HELLO!
LOOKING FOR A GUIDE?

AIRPORT WiFi
ADVANCE CHECK-IN
SHOP & DINE
If you are at KLIA and not sure where to go, don’t worry, I will guide you!

Check-In .................................................. 3
Baggage .................................................. 4
Transit & Transfer ...................................... 5
Transport .................................................. 6-7
Facilities & Services ................................. 8-13
Shop, Dine & Relax ................................. 14-17
Directory .................................................. 18-28

Just flip on through
**Check In Options**

- **Advance Check-In**
  Check in your baggage as early as 8 hours before the scheduled departure.

- **No Baggage Check-In**
  No baggage? Just proceed to the boarding gate.

- **Web Check-In**
  1) Log on to the airline’s website.
     2) Provide confirmation number.
     3) Print your boarding pass.

- **Self Check-In**
  Common Use Self-Service (CUSS)
  Kiosks are available for your check-in for most major airlines.

- **Mobile Check-In**
  Check in using mobile check-in via website or app. If you have baggage, you may skip the counter queue and drop it at the baggage drop-off counter.

- **Normal Airport Check-In**
  Check-in counters for most airlines open 3 hours before your scheduled departure, and close an hour before your flight takes off.

**Flight Information**

Check-in counters open 3 hours before your scheduled departure and close an hour before your flight takes off.

* Do check with your airline to confirm that this service is available.
** You must be on a domestic flight (within Malaysia) or between Kuala Lumpur and Singapore.
Prohibited Baggage Items
Prohibited items vary from country to country. Please check with airline ground staff if you are uncertain about any items before checking in your baggage.

Allowed Hand-Carry Items
- Liquids, aerosols and gels must be in containers with a maximum capacity of 100ml each.
- Packed in a transparent resealable plastic bag.
- Contents must not exceed 1 litre. (Only one bag per person)

Exemptions:
Medication, baby food, special dietary items. Please make sure you have a supporting letter from your doctors as proof.

Storage Facilities
Baggage Solutions (24 hours)
- Level 3, Arrival Hall  
  📞 +603 8776 5035
- Satellite Building  
  📞 +603 8776 1849

Baggage Wrapping
Seal & Go
- Main Terminal Building, Departure Level 5
International Passengers

International Connecting Flights
Proceed directly to departure hall with your boarding pass.

Domestic Connecting Flights
Proceed through Customs and Immigration before departure with your boarding pass.

Connecting Flights WITHOUT Boarding Pass
Proceed to your airline check-in counter before departure. Hotel accommodation provided for long layovers; Go through Customs, Immigration and Quarantine before meeting with hotel personnel.

Hassle-Free Transfer in KLIA
24/7 shuttle transfer services for passengers with KLIA-klia2 interconnecting flights.
Proceed to waiting area at Door 4, Level 1.

Local/Domestic Passengers

Domestic Connecting Flights
Proceed directly to your departure hall.

International Connecting Flights
Proceed directly through Customs before departure with your boarding pass.

Connecting Flights WITHOUT Boarding Pass
Proceed directly to your airline check-in counter before departure.
TRANSPORT

Express Rail Link (ERL)

**KLIA to klia2**
You can take either KLIA Transit or KLIA Ekspres (3 minutes)
RM2 (Per person)

- Main Terminal Building, Level 1
- +603 2267 8088

**KLIA to KL Sentral**
You can take KLIA Transit which stops at all stations or KLIA Ekspres which goes directly to KL Sentral (28 minutes)
RM55 (Adult) & RM25 (Child)

**Airport Limo**
- International Arrival Hall
- Main Terminal Building
- Domestic Baggage Reclalm, Arrivial Level
- Reservations: +1-300-88-8989, +603 8787 3587
- www.airportlimo.my

**Airport Coach**
- +603 8787 3894/+603 8787 8449/+6016 2283 894

**Car Rental**
Wide ranges of modern and excellent fleet from various car rental booths are available for you to choose from at KLIA.
- Main Terminal Building, Level 1

PARKING AND RATES

**Parking at KLIA**
Short term covered car parks are located at Block A, B, C and D at KLIA Terminal Building.

<table>
<thead>
<tr>
<th>Duration</th>
<th>Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st - 3rd hour or part thereof</td>
<td>RM4.00/hour</td>
</tr>
<tr>
<td>4th - 6th hour or part thereof</td>
<td>RM3.00/hour</td>
</tr>
<tr>
<td>7th - 9th hour or part thereof</td>
<td>RM2.50/hour</td>
</tr>
<tr>
<td>10th - 18th hour or part thereof</td>
<td>RM2.00/hour</td>
</tr>
<tr>
<td>19th hour or part thereof</td>
<td>n/a</td>
</tr>
<tr>
<td>20th - 24th hour or part thereof</td>
<td>RM46.00</td>
</tr>
</tbody>
</table>

**Preferred Parking**
Parking bays are located nearer to Terminal Building for greater convenience.
- Block B & C, Level 2, Short Term Car Park KLIA

<table>
<thead>
<tr>
<th>Duration</th>
<th>Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st - 3rd hour or part thereof</td>
<td>RM5.00/hour</td>
</tr>
<tr>
<td>4th hour onwards or part thereof</td>
<td>RM6.00/hour</td>
</tr>
</tbody>
</table>

**Valet Parking at KLIA**
The Valet Parking area is fully guarded by 24-hour security with surveillance cameras.

<table>
<thead>
<tr>
<th>Duration</th>
<th>Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td>First hour or part thereof</td>
<td>RM6.00/hour</td>
</tr>
<tr>
<td>Subsequent hour or part thereof</td>
<td>RM7.00/hour</td>
</tr>
</tbody>
</table>
FastTrack@KLIA offers you a seamless escort service from the moment you arrive at the airport. Please make an advance booking to ensure your hassle-free journey.

Concierge
You will be greeted by our Guest Service Agent who will expedite your clearance process from end-to-end, this includes check-in, immigration and customs check.

Buggy
The Guest Service Agent will accompany you on the buggy all the way to the Lounge. For guests who purchase the Premium Package, the buggy will take you all the way to the boarding gate.

Premier Access
Guests with this Premier Access passes will enjoy dedicated lanes for security and Customs and Immigration check, bypassing the queues.

Lounge
If you have free time, unwind and enjoy light refreshments plus free WiFi at the exclusive lounge. Our Guest Service Agents will be available to assist you.
Refreshments: Everyday, 7:00am - 11:00pm.

Make Your Reservations Now
+603 8776 4606
www.myairportfasttrack.com
reservations@myairportfasttrack.com
Level 5, next to International Departure, Gate A & B
5 Hours or More Before Flight?
Get top brands at off-season prices at Mitsui Outlet Park KLIA Sepang, which is just 6km from KLIA and klia2!
Enjoy great food choices at the food and beverages outlets at KLIA. Free shuttle service is available @ Level 1, Gate 2

REST & RELAX
A little winding down and pampering for the weary ones.

Wellness Spa (24 hours)
📍 Satellite Building (Near Gates C21 - C27)
📞 +603 8776 1225

Themed Lounges
Catch LIVE sports events, movies or news.
📍 Sports Lounge @ North Zone
📍 Movie Lounge @ East Zone
📍 News Lounge @ South Zone

Plaza Premium Lounge (24 hours)
Relax and refresh at the Plaza Premium Lounge. Open to all pax with boarding pass.
📍 Satellite Building, Mezzanine Level 2, KLIA
📞 +603 8787 2323
✉️ malaysia@plazanetwork.com
Sama-Sama Express Hotel
Modern, quiet and comfortable, this airside transit hotel offers exceptional hospitality at a convenient location.
📍 Satellite Building, Passenger Level, Level 1, KLIA
📞 +603 8787 4848
✉️ reservations.ssekilia@samamasahotels.com

Viewing Gallery
Watch planes taking off and landing, the Aerotrain travelling between terminals, and a stunning view of the Satellite Building.
📍 End of Main Terminal Building

KLIA Jungle Board Walk
Calling all nature-lover to bask in the sun and enjoy the greeneries!
📍 Satellite Building

AMENITIES

Shower Facility
Enjoy a refreshing shower and be all set for your next journey ahead.
📍 Sama-Sama Express KLIA, Satellite Building (Next to Gate C5)
📞 +603 8787 4848
✉️ reservations.ssekilia@samamasahotels.com

Prayer Rooms
A comfortable devotional area for our Muslim visitors.
📍 Main Terminal Building
📍 Contact Pier International
📍 Satellite Building

Gym
Work out at the gym and freshen up with a good shower.
📍 Sama-Sama Express Hotel, Satellite Building, Level 1

Children’s Play Viewing Area
Kids get their very own space filled with colourful slides, karts, games and more fun activities.
📍 Main Terminal Building, Level 5, Playground (In front of KFC)
Smoking Lounge
Smoking is strongly discouraged at Malaysia Airports and is strictly prohibited in any of its offices, buildings, workshops or worksites, except at the specifically designated smoking areas.
- Smoking room @ Contact Pier, Domestic Level
- Smoking room @ Gate C11-C17, Satellite Building, Mezzanine Level
- Smoking room @ Gate C31-C37, Satellite Building, Mezzanine Level

Medical Services and Pharmacy
- Menara Medical Clinic, Main Terminal Building, Arrival Level, Level 3
- Menara Medical Sick Bay, Satellite Building, Passenger Level, Level 1

Charging Station
- Contact Pier, Domestic Departure, Gate A & B
- Contact Pier, International Departure, Gate G & H
- Satellite Building

Baby Care Room
Perfectly equipped to help you take care of your precious little tots. Each room is equipped with a baby bed, a chair and a wash-basin.
- Main Terminal Building, Domestic
- Domestic & International Contact Pier
- Satellite Building

KLIA Information Counter
- Level 5, Main Terminal Building
- Contact Pier, International
- Satellite Building

Special Assistance
KLIA is friendly to our disabled guests and those needing special assistance.

All of our terminals offer ramps and elevators, restrooms, telephones and many other facilities and services that are easily accessible.

Please inform your airline of any particular needs and check its policy if you wish to remain on your own wheelchair to the aircraft door rather than transferring to an airline wheelchair at check-in. Also, be sure to request for complimentary ground assistance and the airline’s personnel will assist and take care of your needs.
LOST & FOUND

Within KLIA
Lost something at the airport?
Head to KLIA Lost & Found Centre for assistance.
📍 Level 2, Main Terminal (Behind Food Garden, next to elevator)
📞 +603 8776 4312 (24 hours)
✉️ lost&found@malaysiaairports.com.my

To check on items that have been submitted to our office, log on to the Lost & Found page at www.klia.com.my

On Board
Left something in the aircraft?
Contact your respective airline to assist you further.
📍 Malaysia Airlines
📞 +603 8776 3733/42
✉️ mhlbag@mas.com.my
📍 Malindo Air
📞 +603 7841 5388
✉️ customer_care@malindoair.com
📍 Pos Aviation Ground Handling
(Formerly known as KL Airport Services)
📞 +603 8776 2031
📞 +603 8776 2030 (24 hours)

GETTING CONNECTED

Airport WiFi
KLIA has free WiFi available at most seating and public areas in the passenger terminal so you can always stay connected.

To get connected:
Turn on WiFi and connect to Airport WiFi

For more information or support, please head to the information counter.

TM WiFi Kiosk
📍 Contact Pier, Domestic Departure, Gate A & B
📍 Contact Pier, International Departure, Gate G & H
📍 Satellite Building

Get a local SIM card before or after you clear Immigration
Celcom, Digi, Hotlink
📍 Level 3, Arrival Hall

Business Centre/Airport Lounge Services
WiFi and comfortable work area available 24 hours
📍 Plaza Premium Lounge Satellite Building
(Near Gates C11 - C17)
📍 Level 2, Satellite Building, Mezzanine Level
📞 +603 8787 2323
📞 +603 8776 1940
ATM

**Maybank**
- Arrival, Level 3, KLIA
- Departure, Level 5, KLIA
- Contact Pier, Domestic Level, KLIA

**CIMB Bank**
- Contact Pier, International Level, KLIA
- Main Terminal Building, Arrival, Level 3, KLIA

**Public Bank**
- Main Terminal Building, Departure Level, Level 5, KLIA

**Affin Bank/Islamic**
- Main Terminal Building, Departure Level, Level 5, KLIA

**HSBC**
- Main Terminal Building, Departure Level, Level 5, KLIA

**AmBank**
- Main Terminal Building, Arrival Level, Level 3, KLIA
- Main Terminal Building, Departure Level, Level 5, KLIA

**Bank Islam**
- Main Terminal Building, Departure Level, Level 5, KLIA
CURRENCY EXCHANGE

Bank Islam Money Changer
📍 Contact Pier, International Level, KLIA

Travelex Worldwide Money
📍 Contact Pier, Domestic Level, KLIA
📍 Main Terminal Building, Arrival Level, Level 3, KLIA
📍 Main Terminal Building, Departure Level, Level 5, KLIA

e-BANKING

CIMB
📍 Arrival Hall, KLIA

RHB
📍 Arrival Hall, KLIA
SHOP.
DINE.
RELAX.

Take a walk in the terminal and explore the outlets for simple bites, fine-dining, shopping and relaxing.
**MUST-TRY LOCAL FOOD**

**Roti Telur**
Dip the soft and fluffy roti telur in thick dhal gravy or curry for a delectable breakfast. For lunch and dinner, there is a vast line up of dishes to choose from the menu.

![Roti Telur](image1)

**Nasi Lemak**
Sambal Udang
Dig into the richness of coconut milk infused rice with prawn ‘sambal’ cooked with a tinge of spiciness. One of the best interpretations of Malaysia’s much-loved breakfast dish.

![Nasi Lemak Sambal Udang](image2)

**Nasi Dagang**
This popular Kelantanese cuisine is all about the fragrant sticky rice, enjoyed with the flavourful ‘tongkol’ curry - a meaty tuna curry originating from the East Coast of Malaysia.

![Nasi Dagang](image3)

**ABC**
A bowl of shaved ice goodness filled with crunchy nuts, soft lychees, cendol and cream corn. Truly a blissful refreshment to beat the heat of the tropical Malaysian weather.

![ABC](image4)

**Curry Mee**
Egg and noodles in thick creamy coconut broth, spiked with hints of turmeric and lemongrass, garnished with tofu, prawns, egg and vegetables all come together in a bowlful of yumminess.

![Curry Mee](image5)
**Pewter**
Beautiful local pewter goods made with passion and care using techniques that has been passed down for generations. Not only a great gift, but a beautiful addition to your home decor.

**Batik**
A combination of geometric and floral patterns makes it a unique fashion statement to be paired with your modern wear fabrics.

**Hand-Woven Crafts**
Plaited and plied, these traditionally woven baskets, hats and bags are carefully shaped by hand. Bring a piece of Malaysia home with these hand-woven beauties.
DEPARTURE/ MEZZANINE LEVEL
Level 4

FOOD & BEVERAGE

Cafés
Gloria Jean’s Coffees L5 47
Costa Coffee L5 34
Ya Kun Kaya Toast L5 32

Fast Food
KFC L5 29
McDonald’s L5 12

Restaurants
Nööödles L5 42
PappaRich L5 13
Din by Din Tai Fung L5 08

SERVICES

Bureaux De Change
Travelex L5 45/L5 46

Ticketing Services
AirAsia Sales Counter L5 01
MAS Ticket Counter L5 03/04
Lufthansa Ticket Centre L5 07

Baggage Services
Seal & Go L5 40/
L5 09

Others
Airport Fast Track L5 27
Royal Malaysian Customs L5 10
VIP Lounge L5 28

SHOPPING

Beauty, Health & Wellness
Eraman Perfumes & Cosmetics L5 22
Guardian L5 11

Gifts & Souvenirs
Khazanah Exotic L5 16
Royal Selangor L5 17
Little Malaysia L5 20
Delicacies of Malaysia L5 21

Fashion Accessories & Apparel
Swarovski L5 18a
Time L5 26

Chocolates & Confectionery
Famous Amos L5 35

Children’s Apparel & Toys
Kiddies L5 36

Travel Gadget & Accessories
Travel Gadget L5 33

Luxury Boutiques
Dior L5 23
Lancome L5 19

Travel Essential
7-Eleven L5 41
Contact Pier International (CPI)

**FOOD & BEVERAGE**

- Cafés
  - OldTown White Coffee
  - Starbucks Coffee

**SHOPPING**

- Gifts & Souvenirs
  - Karyaneka

- Duty-Free
  - Eraman Duty Free Shopping Mall @ Contact Pier
  - Eraman Fashion Zone F

**SERVICES**

- Bureaux De Change
  - Bank Islam

- Convenience Stores
  - Xpress Mart
Cigars
- Cigars  SW 14

Children’s Toys
- Hamley’s  SN 05
- Gift Paradise  SW 08

Jewellery
- Gold City  SN 09

Duty-Free - Liquor & Tobacco
- Eraman Duty-Free (East)  SE 03
- Eraman Duty-Free (North)  SN 07
- Eraman Duty-Free Kiosk  SW 15/ SN 16

Duty-Free - Chocolates
- Chocolates @ Satellite Duty Free  SE 02

Food Gifting
- Lao Jie Fang (East)  SE 18
- Lao Jie Fang (North)  SN 15

Perfumes & Cosmetics
- Colours & Fragrances  SS 02
- Colours Beauty Boutique  CH 01
- Dimensi Eksklusif Perfumes & Cosmetics  SN 02
- Dimensi Eksklusif Perfumes & Cosmetics  CH 02
- Giorgio Armani  CH 03
- Jo Malone  CH 04

Specialty Stores
- Lonely Planet and Billabong  SE 14
- Victoria’s Secret Beauty & Accessories  SS 12

Convenience Stores
- WHSmith Express  SE 08

Speciality Packed Food
- Sweet & Treat  SS 06
FULL BAGS, NO TAX.

MAXIMISE YOUR DUTY-FREE SHOPPING.

满载而归, 免税 | 尽享免税购物体验.
# PHONE DIRECTORY

## INFORMATION COUNTERS (24 hours)

<table>
<thead>
<tr>
<th>Counter/Location</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Terminal Building</td>
<td>+603 8776 4386/4389</td>
</tr>
<tr>
<td>Contact Pier</td>
<td>+603 8776 0257/0219</td>
</tr>
<tr>
<td>Satellite Building</td>
<td>+603 8776 2425</td>
</tr>
<tr>
<td>Tourism Information Centre</td>
<td>+603 8776 4720</td>
</tr>
<tr>
<td>• Main Terminal Building, Arrival Hall (Mon – Sun, 7:00am - 11:00pm)</td>
<td></td>
</tr>
<tr>
<td>KLIA Operator (24 hours)</td>
<td>+603 8776 2000</td>
</tr>
</tbody>
</table>

## GOVERNMENT AGENCIES

<table>
<thead>
<tr>
<th>Agency/Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customs</td>
<td>+603 8776 6575</td>
</tr>
<tr>
<td>• Main Terminal Building</td>
<td></td>
</tr>
<tr>
<td>Global Blue - GST Refund</td>
<td>+6012 3473 175</td>
</tr>
<tr>
<td>Immigration - Operations</td>
<td>+603 8776 3681/63679</td>
</tr>
<tr>
<td>Health Office</td>
<td>+603 8776 3660</td>
</tr>
<tr>
<td>• Health Quarantine Centre</td>
<td></td>
</tr>
<tr>
<td>Quarantine Complex</td>
<td>+603 8787 2377</td>
</tr>
<tr>
<td>Royal Malaysia Police</td>
<td>+603 8776 8222/63450</td>
</tr>
<tr>
<td>SPAD Malaysia Police</td>
<td>1-800-88-7723</td>
</tr>
</tbody>
</table>

## MEDICAL SERVICES (24 hours)

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Menara Medical Clinic</td>
<td>+603 8776 4909/5909</td>
</tr>
<tr>
<td>• Main Terminal Building – Level 3, Arrival Hall</td>
<td></td>
</tr>
<tr>
<td>• Satellite Building - East Zone (Gates C21 – C27)</td>
<td></td>
</tr>
</tbody>
</table>

## EMERGENCY SERVICES (24 hours)

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police Headquarters KLIA</td>
<td>+603 8776 8922</td>
</tr>
<tr>
<td>Bomba Malaysia (Fire &amp; Rescue)</td>
<td>+603 8787 4975/1627</td>
</tr>
</tbody>
</table>

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Download the MAHB Airports App today!

Log on to http://www.malaysiaairports.com.my for more information. All of the information is correct at the time of print (December 2019).