

**KOTA KINABALU**  
INTERNATIONAL AIRPORT

**AIRPORT GUIDE**

# HELLO! LOOKING FOR A GUIDE?

AIRPORT  
**WIFI**

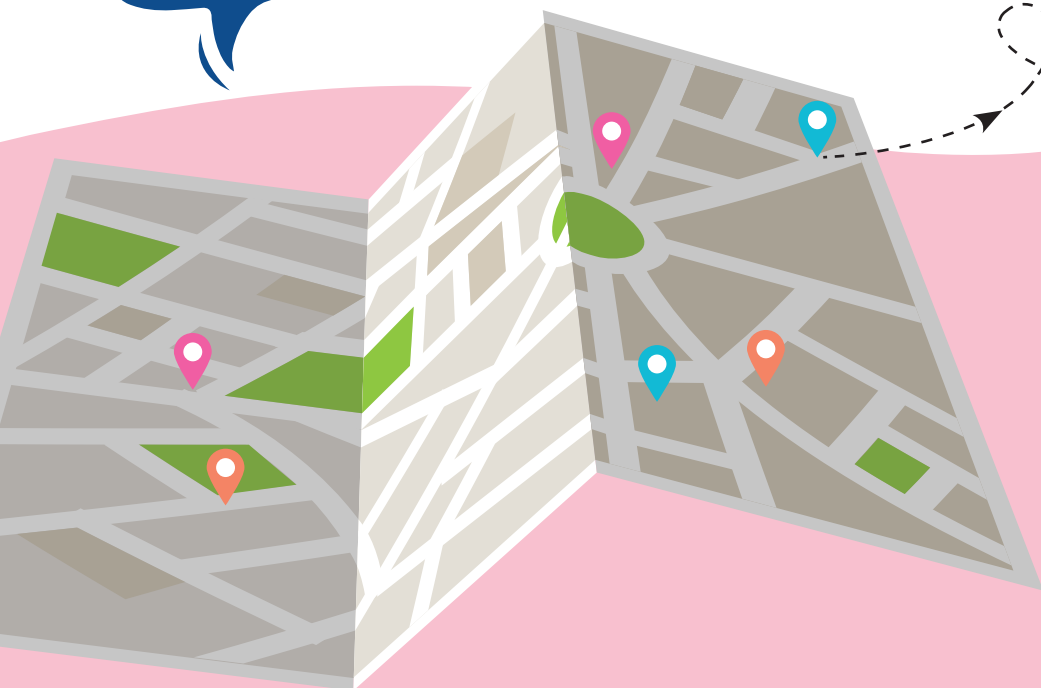
ADVANCE  
**CHECK-IN**

SHOP &  
**DINE**





If you're at Kota Kinabalu International Airport and not sure where to go, don't worry, I will guide you.



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## 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 Airasia only.



### Mobile Check-in\*

Check-in using mobile check-in via website/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 schedule departure and close an hour before your flight takes off.

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



## 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 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 cosy 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 cosy seating and plasma TVs.

☛ International Passenger Only Zone, Level 3, KKIA

☛ Passenger Only Zone, Level 2, KKIA



## AMENITIES

### Prayer Rooms

There are Surau (prayer rooms) in KKIA for our Muslim visitors.

- ✦ 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 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



## 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.

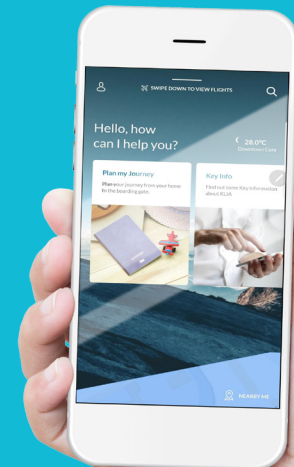
To get connected:

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



## 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](mailto:care@malaysiaairports.com.my)

### On board

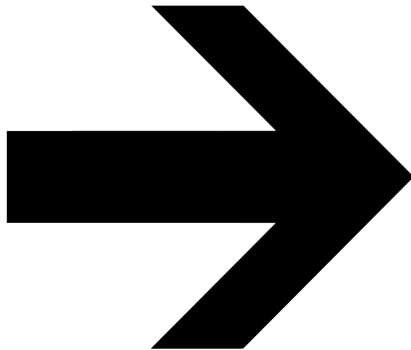
Lost something in the aircraft?

Please contact the ground handler of the airline for assistance.

### Do not know which to call?

Look under Directory and call KKIA Operator.

**LOST  
& FOUND**



## 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

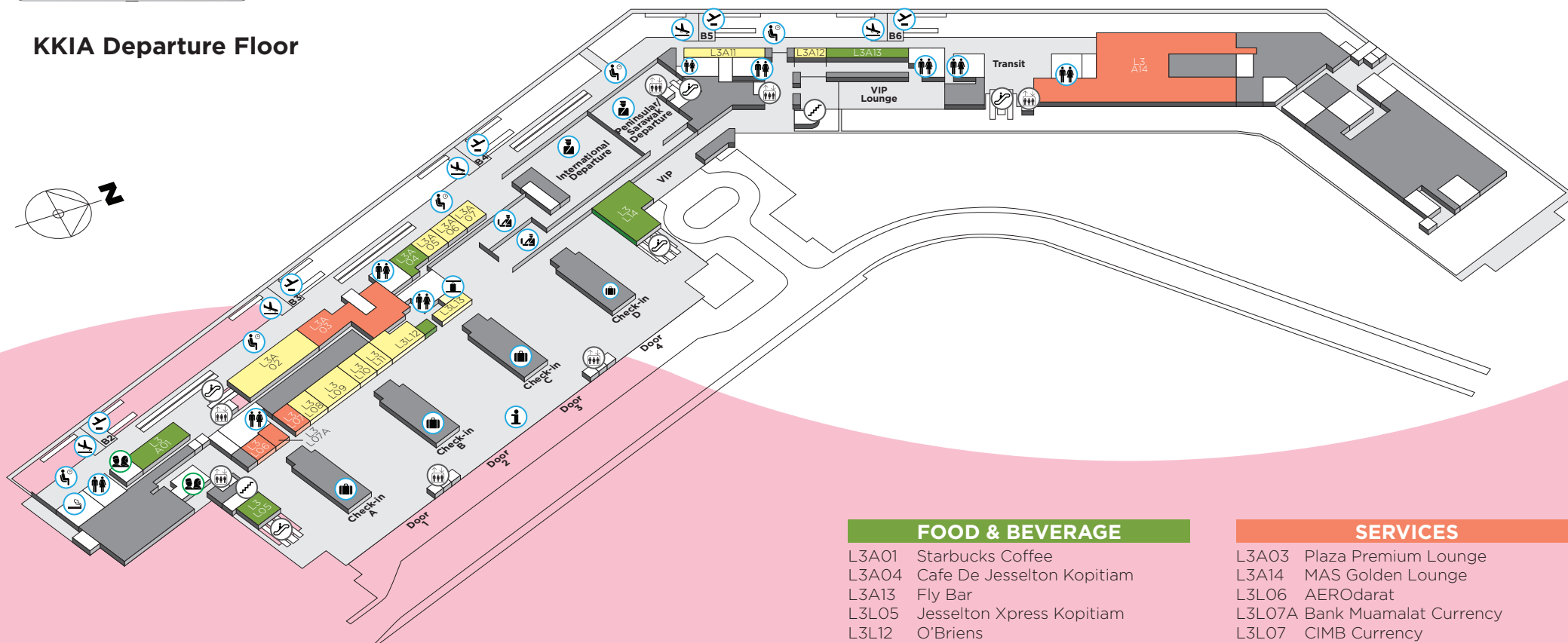
### Muamalat Bank

- ✦ Level 3, Public Concourse, Departure Floor, KKIA



## LEVEL 3 LAYOUT

### KKIA Departure Floor



#### Legends

- |                       |                  |
|-----------------------|------------------|
| Information Counter   | Immigration      |
| Toilet/Nappy/Disabled | Customs/Security |
| Prayer Room           | Baggage Check-In |
| Lift                  | Left Luggage     |
| Escalator             | Lounges          |
| Staircase             | Departure        |
| Smoking Zone          | Arrival          |

#### FOOD & BEVERAGE

- L3A01 Starbucks Coffee
- L3A04 Cafe De Jesselton Kopitiam
- L3A13 Fly Bar
- L3L05 Jesselton Xpress Kopitiam
- L3L12 O'Briens
- L3L14 McDonalds

#### SHOPPING

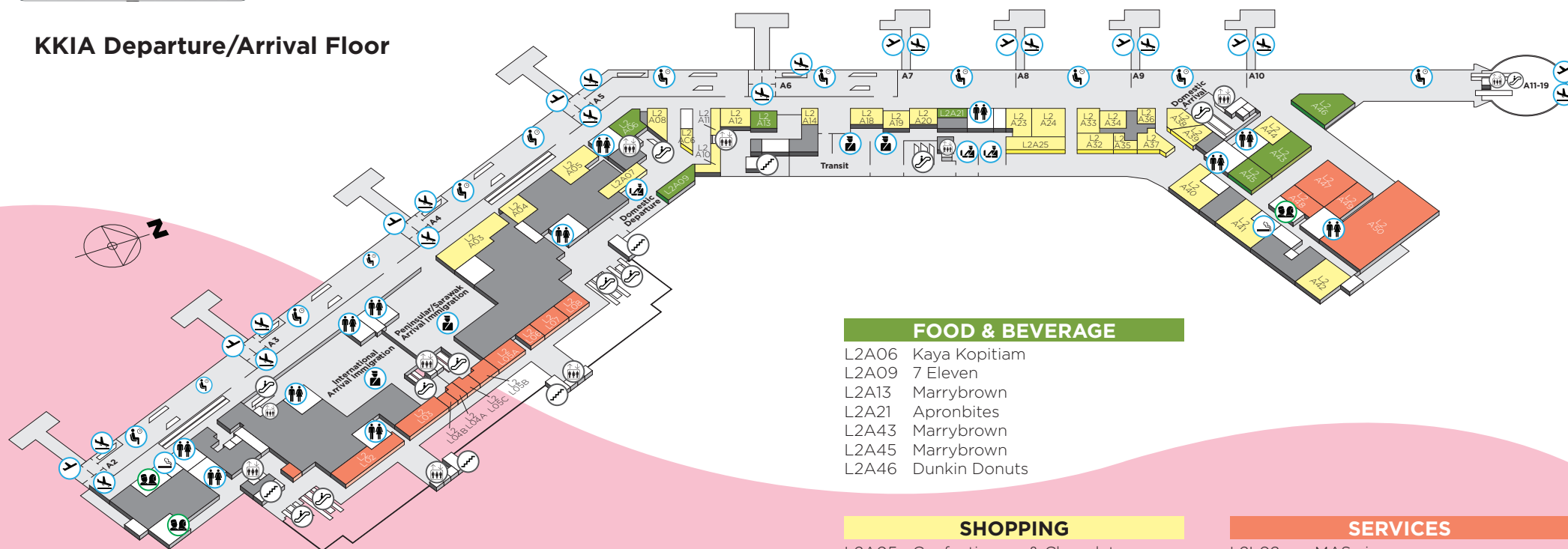
- L3A02 Eraman Duty Free
- L3A05 Royal Selangor
- L3A06 Gold & Jewellery
- L3A07 My E&E Savour
- L3A13 Duty Free
- L3L08 Unique Borneo Handicraft
- L3L09 Perfumes, Cosmetics & Chocolate
- L3L10 The Body Shop
- L3L11 E&E Savour
- L3L12 WHSmith
- L3L13 Dried, Frozen Seafood & Bird Nest

#### SERVICES

- L3A03 Plaza Premium Lounge
- L3A14 MAS Golden Lounge
- L3L06 AERODarat
- L3L07A Bank Muamalat Currency
- L3L07 CIMB Currency

## LEVEL 2 LAYOUT

### KKIA Departure/Arrival Floor



#### Legends

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

#### FOOD & BEVERAGE

- L2A06 Kaya Kopitiam
- L2A09 7 Eleven
- L2A13 Marrybrown
- L2A21 Apronbites
- L2A43 Marrybrown
- L2A45 Marrybrown
- L2A46 Dunkin Donuts

#### SHOPPING

- L2A05 Confectionery & Chocolate
- L2A07 Tran Spa
- L2A08 Adiba Ayu Handicraft
- L2AC6 JKL
- L2A10 Warisan Budaya
- L2A11 Dried, Frozen Seafood & Bird Nest
- L2A12 Khazanah
- L2A14 SOXworld
- L2A19 Eraman Leather & Travel
- L2A20 Fashion & Accessories
- L2A23 Eraman Perfumes & Cosmetics
- L2A33 Eraman Chocolates
- L2A34 Eraman Toys
- L2A36 Pill Box Pharmacy
- L2A38 Buy & Fly

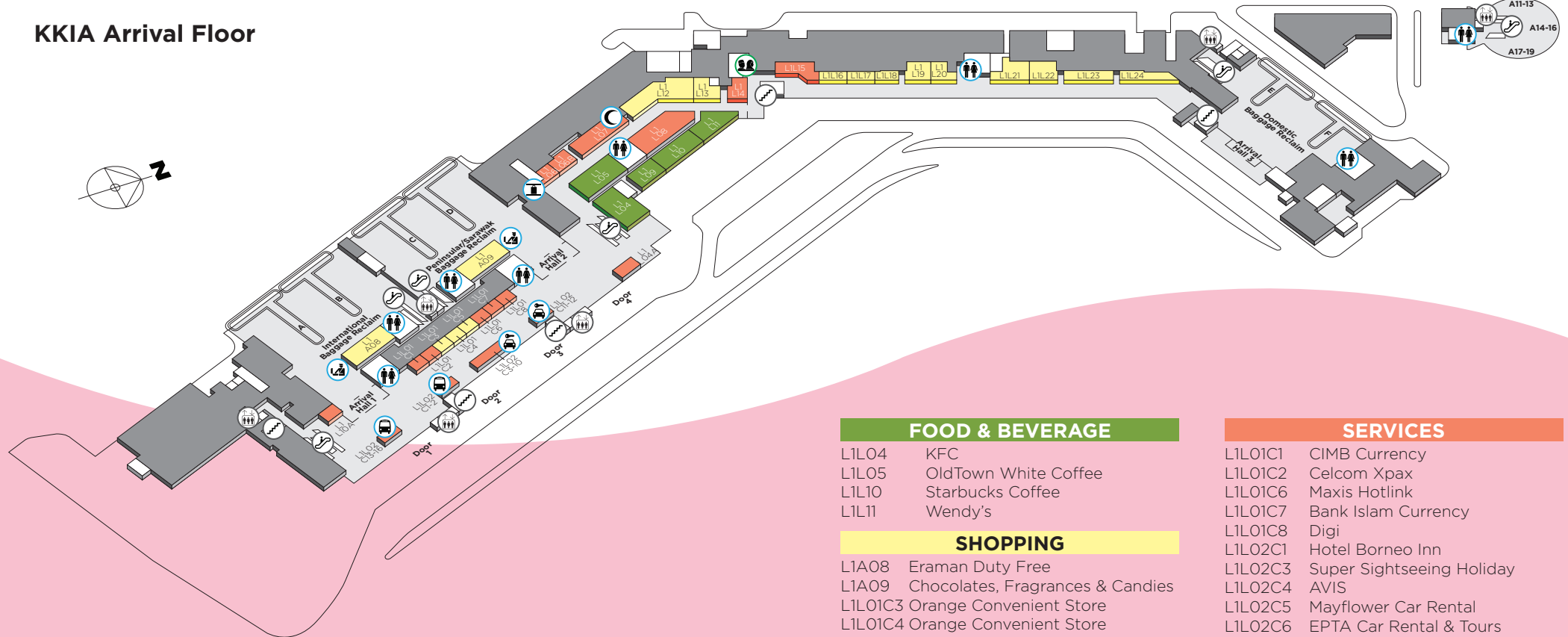
#### SERVICES

- 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



## LEVEL 1 LAYOUT

### KKIA Arrival Floor



#### Legends

- |                       |                          |
|-----------------------|--------------------------|
| Toilet/Nappy/Disabled | Customs/Security         |
| Prayer Room           | Left Luggage             |
| Lift                  | Clinic                   |
| Escalator             | Taxi/Car Rental Counters |
| Staircase             | Express Bus Counters     |

#### FOOD & BEVERAGE

- L1L04 KFC
- L1L05 OldTown White Coffee
- L1L10 Starbucks Coffee
- L1L11 Wendy's

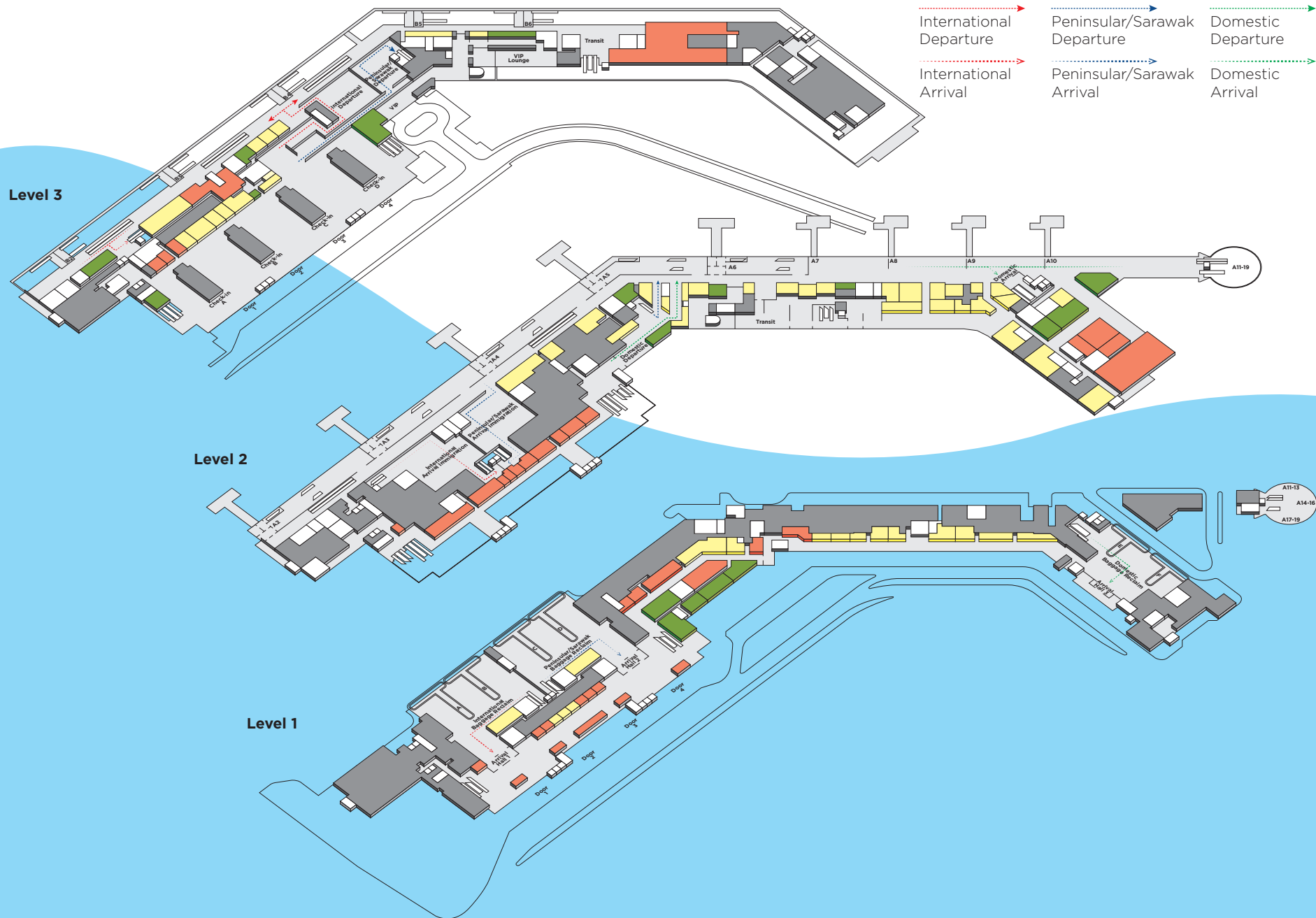
#### SHOPPING

- L1A08 Eraman Duty Free
- L1A09 Chocolates, Fragrances & Candies
- L1L01C3 Orange Convenient Store
- L1L01C4 Orange Convenient Store
- L1L01C5 Orange Convenient Store
- L1L23 Orange Convenient Store

#### SERVICES

- L1L01C1 CIMB Currency
- L1L01C2 Celcom Xpax
- L1L01C6 Maxis Hotlink
- L1L01C7 Bank Islam Currency
- L1L01C8 Digi
- L1L02C1 Hotel Borneo Inn
- L1L02C3 Super Sightseeing Holiday
- L1L02C4 AVIS
- L1L02C5 Mayflower Car Rental
- L1L02C6 EPTA Car Rental & Tours
- L1L02C7 GGTH Tour Car Rental
- L1L02C8 KMT Global Rent a Car
- L1L02C9 KMT Global Rent a Car
- L1L02C10 Borneo Express Rent a Car
- L1L02C11 Airport Taxi
- L1L02C12 Airport Taxi
- L1L02C14 Hertz
- L1L02C15 FT Travel Services
- L1L02C16 KK Leisure Tour & Rent a Car
- L1L04A Tourism Malaysia
- L1L06 Left Luggage Service
- L1L06B POS Malaysia
- L1L07 Medisinar Klinik & Surgeri
- L1L08 NapZone Sovotel
- L1L10A Angkatan Hebat Rent a Car
- L1L14 Europcar
- L1L15 UTW One Stop Centre

# AIRPORT FLOW



# DIRECTORY

## INFORMATION COUNTERS

KKIA Operators  
Tourism

+6088 325 555  
+6088 212 121

## GOVERNMENT AGENCIES

Customs  
Immigrations  
Quarantine & Health Department  
Royal Malaysia Police

+6088 515 340  
+6088 413 656 / 413 660  
+6088 726 309 / 726 724  
+6088 413 849

## MEDICAL SERVICES

Medisinar Klinik & Surgeri

+6088 413 325

## POSTAL SERVICES

POS Malaysia Berhad

+6088 413 716

## EMERGENCY SERVICES

Royal Malaysia Police  
Bomba Malaysia

+6088 413 849  
+6088 214 430

 Malaysia Airports

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