



### 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.



### 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.



### Excess baggage?

A fee applies for any additional baggage you wish to check-in. For details, contact ABDA Airfreight Sdn Bhd, Counter J42 (Check-in island J) Malaysia Airlines, Counters G19 & G20 (Check-in island G) (open 24 hours)



### 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, special dietary items.



### What you should not have in your baggage

Prohibited items differ from country to country. Please check with airline ground staff if you are uncertain about any items before checking in your baggage.



### Taking off?

Here are a few things to note before departure.



### Staying in touch

Getting a local SIM card is probably in your Top 3 of Things To Do the moment you disembark. No worries - you can do it before or after you clear immigration.



### Missing something?

Lost something in the airport? Head to KLIA Lost & Found Centre for assistance. Level 2, Main Terminal (behind Food Garden, next to the elevator) T: +603 8776 4312 (open 24 hours) E: lost&found@malaysiaairports.com.my To check on items that have been submitted to our office, go to the Lost & Found page at www.klia.com.my



### Just arrived?

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

\* 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.



### Self Check-in\*

KLIA has several Common Use Self Service (CUSS) kiosks and entertain tickets from most major airlines. You may consider checking in here if you wish to avoid the counter.



### 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.



## Useful Telephone Numbers

### INFORMATION COUNTERS (open 24 hours)

Main Terminal Building	+603 8776 4386/4389
Contact Pier	+603 8776 0257/0219
Satellite Building	+603 8776 2425
Tourism Information Centre	+603 8776 6547
• Main Terminal Building	
• Arrival Hall	

### GOVERNMENT AGENCIES

Customs	+603 8776 6575
• Main Terminal Building	
Global Blue - GST Refund	+6012 3473 175
Immigration - Operations	+603 8776 3681/63679
Health Office	+603 8776 3660
• Health Quarantine Centre	
Quarantine Complex	+603 8787 2377
Royal Malaysia Police	+603 8776 8222/63450
SPAD Hotline	1-800-88-7723

### MEDICAL SERVICES (open 24 hours)

Menara Medical Clinic	+603 8776 4909
• Main Terminal Building - Level 3, Arrival Hall	
• Satellite Building - East Zone (Gates C21 - C27)	

### POS MALAYSIA BERHAD

Main Terminal Building	+603 8787 3871
Departure Hall	
Mon - Sat, 8.30am - 5pm	
(closed on Sundays & Malaysian public holidays)	

### EMERGENCY SERVICES (open 24 hours)

Police Headquarters KLIA	+603 8776 8300/8302/8922
	+603 8787 2222
Bomba Malaysia	+603 8787 4970/4975
(Fire & Rescue)	

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# KLIA NEXT GEN HUB

THE NEW WAY TO THE WORLD

# AIRPORT GUIDE

Your friendly guide to Malaysia's largest international airport





## In between flights?

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



### Passengers arriving at KLIA from abroad

- **International connecting flights:** if you have your boarding pass, proceed directly to the departure hall.
- **Domestic connecting flights:** if you have your boarding pass, proceed through Customs, Immigration, & Quarantine before departure.
- **Connecting flight WITHOUT boarding pass:** proceed to your airline check-in counter before departure.
- **Long layover & hotel accommodation provided:** go through Customs, Immigration, & Quarantine before meeting with hotel personnel.
- **Accommodation at Sama-Sama Express Hotel (Satellite Terminal):** proceed directly to the hotel.



### Passengers arriving at KLIA from within Malaysia

- **Domestic connecting flights:** head directly to your departure hall.
- **International connecting flights:** if you have your boarding pass, go through Customs, Immigration, & Quarantine before departure.
- **Connecting flights WITHOUT boarding pass:** head straight to your airline check-in counter before departure.

### 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.



### 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, Gate 2.



### Work up a sweat

The gym at Sama-Sama Express Hotel is open to all. Give your muscles a wake-up and then freshen up with a good shower.



### Check out the view

Viewing Gallery, end of Main Terminal Building. If airplanes are your thing, this is your spot! Best place to watch planes taking off and landing, and the aerotrain travelling between terminals. You will also get a stunning view of the Satellite Building.



### Themed Lounges

Sports Lounge @ North Zone: Sports fans – do not despair! Your favourite game is close by, even the live events. Look for Gloria Jean's at Mezzanine, Level 2 – it is right across from it. Also available: Movie Lounge @ East Zone, News Lounge @ South Zone.



### Children's Play Area

On Level 5, Main Terminal Building and Contact Pier, kids get their very own space filled with colourful slides, karts, games and everything else designed to keep them active, and to give you a break!



## Transport Options

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



### Express Rail Link

#### KLIA to klia2

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

#### KLIA to KL Sentral

- KLIA Transit and KLIA Ekspres - RM55 (Adult) & RM25 (Child), takes 28 minutes
- Head to Level 1, Main Terminal Building.  
T: +603 2267 8088/8000



### Airport Limo

<http://www.airportlimo.my>

Reservations T: 1-300-88-8989/  
+603 8787 3678/3587

- International Arrival Hall • Main Terminal Building
- Domestic Arrival Hall • Domestic Baggage Reclaim, Arrival Level

**To KLIA** T: +603 9223 8080 (8am – midnight)

T: +603 8787 3030 (midnight – 8am)

**From KLIA** (Meet & Greet Service)

T: +603 8787 3678 (open 24 hours)



### Airport Coach

T: +603 8787 3894/+603 8776 8449/  
+6016 2283 894



## Taking care of our travellers

We want your KLIA experience 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?

Storage facilities are available at **Baggage Solutions** (open 24 hours) Level 5, Arrival Level  
T: +603 8776 5035  
Satellite Building  
T: +603 8776 1849



### Prayer Rooms

These can be found in three locations: Main Terminal Building, Contact Pier International and Satellite Building.



### Take a short nap

**SnoozeKL** (open 24 hours)  
Find them at Contact Pier International.  
T: +603 8776 0828

### Need a place to stay?

**Sama-Sama Hotel KLIA** is conveniently located next to the Main Terminal Building just 2 minutes from the airport. There are 442 comfortable rooms and suites, a 24-hour Health Club, complimentary Wi-Fi, and TV among other facilities.  
T: +603 8787 3333  
E: [info@samasamahotels.com](mailto:info@samasamahotels.com)



### Feel like a bite?

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



### Keeping in touch with the office

**The Business Centre/ Airport Lounge Services** (open 24 hours)  
Plaza Premium Lounge  
Satellite Building (near Gate C11 – C17)  
T: +603 8787 2323



### Quiet time

If shopping is not your thing, then let us get you relaxed and rested.

**Wellness Spa** (open 24 hours)  
Satellite Building (near Gates C21 – C27)  
T: +603 8776 1225

**Wellness Salon** (7am – 11.30pm)  
Satellite Building (near Gates C21 – C27)  
T: +603 8776 1225



### Need the bank?

#### Maybank

- Main Terminal Building
- Arrival & Departure Hall
- Satellite Building

#### CIMB Bank

- Main Terminal Building
- Arrival & Departure Hall (full banking facilities)
- Satellite Building

#### CIMB Islamic

- Satellite Building

#### Bank Islam

- Contact Pier International

#### RHB Bank

- Main Terminal Building
- Arrival & Departure Hall

#### Bank Muamalat

- Main Terminal Building
- Departure Hall

#### Travelex

- Main Terminal Building
- Arrival Level
- Contact Pier Domestic