

# KUL VIP ACCESS

## FREQUENTLY ASKED QUESTIONS

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### KUL VIP ACCESS

#### 1. What is KUL VIP Access?

- KUL VIP Access is a door-to-gate service, that includes transportation, meet & greet, buggy service, fast track immigration & customs lane, dedicated check-in counter, premier lounge usage before immigration, shop & dine exclusive privileges, escort to gate and vice versa (arrival).
- KUL VIP Access shall cater to International traveling passengers and covering both departing and arriving

#### 2. What is unique about KUL VIP Access?

- It is the first of its kind to be an airport-led initiative in the ASEAN region (Other airports all run by 3rd parties)

#### 3. What can one expect out of the service?

- For Departure:  
Transportation to the airport (limo or KLIA Ekspres)- Meet & Greet with buggy service – Dedicated Check-In Lane- Usage of the Premier Lounge- Fast Track Immigration & Customs Lane- Shop & Dine Privileges with Buggy and Porter Service– Escort right until Departure Gate
- For Arrival:  
Meet & Greet at the gate – Shop & Dine Privileges with Buggy and Porter Service- Fast Track Immigration & Customs Lane- Escort Assistance for baggage reclaim- Transportation to home/desired location
- Transportation currently limited to Klang Valley ONLY

#### 4. What options of transport does the service offer?

- Limo from home/hotel to KLIA /klia2  
OR
- KLIA Ekspres from KL Sentral to KLIA / klia2 (*Transport to KL Sentral will also be arranged via limo*)

#### 5. Is the service available for purchase?

- As this is Malaysia Airports 25<sup>th</sup> Anniversary, we are giving away the KUL VIP Access to the home airlines (Malaysia Airlines, Malindo Air and AirAsia) for FREE. We would like to encourage passengers to travel more

on the 3 airlines to stand a chance to be rewarded the KUL VIP Access passes.

- However, for those who are interested to purchase the service, you may do so by contacting our KUL VIP ACCESS partners as per below. Kindly note that The KUL VIP Access reservation shall be capped at **48 hours** prior to departure time.

#### **For KLIA**

KLIA Premier Access

Tel: +603 8776 4606

Email: premieraccess.klia@samasamahotels.com

#### **For Klia2**

Plaza Premium Lounge

Tel:

- During office hour (0830-1730hrs) +6012 981 9280 / +6012 250 0176
- After office hour (1730-0830hrs), +60 12 338 3507

Email:

- During office hour (0830-1730hrs) [weihong.kuan@plaza-network.com](mailto:weihong.kuan@plaza-network.com) or [dinish.waran@plaza-network.com](mailto:dinish.waran@plaza-network.com)
- After office hour (1730-0830hrs), [klia2nap@plaza-network.com](mailto:klia2nap@plaza-network.com)

As of now, the service is available from the airport drop-off right to your gate.

#### **6. How much is the KUL VIP Access service?**

- Cost of service varies according to travel pax category – per person, per couple or per family of four (4). Price ranges between RM200 to RM800.
- Premium Rate for KLIA/klia2 (EXCLUDING transport -As of now, the service is available from the airport drop-off right to your gate)
- RM 188 nett per person/per way (departure **OR** arrival)

Departure: Rates inclusive of meet and greet at curb-side, buggy service, lounge access at Departure Public Concourse for 3 hours usage, dedicated priority immigration and customs access, shopping & dining exclusive deal

Arrival: Rates inclusive of meet & greet at gate, dedicated priority immigration and customs access, and shopping & dining exclusive deal

#### **7. How can we get more information about the service?**

For more information, passengers can send in their enquiries to [marketingcommercial@malaysiaairports.com.my](mailto:marketingcommercial@malaysiaairports.com.my)