 8787 4970/4975

klia 2

Next Generation Hub

AIRPORT GUIDE

Your useful guide to klia2





In between flights?

If you are in transit, you may find the following useful.



Domestic flights via AirAsia

Walk through the Sky Bridge and head to the Transfer Counter (before Gate L). Make arrangements to have your check-in luggage transferred directly to your next flight.



International flights via AirAsia

Head to the Transfer Counter (Level 2, Satellite Building) and make arrangements to have your check-in luggage transferred directly to your next flight.

Not flying AirAsia?

Please allow a minimum of 4 hours for your layover. Your airline operates out of a different terminal and you will need a transit visa to get there. After collecting your luggage, go through Customs and Immigration and head to the next terminal.



Airlines operating at klia2

- AirAsia
- Cebu Pacific Airways
- Tiger Airways
- Mega Maldives
- Jetstar Airways

Is your next flight more than 5 hours away?

Let us make the most of your time! Shop, have a delicious meal, see some sights – there is always something to do.

Stretch those legs and take a stroll

There are 160 retail and F&B outlets here at klia2. Shop for yourself, your best friend, your little girl or your boss – our duty-free picks include liquor, cigarettes, perfume, books, toys and a selection of designer brands. Not enough for you? Then check out gateway@klia2 – there are another 170 retail and F&B outlets just waiting to be discovered!



Factory Outlet Shopping Mitsui Outlet Park KLIA Sepang

Only 6km from KLIA and klia2. Top brands at off-season prices – the shopaholic's dream! If your appetite is for food instead, let your tummy lead the way to one of the many cafes or the food court. Free shuttle service @ Level 1, Car Park Bay B9/B10.



Themed Lounges

If you want to catch up on sports or movies, head to these comfy lounges – just remember to board!
International Departure Satellite Building:
Movie Lounge – opposite Chocolate Bar
Sports Lounge – opposite Gloria Jean's



Transport Options

If there is no one to pick you up, not to worry. Look below for your preferred mode of transport.

Transportation Hub

Level 1, gateway@klia2
W: www.gatewayklia2.com.my



Airport Limo & Taxi

Mesra Indah Jaya Sdn Bhd
T: +603 8787 1748/1735
E: info@mesraindahjaya.com



Taxi: International and Domestic Arrival, Level 2
Taxi Terminal, Level 1



Express Rail Link

klia2 to KLIA

- KLIA Transit and KLIA Ekspres - for RM2, takes 3 minutes

klia2 to KL Sentral

- KLIA Transit - RM55 (Adult) & RM25 (Child), takes 39 minutes
- KLIA Ekspres - RM55 (Adult) & RM25 (Child), takes 33 minutes

Head to Level 2, gateway@klia2
Domestic and International Arrival Halls



Traveller Treats and Needs

We want your visit to klia2 to be a positive, pleasant and perhaps even a joyful one. So we are constantly on our toes and looking into the smallest of details, making sure that even little needs are anticipated and met.



Check on your flight information

Flight details will be on the Flight Information screens. Make note of your departure gate and please be at the gate at least 30 minutes before the scheduled departure.



Need to have your baggage looked after?

Baggage Solutions
Level 2, Public Concourse
Arrival Level
T: +603 8778 5986



Want your baggage wrapped and strapped?

Excel Wrap & Go (open 24 hours)
Level 3, Departure Hall
T: +6012 4083 283



Feel like a bite?

Pick up the klia2 Shop & Dine Guide for a complete directory of *makan* (that is "eat" in Malay) and shopping outlets.



Prayer Rooms

There are 15 Muslim prayer rooms. At the gateway@klia2, the Prayer Room is on Level 1, opposite Capsule by Container Hotel, and Level 2 behind the Original Classic Shop.



Keeping in touch with the office

The Business Centre/ Airport Lounge Services (4am – midnight)
Plaza Premium Lounge
International Departure (next to Gate L8)
T: +603 4065 0161



Need a place to stay?

Sama-Sama Express klia2 is a comfortable and convenient transit hotel just 5 minutes away by cab. If you are on a layover between international flights, you do not have to clear Malaysian Customs and Immigration.

Every room offers air-conditioning, TV and complimentary Wi-Fi. L3 Satellite Building, klia2 Airport Terminal.
T: +603 8775 6600

Or take a 3-minute train ride to **Tune Hotel klia2**. It is right next to an integrated shopping and entertainment complex, and the en-suite bathrooms are equipped with power showers.

Now wouldn't that just hit the spot?



Quiet time

Shop. Have a coffee. Or get a massage!

Wellness Spa

(7am – midnight)
International Departure
T: +603 4065 0165



Need to change money?

Bureau de change

- CIMB
Level 3, Main Terminal Building
- Hong Leong Bank
Level 3, Main Terminal Building
- Bank Muamalat
Level 2, Satellite Building
- Travelx
Level 2 & Level 3, Satellite Building

Foreign Currency Dispensing (FXD)

- CIMB
Departure Level