HELLO!
LOOKING FOR A GUIDE?

AIRPORT WIFI
ADVANCE CHECK-IN
SHOP & DINE
**FLIGHT INFORMATION**

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

*Do check with your airline to confirm that this service is available.

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**Check-in Options**

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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 KKIA are subjected to a single cabin baggage policy. To avoid delays at security check-in, kindly refer to your airline for further clarification.
  • Maximum size: 56cm x 36cm x 23cm
  • Maximum weight: 7kg

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

Extra Baggage?
A fee applies for any additional baggage you wish to check-in.

Storage Facilities
Level 3, Public Concourse, Departure Floor, KKIA
Level 1, Public Concourse, Arrival Floor, KKIA

Want a Baggage Wrapped and Strapped?
Level 3, Public Concourse, Departure Floor, KKIA

Oversize Baggage Counter
Level 3, Public Concourse, Departure Floor, KKIA

Domestic Flight
Head to the Transfer Counter (Level 2, between Gate A6 and A7). Make arrangements to have your check-in baggage transferred directly to your next flight.

International Flight
Head to the Transfer Counter (Level 3, nearby MAS Golden Lounge) and make arrangements to have your check-in baggage transferred directly to your next flight.

Airlines Operating at KKIA*
AirAsia | Malaysia Airlines | Malindo Air | Air Seoul | Batik Air | China Airlines | China Southern Airlines | Eastar Jet | Jeju Air | Jin Air | Lucky Air | Royal Brunei | Shanghai Airlines | Spring Airlines | Xiamen Air

*As of June 2018

KKIA Terminal is about 20 minutes away from Kota Kinabalu city centre and there are buses and taxis aplenty for passengers travelling to and from. Rates varies from RM5 up to RM30.

Airport Limo & Taxi
← Level 1, Public Concourse, Arrival Floor, KKIA

Busses
← Level 1, Public Concourse, Arrival Floor, KKIA
Car Rental
Various car rental booths with a wide range of modern and excellent fleet are available for you to choose from at KKIA. Renting cars as small as 660cc from around RM110 per day, up to vans, 4x4s and minibuses.
Level 1, Public Concourse, Arrival Floor, KKIA

Parking and Fee
Parking Rates
1st hour (or part thereof) RM2.00
Every subsequent hour (or part thereof) RM1.00
Maximum per day RM24.00
Lost ticket penalty RM50

5 Hours or More Before Flight?
Enjoy fine selection of dining restaurants and fast food outlets.

Shop and Dine
There are more than 50 retail and F&B outlets here at KKIA with duty-free picks including liquor, cigarettes, perfume, designer brands and more.

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

Tran Spa
Level 2, Domestic Departure Floor, KKIA

Rest N Go
Level 1, Public Concourse, Arrival Floor, KKIA

NapZone by Sovotel
Level 1, Arrival Floor, KKIA

Plaza Premium Lounges
Relax and enjoy the complimentary food and beverages, with cozy seating and plasma TVs.
International Passenger Only Zone, Level 3, KKIA
Passenger Only Zone, Level 2, KKIA

MAS Golden Lounge
Relax and enjoy the complimentary food and beverages, with cozy seating and plasma TVs.
International Passenger Only Zone, Level 3, KKIA
Passenger Only Zone, Level 2, KKIA

Parking and Fee
Parking Rates
1st hour (or part thereof) RM2.00
Every subsequent hour (or part thereof) RM1.00
Maximum per day RM24.00
Lost ticket penalty RM50
GETTING CONNECTED

Airport WiFi
KKIA 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 & connect to Airport WiFi
2. Fill in registration form

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

Get a local SIM Card before or after you clear immigration
- Flexiroam, Level 3, International Departure Floor, KKIA
- Celcom, Level 1, Arrival Floor, KKIA
- Maxis, Level 1, Arrival Floor, KKIA
- Digi, Level 1, Arrival Floor, KKIA

AMENITIES

Prayer Rooms
There are Surau (prayer rooms) in KKIA for our Muslim visitors.
- Level 3, International Departure Floor, KKIA
- Level 2, International Arrival Floor, KKIA
- Level 2, Domestic Arrival Floor, KKIA
- Level 2, Public Concourse, Arrival Floor, KKIA
- Level 1, Public Concourse, Arrival Floor, KKIA

Shower Facility
Enjoy a refreshing shower and be all set for the next journey ahead.
Plaza Premium Lounges
- International Passenger Only Zone, Level 3, KKIA
- Passenger Only Zone, Level 2, KKIA

Baby Room
Fully equipped with hand wash, water dispenser and diaper changing station. The baby room is located throughout the KKIA next to toilet facilities for diaper changing and nursing.

Smoking Lounge
While smoking is not permitted in the airport, there are designated smoking areas.
- Level 3, International Departure Floor, KKIA
- Level 2, International Arrival Floor, KKIA
- Level 2, Domestic Arrival Floor, KKIA

Medical Services & Pharmacy
- Medisinar Klinik & Surgeri, Level 1, Arrival Floor, KKIA

Charging Station
Find charging stations equipped with universal sockets and USB at:
- Level 3, International Departure Floor, KKIA
- Level 3, Public Concourse, Departure Floor, KKIA
- Level 2, International Arrival Floor, KKIA
- Level 2, Domestic Arrival Floor, KKIA
- Level 1, Public Concourse, Arrival Floor, KKIA
LOST & FOUND

Within KKIA Terminal
Lost something or to report lost items in the airport?
- Get assistants from information counter.
- Go to malaysia airports website or email to care@malaysiaairports.com.my

On board
Lost something in the aircraft?
Please contact the ground handler of the airline for assistance.

Do not know which to call?
Look under Directory and call KKIA Operator.

ATM

Alliance
- Level 1, Public Concourse, Arrival Floor, KKIA

CIMB
- Level 1, Public Concourse, Arrival Floor, KKIA

MEPS
- Level 1, Public Concourse, Arrival Floor, KKIA

CURRENCY EXCHANGE

Ambank
- Level 3, International Departure Floor, KKIA

Bank Islam
- Level 1, Public Concourse, Arrival Floor, KKIA

CIMB
- Level 3, Public Concourse, Departure Floor, KKIA
- Level 1, Public Concourse, Arrival Floor, KKIA

Muamalat Bank
- Level 3, Public Concourse, Departure Floor, KKIA
LEVEL 2 LAYOUT

KKIA Departure/Arrival Floor

FOOD & BEVERAGE
- L2A06 Kaya Kopitiam
- L2A07 Tran Spa
- L2A08 Adiba Ayu Handicraft
- L2A09 Confectionery & Chocolate
- L2A10 Warisan Budaya
- L2A11 Dried, Frozen Seafood & Bird Nest
- L2A12 Khazanah
- L2A13 SOXworld
- L2A14 Eraman Leather & Travel
- L2A15 Fashion & Accessories
- L2A16 Eraman Perfumes & Cosmetics
- L2A17 Eraman Chocolates
- L2A18 Eraman Toys
- L2A19 Pill Box Pharmacy
- L2A20 Buy & Fly

SHOPPING
- L2A05 Confectionery & Chocolate
- L2A07 Tran Spa
- L2A08 Adiba Ayu Handicraft
- L2AC6 JKL
- L2A10 Warisan Budaya
- L2A11 Dried, Frozen Seafood & Bird Nest
- L2A12 Khazanah
- L2A13 SOXworld
- L2A14 Eraman Leather & Travel
- L2A15 Fashion & Accessories
- L2A16 Eraman Perfumes & Cosmetics
- L2A17 Eraman Chocolates
- L2A18 Eraman Toys
- L2A19 Pill Box Pharmacy
- L2A20 Buy & Fly

SERVICES
- L2L02 MASwings
- L2L03 AEROdarat
- L2L04A Jeju Air
- L2L04B Xiamen Air
- L2L05A POS Aviation
- L2L05B Jin Air
- L2L05C POS Aviation
- L2L06 Air Seoul
- L2L07 Eastar Jet
- L2L08 Royal Brunei
- L2A47 Plaza Premium Lounge
- L2A48 Plaza Premium Lounge
- L2A49 Plaza Premium Lounge
- L2A50 MAS Golden Lounge

Legends
- Toilet/Nappy/Disabled
- Prayer Room
- Lift
- Escalator
- Staircase
- Smoking Zone
- Immigration
- Customs/Security
- Lounges
- Departure
- Arrival

KKIA Departure/Arrival Floor
AIRPORT FLOW

Level 1

Level 2

Level 3
## DIRECTORY

### INFORMATION COUNTERS
- KKIA Operators: +6088 325 555
- Tourism: +6088 212 121

### GOVERNMENT AGENCIES
- Customs: +6088 515 340
- Immigrations: +6088 413 656 / 413 660
- Quarantine & Health Department: +6088 726 309 / 726 724
- Royal Malaysia Police: +6088 413 849

### MEDICAL SERVICES
- Medisinar Klinik & Surgeri: +6088 413 325

### POSTAL SERVICES
- POS Malaysia Berhad: +6088 413 716

### EMERGENCY SERVICES
- Royal Malaysia Police: +6088 413 849
- Bomba Malaysia: +6088 214 430

Download the MAHB Airports App today!
Log on to http://www.malaysiaairports.com.my for more information