

Moving Notice to KLIA2 for All Air Asia & Air Asia X Flights

KLIA2 FAQ

1. Are all Air Asia and AirAsia X flights affected by this move?

Yes, all of Air Asia and Air Asia X's flights will be moving to KLIA2 effective Friday, 09May 2014. Please take note that there are some flights on 08May 2014 which will land in KLIA2 directly instead of LCC Terminal.

2. Are there any changes to my flight schedule because of this move?

Please check www.airasia.com for the latest flight schedule before you depart for the airport. There will be some flights which will be arriving into KLIA2 directly on 08May 2014.

3. What if I parked my car at the LCC Terminal Parking area when I travel prior to 09May 2014, and now I am landing at KLIA2. How do I get from KLIA2 to LCC Terminal to get my car?

A complimentary shuttle bus service between KLIA2 and LCCT will be provided by Malaysia Airports Holding Berhad (MAHB) from 01May until 15May 2014. The shuttle bus will be available every 15 – 20 minutes. Where to board the bus at LCCT: Guests are able to board the shuttle bus at the current staging area of the bus services in LCCT (Lane 3 in front of LCCT, next to the taxi lane). Where to board the bus at KLIA2: Level 1 of KLIA2 terminal.

4. Other airlines such as Malindo, Lion Air, Cebu Pacific will begin operations in KLIA2 effective 02May 2014, however Air Asia is still at LCCT from that date until 09May 2014. What are the services that will be available at the LCCT throughout that week? Will my travel plans / journey be disrupted by this?

No, your travel plans / journey will not be disrupted at all by this transition period between 02 May-09May 2014. All immigration, security and customs counters will still operate normally at the LCCT throughout those dates, including public transportation into LCCT.

5. I don't want to fly into KLIA2, can I ask for a refund?

No refunds are allowed based on our T&Cs. We have informed our guests in advance regarding the change of airport. Should you require further assistance on your booking, please contact Air Asia directly.

6. If my flight is on 08May 2014, but arrival time is 09May 2014, am I arriving at KLIA2?

Yes, that is correct. If your arrival time is on 09May 2014, you will be arriving at the new KLIA2. We would encourage you to make all necessary arrangements for transport from KLIA2.

7. How do I know which counters I can check-in when I get to KLIA2 for Air Asia / Air Asia X flights?

We ask all passengers to check-in using web check-in via www.airasia.com or via the Air Asia Mobile App. However, there is ample signage to direct you to our check-in kiosks and baggage drop counters. Alternatively, you may seek assistance from our staff on duty at the airport who will be more than happy to help you.

8. I did not receive any emails / SMS / calls from Air Asia about this change of airport and turned up at LCC Terminal on my departure day - what resolution will Air Asia provide to me?

We have informed our guests in advance regarding the change of airport. Should you require further assistance, please contact Air Asia directly.

We strongly encourage all our guests to keep their Air Asia member profile updated so that we are able to update you accordingly.

9. Will this move mean I need a new flight itinerary?

You do not need a new flight itinerary for this airport move, as the airport code remains the same (whether you arrive in KLIA or KLIA2, your departing or arriving airport code will still be KUL). You will be receiving an email notification informing you of your departure or arrival terminal, which will now be changed from LCC Terminal to KLIA2. We encourage all of our guests to update their Air Asia member profile to ensure that you will be informed of this airport change, as well further updates in the future.

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10. What if I have already conducted web check-in before the airport move? Will I need to re-check-in and print a new boarding pass?

You will not need to check-in again as the station/airport code is still the same. Guests already checked-in but travelling with checked baggage will be able to use the dedicated Air Asia baggage drops in KLIA2.

11. Is Red Carpet service still available in KLIA2?

Our Red Carpet service will be temporarily unavailable from 09May for a period of four to six weeks. This is to permit time for our contractors to complete the works to our lounge facilities and ensure full operational readiness of KLIA2. Guests having already purchased Red Carpet services for outbound journeys from Kuala Lumpur will be entitled to a credit shell for the fees paid. Bookings for Red Carpet services for travel arriving into Kuala Lumpur are unaffected. Red Carpet services will be reinstated as soon as possible. We will keep our guests informed.

12. What are the options that are available for me to get to KLIA2?

There are many choices of public transport to get to and from KLIA2. For more information, please refer to [How to Get There](#)

13. What happens if I already booked my SkyBus? Will it bring me straight to KLIA2?

Yes, you will still be able to utilise your SkyBus booking which you have made through the Air Asia website. The SkyBus terminal will be at Level 1 of KLIA2. For more information about SkyBus schedules and departure & drop-off points, kindly visit: skybus.com.my

14. What if I have booked my SkyBus and I will be arriving into KLIA2 after 1800hrs GMT +8 on 08May 2014. Can I still utilise my SkyBus booking and where do I board the bus?

Yes, you are still able to utilize your SkyBus booking, however you would need to board the bus from LCCT. A complimentary shuttle bus service between KLIA2 and LCCT will be provided by Malaysia Airports Holding Berhad (MAHB) from 01May until 15May 2014. The shuttle bus will be available every 15 – 20 minutes.

Where to board the bus at LCCT:

Guests are able to board the shuttle bus at the current staging area of the bus services in LCCT (Lane 3 in front of LCCT, next to the taxi lane).

Where to board the bus at klia2:

Level 1 of KLIA2 terminal

15. What are the access for pick-up and drop-off points? KL Sentral only? Or also from One Utama?

Please refer to skybus.com.my

16. Apart from SkyBus, are there any other bus operators who can provide access to KLIA2 from various parts of Selangor & Kuala Lumpur?

Yes, you can refer to this link: Buses: www.klia2.info/buses

17. Are there any other alternatives of getting to KLIA2 apart from the bus & taxi?

Yes, you can take the train. For more information, kindly visit: Trains: www.klia2.info/rail

18. How far is the current LCC Terminal to KLIA2?

It is about 20km away from the current LCC Terminal.

19. How can I get from LCC Terminal to KLIA2?

A complimentary shuttle bus service between KLIA2 and LCCT will be provided by Malaysia Airports Holding Berhad (MAHB) from 01May until 15May 2014. The shuttle bus will be available every 15 – 20 minutes.

Where to board the bus at LCCT:

Guests are able to board the shuttle bus at the current staging area of the bus services in LCCT (Lane 3 in front of LCCT, next to the taxi lane).

Where to board the bus at KLIA2:

Level 1 of KLIA2 terminal

20. Where can I park my car at KLIA2?

6,000 parking lots are available at the Integrated Complex Building at KLIA2. All visitors and guests are able to park their cars there. The car park is managed by MAHB and you may refer to the KLIA2 website:

www.malaysiaairports.com.my for more information about the car park.

21. What are the charges?

The car park is managed by MAHB and you may refer to the KLIA2 website: www.malaysiaairports.com.my for further information about the car park.

22. Who operates the car park at KLIA2?

The car park is managed by MAHB and you may refer to the KLIA2 website: www.malaysiaairports.com.my for further information about the car park.

23. Is the car park auto pay or do I pay at the counter as I exit?

The car park is managed by MAHB and you may refer to the KLIA2 website: www.malaysiaairports.com.my for further information about the car park.

24. Is the car park covered?

The car park in the Integrated Complex Building is covered. As the car park is managed by MAHB, you may refer to the KLIA2 website www.malaysiaairports.com.my for further information.

25. How far is the car park to the terminal building so that I can estimate my journey time & the time I need to get to the airport before my flight?

All Air Asia and Air Asia X counters will be open three (3) hours before scheduled departure time, and will be closed one (1) hour before scheduled departure time effective 09May 2014 onwards at KLIA2. We would like to advise all our guests to arrive ahead of the recommended check-in time to ensure that there is ample time to move from the check-in counters to your designated departure gates.

26. Are you using aerobridges in KLIA2?

Yes, all Air Asia and Air Asia X flights will be utilizing the aerobridges at KLIA2 for the comfort of all our guests.

27. Myself / my family member / friend require wheelchair services while traveling, where is the wheelchair counter located in KLIA2?

Our staff will continue to offer full wheelchair and assistance services to guests who require this service. We request and require all guests to pre-book the required service online via Manage my Booking at www.airasia.com. Assistance desks will be clearly visible and signed for guests when they arrive in KLIA2.

28. What are the retail / shopping options available in KLIA2?

Please visit KLIA2's website www.malaysiaairports.com.my for the airport directory.

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29. What kind of F&B outlets are available in KLIA2?

Please visit KLIA2's website www.malaysiaairports.com.my for the airport directory.

30. Do you have an Air Asia lounge in KLIA2? What are the services available at the lounge?

Lounge services are available as part of Air Asia's Red Carpet service. This will be available soon after we commence operations in KLIA2. Guests wishing to purchase direct lounge access may have the option to do so from private lounge operators, such as Premium Plaza.

31. What if I lost my luggage, where should I go?

Guests should report to our Baggage Services office located in the international or domestic arrival areas. Any claims for lost or delayed baggage should be reported to our staff before exiting the arrival hall.

32. What if my baggage is damaged, where should I go to get assistance from Air Asia / Air Asia X staff?

Guests should report to our Baggage Services office located in the international or domestic arrival areas. Any claims for damaged baggage should be reported to our staff before exiting the arrival hall.

33. Can I go 'straight-to-gate' if I don't have any check-in baggage & I have already web checked-in with a printed boarding pass?

If you have received a boarding pass that states "Proceed direct to Security and Immigration" then you may proceed directly to the checkpoint area, before proceeding to the boarding gate. Guests requiring a document check will be advised by means of a notice on the boarding pass. You may proceed to our dedicated document check counters for visa/passport checks.

34. Where are your baggage drop counters located?

These are the counters which Air Asia occupies in KLIA2: Row T, U, V, Y & Z (subject to operational change). All counters are clearly labelled and guests can check the Flight Information Display System (FIDS) monitors throughout the terminal. Air Asia and Air Asia X will operate a 'common check-in' arrangement in KLIA2 that creates more flexibility for our guests as there will not be dedicated counters for each flight. Please check the FIDS monitors or approach one of our friendly ground staff upon arrival at the terminal.

35. Where is the document-check counter?

Document-check counters (for guests who require this) are located on every row which Air Asia occupies. Please check signage / monitors for further information.

36. Where can I check-in if I have not printed my boarding pass?

All guests are encouraged to conduct self check-in through these methods:

- Web check-in at our website
- Mobile check-in through our mobile apps
- Self check-in kiosks which are available throughout the terminal at KLIA2

Guests will not be accepted for counter check-in and may only use the counters for baggage drop.

37. Are there Air Asia / Air Asia X self check-in kiosks available at KLIA2?

Yes, guests may use our self check-in kiosks which are located adjacent to our baggage drop counters at Air Asia's designated rows.

38. How far is it to walk from the baggage drop counters to the immigration & security checkpoints? How far from there to the departure gates?

The new airport encompasses an area of 257,000m² and as it is a new environment, it would take slightly longer than normal to get from one point to another in the airport. We would encourage our guests to get to the airport ahead of the recommended check-in time to familiarize themselves with the new airport. For your information, all Air Asia and Air Asia X counters will be open for baggage drop three (3) hours before scheduled departure time, and will be closed one (1) hour before scheduled departure time effective 09May 2014 onwards at KLIA2. We would like to advise all our guests to arrive a minimum of three hours before departure to ensure that there is ample time to move from the check-in counters to your designated departure gates.

39. Are there different access points for domestic & international flights?

Yes, please find below more information about the different gates for domestic & international:

Domestic Flights	Gates J & K
International Flights	Gates P & Q
Transfer Hall between Domestic & International Terminals	Gate L (international transfer) Gates J & K (domestic transfer)

40. I have a Fly-Thru booking, how would this move affect me? Where do I catch my connecting flight?

All Fly-thru guests are to connect via the Transfer Hall (Gate L) for international transfer and (Gate J & K) for domestic transfer, located between domestic & international gates. Please approach our ground staff if you need any assistance.

41. Where can I get more information about KLIA2?

You can obtain more information about KLIA2 at this link: www.malaysiaairports.com.my

42. Are there any changes to the airport tax / passenger service charge (PSC)?

No, there are no changes to the passenger service charge (PSC).

43. How do I collect my pre-booked Tune Talk SIM Card?

You may collect your SIM card at the Tune Store Traveler at KLIA2 arrival hall, after the Terminal at Level 2, Lot L2-78.

44. What are operating hours of the Tune Store Traveler?

Tune Store Traveler operates daily from 5am-2am. From 01une 2014, it will operate 24 hours daily.

45. If I need to contact someone from Tune Talk with regards to my arrival, how do about it?

You may inform us of any special requests by emailing aac@tunetalk.com before departing in order for us to prepare the necessary. Format email as below:

- Name:
- Passport number:
- Arriving date:
- Arriving Time:
- Flight Booking No:

46. When does Tune Store start its operations?

Tune Store Traveler will be commence its operations officially on the 08May 2014.

47. Will there be any Tune Talk kiosk that I could pick up our sim card at LCCT?

No. For any inquiries regarding Tune Talk, please email to aac@tunetalk.com