HELLO!
LOOKING FOR A GUIDE?

AIRPORT WiFi
ADVANCE CHECK-IN
SHOP & DINE
hello!

If you are at klia2 and not sure where to go, don’t worry, I will guide you!

Check-In .............................................. 3
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Just flip on through
**CHECK IN OPTIONS**

**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.

**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.*
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.
- Content must not exceed 1 litre. (Only one bag per person)

Exemptions:
Medication, baby food, special dietary items.

Please note that all domestic and international flights out from klia2 are subject to a single cabin baggage policy. To avoid delays at security check-in, kindly refer to your airline for further clarification.

Baggage Drop Facility
Subject to availability. Check with your airline for this service.

Extra Baggage
Now you can pack, wrap, track and deliver it to your destination.
BagXcess Worldwide Delivery ♀ Level 3, Public Concourse

Storage Facilities
Baggage Solutions (24 hours) ♀ Level 2, Public Concourse Arrival Level ♀+60 3 8778 5986

Want a Baggage Wrapped and Strapped?
Protect your baggage from the wear and tear of travel.
Excel Wrap & Go (24 hours) ♀ Level 3, Departure Hall ♀+6012 4083 283

Oversized Baggage Counter ♀ Level 3, Main Terminal Building
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 baggage 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 baggage transferred directly to your next flight. Applicable for AirAsia and AirAsia X passengers with the same booking number only.

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 baggage, go through Customs and Immigration and head to the next terminal.

You will find the information you need to get to KLIA under Transport.

Airlines Operating at klia2
AirAsia | Cebu Pacific Airways | Tiger Airways | Mega Maldives | Jetstar Airways

Hassle-Free Transfer in klia2 Terminal
24/7 shuttle transfer services for passengers with klia2 to KLIA interconnecting flights.
Proceed to waiting area at Bay A10, Level 1, Transportation Hub, gateway@klia2.

Transport

Express Rail Link (ERL)
- **KLIA to klia2**
  - KLIA Transit (3 minutes)
  - KLIA Ekspres (3 minutes)
  - RM2 (Per person)
  - Level 2, gateway@klia2 Domestic and International Arrival Halls
  - Level 2, gateway@klia2

- **klia2 to KL SENTRAL**
  - KLIA Transit (39 minutes)
  - KLIA Ekspres (33 minutes)
  - RM55 (Adult) & RM25 (Child)

Transportation Hub
- Level 1, gateway@klia2
- www.gatewayklia2.com.my

Airport Limo & Taxi
- Mesra Indah Jaya Sdn Bhd
  - +603 8787 1748/1735
  - info@mesraindahjaya.com

- Taxi
  - Level 1 & 2, International and Domestic Arrival

Bus Terminal
- Level 1, International and Domestic Arrival
Car Rental
Wide ranges of modern and excellent fleet from various car rental booths are available for you to choose from at klia2.
📍 Level 1, Transportation Hub, Main Terminal Building

Parking Facilities and Rates
Parking at gateway@klia2
Duration
1st - 3rd hour or part thereof
4th - 6th hour or part thereof
7th - 9th hour or part thereof
10th hour and above or part thereof
Maximum per day
Rates
RM4.00/hour
RM3.00/hour
RM3.00/hour
RM2.00/hour
RM46.00
* Flat RM20 will be charged per day after the initial RM46 per day for the first 3 days.

Valet Parking at gateway@klia2
The Valet Parking area is fully guarded by 24-hour security with surveillance cameras.

Parking Rates (Monday - Friday)
Duration
1st 2 hours or part thereof
Every subsequent hour or part thereof
Maximum per day
Rates
RM15.00/hour
RM5.00/hour
RM100.00

Parking Rates (Sat, Sun, Public holidays)
Duration
1st hour or part thereof
Every subsequent hour or part thereof
Maximum per day
Rates
RM15.00/hour
RM5.00/hour
RM100.00

📍 Level 3, gateway@klia2 (Next to the Departure drop-off area)
5 Hours or More Before Flight?
Get top brands at off-season prices at Mitsui Outlet Park KLIA Sepang, just 6km from KLIA and klia2.

Enjoy great food choices at the food outlets at klia2. Free shuttle service is available @ Level 1, Car Park Bay B9/B10.

Shop & Dine
There are more than 100 retail and F&B outlets at klia2 with duty-free picks including liquor, cigarettes, perfumes, designer brands and more. Not enough? Check out gateway@klia2 to discover another 170 retail and F&B outlets.

REST & RELAX
A little winding down and pampering for the weary ones.
Wellness Spa (7:00am - 12:00am)
📍 International Departure, Satellite Building, Level 3
📞 +603 4065 0165

Santai Reflexology (24 hours)
📍 Main Terminal Building, Level 3
📞 +6017 8823 752

Rest N Go
📍 Main Terminal Building, Mezzanine Level, Domestic Departure/Arrival, Level 1A, Pier K
📍 International Departure, Gate L & P

Movie Lounge and Sports Lounge
📍 International Departure, Level 2, Satellite Building, klia2

Air Asia Premium Red Lounge
📍 International Departure, Level 3, Satellite Building, klia2

Plaza Premium Lounge (24 hours)
Relax and enjoy the complimentary food and beverages, with cosy seating and plasma TVs.
📍 Passenger Only Zone, International Departure, Pier L, Level 2, klia2
📞 +603 4065 0161
✉️ malaysia@plazanetwork.com

Sama-Sama Express klia2
Perfect for long layovers with air-conditioning, TV and free WiFi. Best of all, you will not have to go through Malaysian Customs & Immigration.
📍 International Departure, Satellite Building, Level 3
📞 +603 8775 6600
✉️ reservations.sseklia2@samamasahotels.com
AMENITIES

Charging Stations
Find charging stations equipped with universal sockets and USB ports at:
- Domestic Departure
- International Departure
- Sports Lounge & Movie Lounge

Prayer Rooms
There are surau/prayer rooms in klia2 terminal for our Muslim visitors.
- gateway@klia2, Level 1 (Opposite Capsule by Container Hotel)
- gateway@klia2, Level 2 (Behind the Original Classic Shop)
- Prayer room @ Arrival
- Prayer room @ Departure
- Prayer room @ Pier J
- Prayer room @ Pier K
- Prayer room @ Pier L
- Prayer room @ Pier P
- Prayer room @ Pier Q
- Prayer room @ Satellite

Shower Facilities
Enjoy a refreshing shower and be all set for the next journey ahead.
- Main Terminal Building, Level 3
- Satellite Building, Level 2
- Sama-Sama Express klia2, L3 Satellite Building
  - +603 8775 6600
  - reservations.sseklia2@samasarahotels.com

Baby Rooms
Fully equipped with hand washes, water dispensers and diaper changing stations. The baby rooms are located throughout the klia2 terminal next to toilet facilities for diaper changing and nursing. They are also available on every floor at the gateway@klia2 mall.

Buggy Services
- Domestic Departure
- International Departure

Smoking Lounge
While smoking is not permitted in the airport, there is a designated smoking area.
- International Departure, Satellite Building, Level 2
GETTING CONNECTED

Airport WiFi
klia2 has free WiFi available at most seating and public areas in the passenger terminals so you can always stay connected.

To get connected:
1. Turn on WiFi and connect to Airport WiFi
2. Fill in registration form

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

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

Get a local SIM card before or after you clear immigration

Celcom (24 hours)
📍 Level 2 - Arrival (After Baggage Reclalm)
📍 Level 2 - Arrival (Before Immigration)

Maxis (24 hours)
📍 Level 2 – Arrival (After Baggage Reclalm)
📍 Level 2 – Arrival (Before Immigration)

Digi (24 hours)
📍 Level 2 – Arrival (Before Immigration)

Digi (Store Express)
📍 Level 2 – 140 (gateway@klia2)

Flexiroam (24 hours)
📍 Level 2 – 142 (gateway@klia2)

Umobile (24 hours)
📍 Level 2 – 142 (gateway@klia2)
LOST & FOUND

Within klia2
Lost something at the airport?
Head to klia2 Lost & Found Centre for assistance.
📍 Level 3, Departure Hall (Near check-in Counter Z)
✉️ lost&foundklia2@malaysiaairports.com.my
📞 +603 8778 5409

On Board
Left something in the Aircraft?
If your check-in baggage is missing, please contact:
📍 AirAsia’s Lost & Found Office (4:00am – 12:00am)

Domestic Flight:
📞 +603 8778 5494
International Flight:
📞 +603 8778 5495

Do not know which to call?
Look under Phone Directory and call klia2 Operator.
ATM
CIMB Bank
📍 International Departure

Maybank
📍 Arrival, Departure
📍 International Departure

CURRENCY EXCHANGE
Bank Islam
📍 International Arrival

Maybank Money Changer
📍 International Arrival

Travelex Worldwide Money @Satellite
📍 International Departure, Satellite Building, Level 2 & 3

CIMB
📍 Main Terminal Building, Arrival, Level 2

e-BANKING
Mach by Hong Leong Bank
📍 Main Terminal Building, Level 3
FULL BAGS, NO TAX.

MAXIMISE YOUR DUTY-FREE SHOPPING.

满载而归, 免税 | 尽享免税购物体验.
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

Kuih Malaysia
Sample a variety of sweet and savoury Malaysian kuih (snacks) that are pre-sliced and pre-packed. This is an easy and quick snack on-the-go.

Rojak
A tasty assortment of onion and coconut fritters with fried tofu, bean sprouts, hard-boiled egg and grated cucumbers; doused in a thick, sweet and nutty sauce. Uniquely combined to a perfect balance of deliciousness.

Ipoh Noodles
Blanched in the hot and aromatic prawn broth, the noodle soaks up all that delicious seafood flavours. Chicken slivers and fried shallots garnish this dish, giving it that extra punch of savouriness.

All Time Classic Breakfast Set
Rise and shine the Hainanese way with a set meal of toasted roti bakar slices slathered with butter and kaya. This is eaten with a perfectly cooked soft-boiled egg and a choice of tea or coffee at a very reasonable price.
Pewter Goods
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.
Arrival Hall (Level 2)

**FOOD & BEVERAGE**

**Cafés**
OldTown White Coffee  S2-2-IC05

**SERVICES**

**Telecommunications**
Celcom  S2-2-IC03A
Maxis  S2-2-IC03B

**Clinics**
Pusat Perubatan Menara  S2-2-L01

**Baggage Services**
Baggage Solutions  S2-2-L11

**Bureaux De Change**
CIMB  S2-2-IC05(a)

**SHOPPING**

**Emporium**
Flying Emporium  S2-2-A29

**Perfumes & Cosmetics**  
Flying Emporium  S2-2-A20

**Chocolates & Confectionery**
Flying Emporium  S2-2-A21

**Fashion & Accessories**
Flying Emporium  S2-2-A22

**Luggage**
Flying Emporium  S2-2-A28

**Sport, Watches, Rolex, Others**
Flying Emporium  S2-2-A30

**International Arrival (Level 2)**

**SERVICES**

**Bureaux De Change**
Maybank  S2-2-A35
Bank Islam  S2-2-A34

**SHOPPING**

**Emporiums**
Eraman Duty Free  S2-2-A31
Convenience Store  S2-2-A32/A33
DEPARTURE HALL / MAIN TERMINAL BUILDING

DEPARTURE HALL (Level 3)

Departure Level (Level 3)

**SHOPPING**

- **Specialties**
  - Royal Selangor S2-3-L18
  - The Body Shop S2-3-L13
  - Chocolate Safari S2-3-L17
  - Siti Khadijah S2-3-L19

- **Fashion & Accessories**
  - Carlo Rino S2-3-L14

- **Perfumes & Cosmetics**
  - Beauty Express S2-3-L15

- **Travel Essentials**
  - KK Supermart S2-3-L12
  - WHSmith S2-3-L16

**SERVICES**

- **Bureaux De Change/e-Banking**
  - Mach by Hong Leong S2-3-L34

- **Ticketing Centres**
  - AirAsia Ticketing Centre S2-3-L31

- **Baggage Wrap Services**
  - Excel Wrap S2-3-L02b/
  - BagXcess S2-3-L37d
  - S2-3-L42

- **Reflexology Services**
  - Santai Reflexology S2-3-L22

- **Others**
  - Roaming Man S2-3-L21

International Departure Level (Level 3)

**SHOPPING**

- **Liquor & Tobacco**
  - Eraman Wine and Cigar S2-3-A49
  - Eraman Liquor S2-3-A48

- **Fashion & Accessories**
  - Sunglasses S2-3-A47

- **Travel Essentials**
  - Caring Pharmacy S2-3-A42

- **Retail**
  - Be Duty Free S4-3-A01/
  - S4-3-A02/
  - S4-3-A03/
  - S4-3-A04
  - WH Smith S2-3-A45

- **Specialties**
  - Taste of Malaysia S2-3-A44
Skybridge (Level 3)

**FOOD & BEVERAGE**

Bars & Bistros
Bar Metropole S4-3-A05

Satellite Building (Level 2)

**FOOD & BEVERAGE**

Cafés
The Living Room S6-2-A38
Nöödles S6-2-A21
Costa Coffee S6-2-A15/ S6-2-A16
(Opening Soon)

**SERVICES**

Bureaux De Change Travelex S6-2-A17
Sleeping Pod Capsule Air Transit S6-2-A33/ S6-2-A32

**SHOPPING**

**Liquor & Tobacco**
Eraman Duty Free S6-2-A31
Eraman Duty Free S6-2-A07

**Specialties**
Be Relax S6-2-A05/ S6-2-A06
(Opening Soon)
Royal Selangor S6-2-A23
Little Malaysia S6-2-A19
The Bookshop by WH Smith S6-2-A08
Delicacies of Malaysia S6-2-A18

**Travel Essentials**
WH Smith S6-2-A29

**Fashion & Accessories**
Michael Kors S6-2-A37
Hugo Boss S6-2-A36
TUMI S6-2-A35
Pedro S6-2-A34
Ion Gizmos S6-2-A01
Charles and Keith S6-2-A02
Bath & Body Works S6-2-A03
Victoria’s Secret S6-2-A04
Lacoste S6-2-A10(A)
Eye Spy S6-2-A10(B)
Furla S6-2-A11
Tumi S6-2-A12
Coach S6-2-A13
Michael Kors S6-2-A14
Tellita Building (Level 3)

Satellite Building (Level 3)

**Food & Beverage**
- Fast Food
  - McDonald’s S6-3-A09
  - Popeyes Chicken S6-3-A04
  - Burger King S6-3-A21(a)
  - The Chicken Rice Shop S6-3-A21(b)
  - Taste of India S6-3-A21(c)
  - Noodle & Yong Tau Foo S6-3-A21(d)
  - Hot Wok S6-3-A21(e)
  - Beverage Station S6-3-A21(f)
  - Toast Box S6-3-A21(g)

- Bars & Bistros
  - The Bar S6-3-A10

**Services**
- Bureaux De Change
  - Travelex Worldwide Money S6-3-A17

- Wellness Spas & Saloons
  - Wellness Spa S6-3-A03

- Clinics
  - Pusat Perubatan Menara S6-3-A16

**Shopping**
- Liquor & Tobacco
  - Eraman Duty Free S6-3-A19

- Chocolates & Confectionery
  - Eraman Duty Free S6-3-A18

- Perfumes & Cosmetics
  - Eraman Duty Free S6-3-A01
# PHONE DIRECTORY

## INFORMATION COUNTERS (24 hours)

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tourism (Arrival Hall)</td>
<td>+603 8778 7080</td>
</tr>
<tr>
<td>klia2 Operator</td>
<td>+603 8778 5500/01/02</td>
</tr>
</tbody>
</table>

## GOVERNMENT AGENCIES

<table>
<thead>
<tr>
<th>Agency</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customs</td>
<td>+603 8778 5779</td>
</tr>
<tr>
<td>Immigration - Operations</td>
<td>+603 8778 85464/85462/85463</td>
</tr>
<tr>
<td>Quarantine &amp; Health Department</td>
<td>+603 8778 5216</td>
</tr>
<tr>
<td>Royal Malaysia Police</td>
<td>+603 8778 5332</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 8778 5909</td>
</tr>
<tr>
<td>(Next to International Arrival Hall - Level 2)</td>
<td></td>
</tr>
</tbody>
</table>

## BAGGAGE STORAGE

<table>
<thead>
<tr>
<th>Service</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>gateway@klia2</td>
<td>+603 8787 8349</td>
</tr>
<tr>
<td>Arrival Hall</td>
<td>+603 8778 5986</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 klia2</td>
<td>+603 8778 5332/5222</td>
</tr>
<tr>
<td>Bomba Malaysia (Fire &amp; Rescue)</td>
<td>+603 8787 4970/4975</td>
</tr>
</tbody>
</table>

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All of the information is correct at the time of print (December 2019).