

PENANG
INTERNATIONAL AIRPORT

AIRPORT GUIDE

HELLO!

LOOKING FOR A GUIDE?

AIRPORT
WIFI

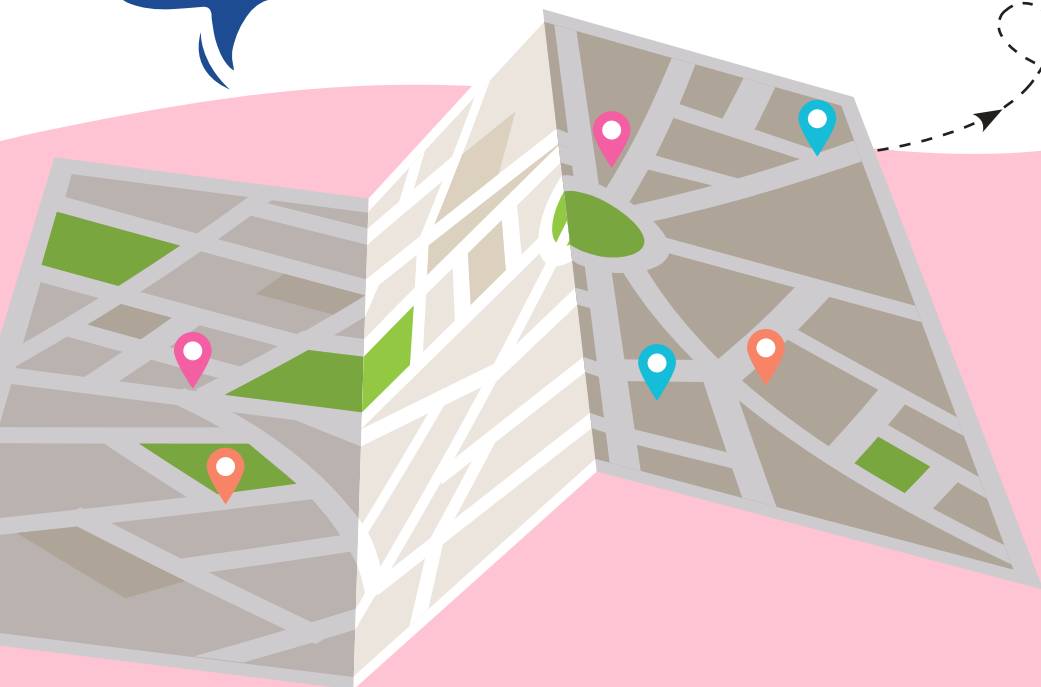
ADVANCE
CHECK-IN

SHOP &
DINE





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



Check-in	3
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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 most major airlines.



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 2 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 PIA are subject 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.



Want a Baggage Wrapped and Strapped?

Level 2, Public Concourse, Departure Floor, PIA



Oversize Baggage Counter

Level 2, Public Concourse, Departure Floor, PIA



International Flight

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

Airlines Operating at PIA*

AirAsia | AirAsia X | Malaysia Airlines | Malindo Air | Firefly | AirAsia Indonesia | Cathay Dragon | China Airlines | China Southern Airlines | Citilink | Jetstar | Lion Air | Lucky Air | Qatar Airways | Scoot | Silk Air | Sriwijaya Air | Thai AirAsia | Thai Smile |

*As of June 2018



PIA Terminal is about 20 minutes away from Penag capitol city, George Town. There are buses and taxis aplenty for passengers travelling to and from.



Airport Limo & Taxi

☛ Level 1, Public Concourse, Arrival Floor, PIA



Busses

☛ Level 1, Public Concourse, Arrival Floor, PIA



Car Rental

Various car rental booths with a wide range of modern and excellent fleet are available for you to choose from at KKIA.

- Level 1, Public Concourse, Arrival Floor, PIA



Parking and Fee

Parking Rates

1st hour (or part thereof)	RM2.00/hour
12 to 24 hours	RM24.00
Maximum per day	RM24.00
Lost ticket penalty	RM50



FACILITIES & SERVICES

5 Hours or More Before Flight?

Enjoy fine selection of dining restaurants and fast food outlets.

Shop and Dine

There are more than 60 retail and F&B outlets here at PIA with duty-free picks including liquor, cigarettes, perfume, designer brands and more.

REST & RELAX

A little winding down and pampering for the weary ones.

Rest N Go

- Level 2, International Departure Floor, PIA
- Level 2, Domestic Departure Floor, PIA

Plaza Premium Lounges

Relax and enjoy the complimentary food and beverages, with cosy seating and plasma TVs.

- International Passenger Only Zone, Level 3, PIA
- Passenger Only Zone, Level 2, PIA

Cathay Pacific Lounge

Relax and enjoy the complimentary food and beverages, with cosy seating and plasma TVs.

- International Passenger Only Zone, Level 3, PIA

MAS Golden Lounge

Relax and enjoy the complimentary food and beverages, with cosy seating and plasma TVs.

- Passenger Only Zone, Level 2, PIA

AMENITIES

Prayer Rooms

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

- ✦ Level 2, International Departure Floor, PIA
- ✦ Level 2, Domestic Departure Floor, PIA
- ✦ Level 1, Arrival Floor, PIA

Shower Facility

Enjoy a refreshing shower and be all set for the next journey ahead.
Plaza Premium Lounges

- ✦ International Passenger Only Zone, Level 3, PIA
- ✦ Passenger Only Zone, Level 2, PIA

Baby Room

Fully equipped with hand wash, water dispenser and diaper changing station. The baby room is located throughout the PIA 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 2, International Departure Floor, PIA
- ✦ Level 2, Domestic Departure Floor, PIA

Medical Services & Pharmacy

Menara Medical Clinic, Level 1, Arrival Floor, PIA
MyLife Healthcare, Level 1, Arrival Floor, PIA



GETTING CONNECTED

Airport WiFi

PIA 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. Fills in registration form

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

Get a local SIM Card before or after you clear immigration

- ✦ Celcom, Level 1, Arrival Floor, PIA
- ✦ Digi, Level 1, Arrival Floor, PIA
- ✦ Maxis, Level 1, Arrival Floor, PIA
- ✦ Digi, Level 3, International Arrival Passenger Flow, PIA
- ✦ Maxis, Level 3, International Arrival Passenger Flow, PIA
- ✦ Tunetalk, Level 3, International Arrival Passenger Flow, PIA
- ✦ Umobile, Level 3, International Arrival Passenger Flow, PIA



LOST & FOUND

Within PIA 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

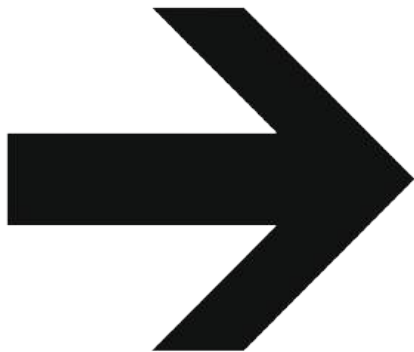
Lost something in the aircraft?

Please contact the ground handler of the airline for assistance.

Do not know which to call?

Look under Directory and call PIA Operator.

**LOST
& FOUND**



ATM

AI - Rajhi

- ✦ Level 1, Public Concourse, Arrival Floor, PIA

Ambank

- ✦ Level 2, Public Concourse, Departure Floor, PIA

Bank Islam

- ✦ Level 2, Public Concourse, Departure Floor, PIA

Bank Rakyat

- ✦ Level 2, Domestic Departure Floor, PIA

CIMB

- ✦ Level 2, Public Concourse, Departure Floor, PIA

HSBC

- ✦ Level 2, Public Concourse, Departure Floor, PIA

Maybank

- ✦ Level 2, Public Concourse, Departure Floor, PIA
- ✦ Level 1, Public Concourse, Arrival Floor, PIA
- ✦ Level 1, Public Concourse, Arrival Floor, PIA (CDM)

RHB

- ✦ Level 1, Public Concourse, Arrival Floor, PIA

CURRENCY EXCHANGE

Bank Islam

- ✦ Level 1, International Arrival Floor, PIA

CIMB

- ✦ Level 2, International Departure Floor, PIA
- ✦ Level 2, Domestic Departure Floor, PIA
- ✦ Level 2, Public Concourse, Departure Floor, PIA
- ✦ Level 1, International Arrival Floor, PIA

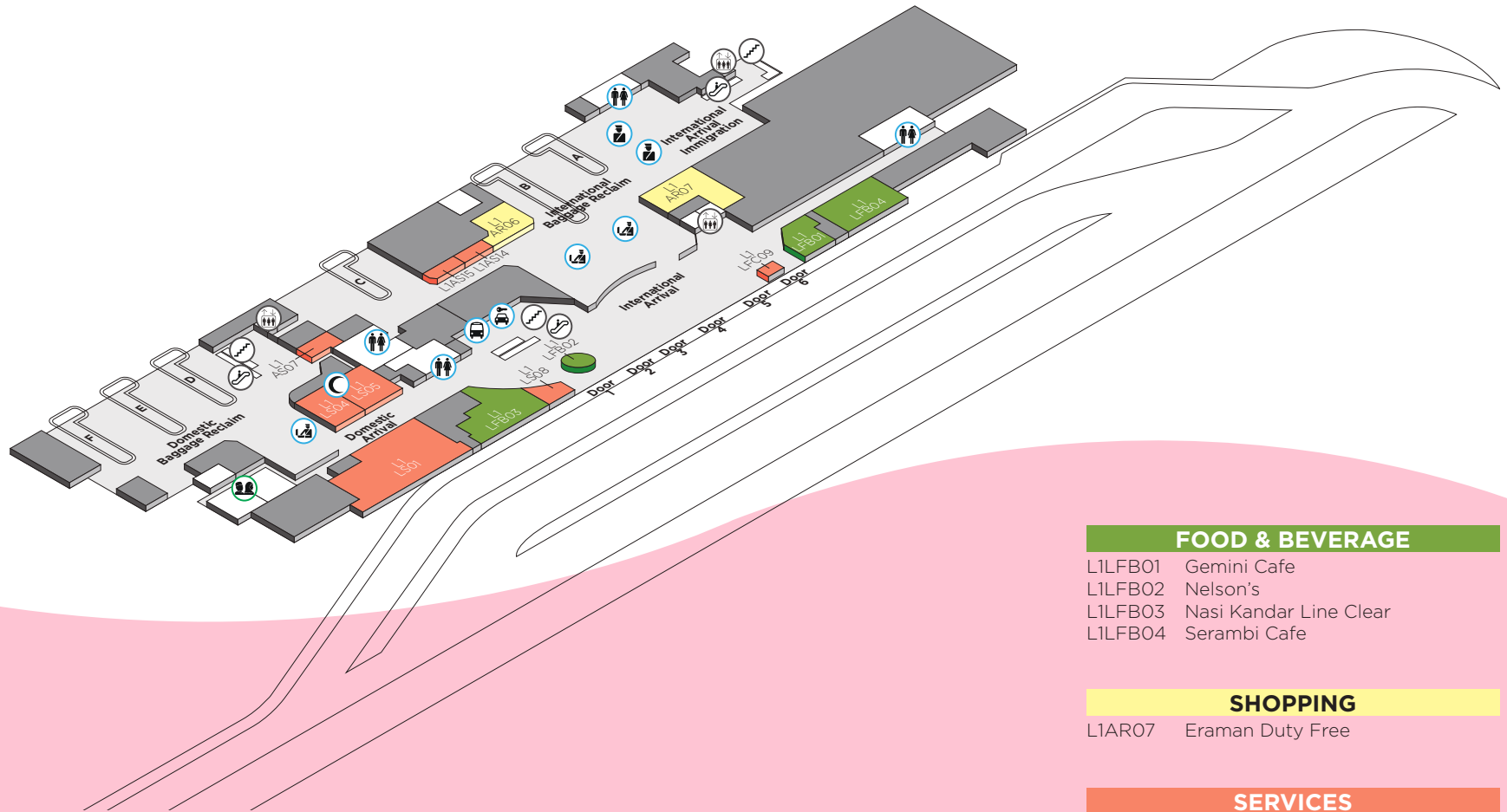
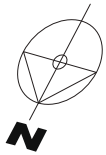
Hong Leong

- ✦ Level 2, Public Concourse, Departure Floor, PIA



LEVEL 1 LAYOUT

PIA Arrival Floor



Legends

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

FOOD & BEVERAGE

- L1LFB01 Gemini Cafe
- L1LFB02 Nelson's
- L1LFB03 Nasi Kandar Line Clear
- L1LFB04 Serambi Cafe

SHOPPING

- L1AR07 Eraman Duty Free

SERVICES

- L1LS04 Menara Medical Clinic
- L1LS05 MyLife Healthcare
- L1LFC09 Malaysia Healthcare Travel Council
- L1AS07 Airasia Lost & Found
- L1AS14 Bank Islam Currency Exchange
- L1AS15 CIMB Currency Exchange

LEVEL 2 LAYOUT

PIA Departure Floor

FOOD & BEVERAGE

L2LFB01	Oldtown White Coffee
L2LFB03	Secret Recipe
L2LFB04	Kentucky Fried Chicken
L2LFB05A	Pinang Kopitiam
L2LFB05B	Pinang Kopitiam
L2LFB05C	McDonalds
L2LFB06	Kaffa Espresso
L2LR06B	Nooodles
L2LFB10	Ban Heang
L2AFB07	Homey Touch
L2AFB08	Starbucks Coffee
L2AFB09	Nelson's
L2AFB12A	The Morning After
L2AFB12B	Airside Mini Mall
L2AFB13	Smile Cafe'
L2AFB15	Dunkin Donuts
L2AR38	Smile Cafe'
L2AR46	Famous Amos

SERVICES

L2AS14	Plaza Premium Lounge
L2AS14A	MAS Golden Lounge
L2LS16A	CIMB Currency Exchange
L2LS16B	Hong Leong Currency Exchange
L2AS18	CIMB Currency Exchange
L2AS19A	CIMB Currency Exchange
L2LS20A	AERODarat Services

SHOPPING

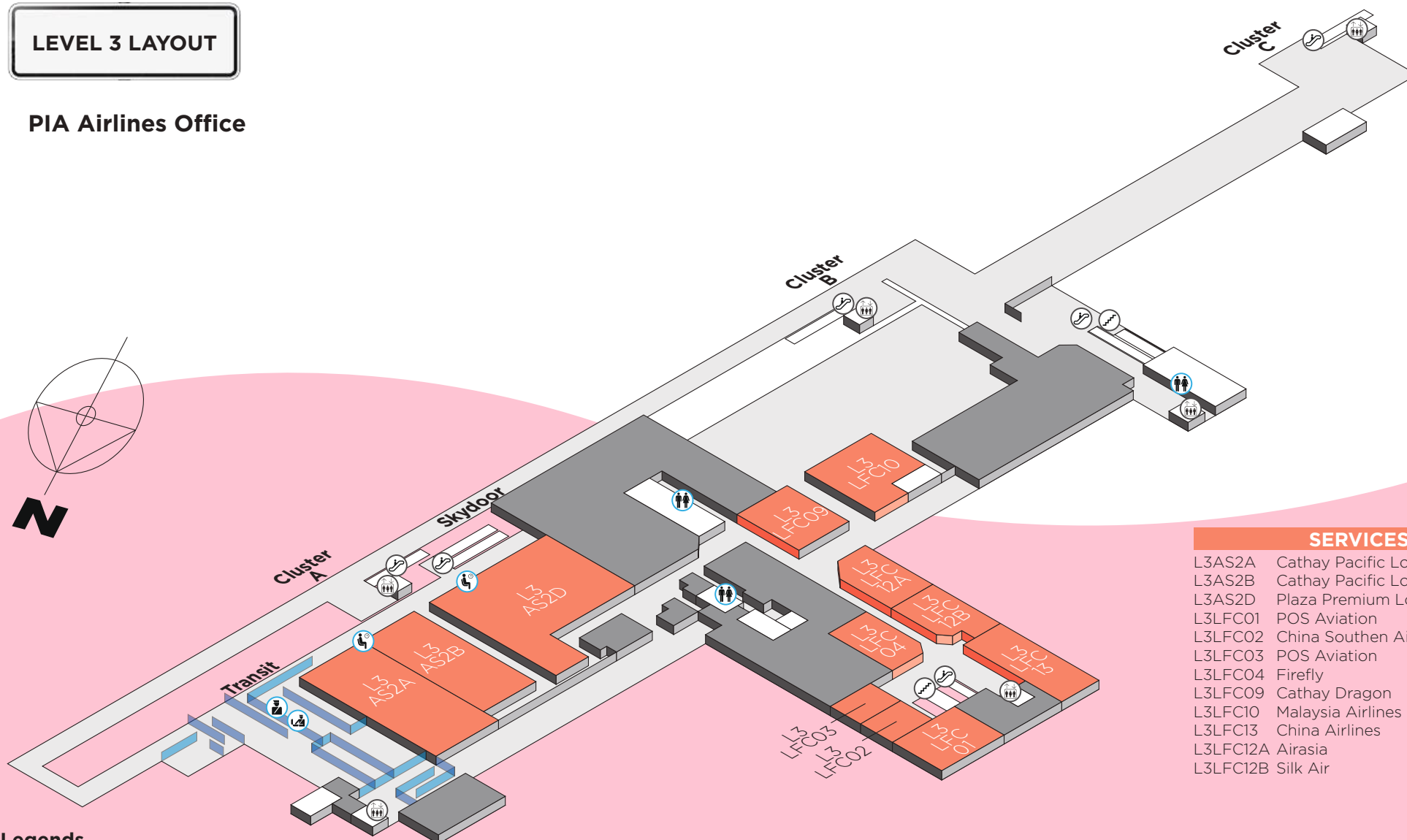
L2LR06	Penang Delights	L2AR27	Body Glove
L2LR07A	Colours & Fragrances	L2AR29	Perfumes & Cosmetics
L2LR11	Chocolate @ PIA	L2AR30	Chocolate Box
L2LR52	WHSmith	L2AR35B	Eraman Duty Free
L2AR15	Khazanah Home & Gifts	L2AR35A	Chocolate & Candy
L2AR16	SOXworld	L2AR34	Perfumes & Cosmetics
L2AR17	Pour Homme Studio	L2AR36	Body Glove
L2AR18	Travis Hegel	L2AR37	Sembonia
L2AR18A	Edwin Galaxy	L2AR39	Braun Buffel
L2AR19	Ezietech	L2AR40	Straits Fashion Gallery
L2AR20	Ban Heang	L2AR41	Royal Selangor
L2AR21	Mutiara	L2AR42	Bagz Bar
L2AR22	Shoepoint	L2AR43	Yee Hup
L2AR23	Vinstella	L2AR45	Mutiara
L2AR25	WHSmith	L2AR47	Vinstella
L2AR26	WHSmith	L2AR55	Police Timepieces

Legends

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

LEVEL 3 LAYOUT

PIA Airlines Office



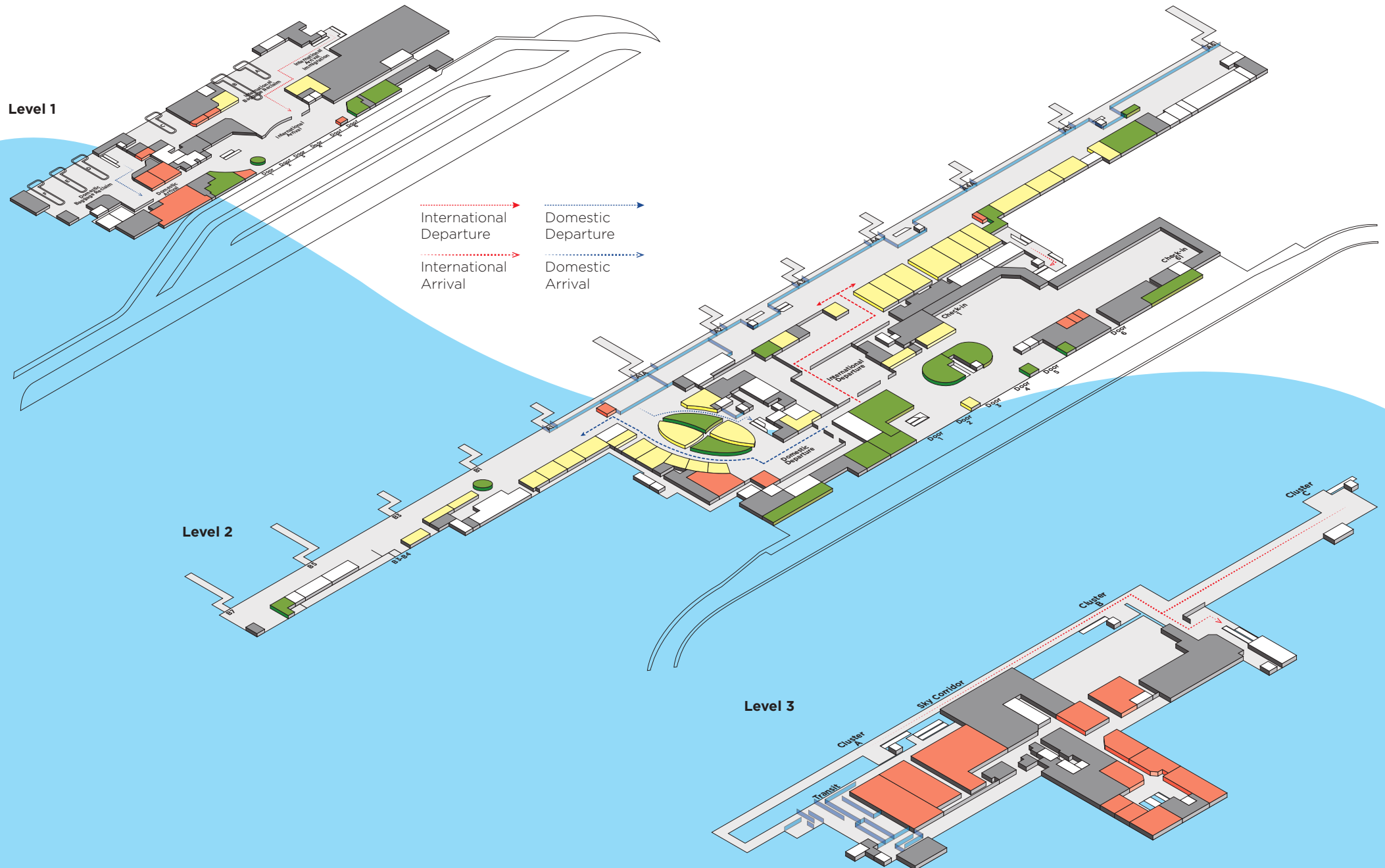
Legends

- Toilet/Nappy/Disabled
- Lift
- Escalator
- Staircase
- Immigration
- Customs/Security
- Lounges

SERVICES

- L3AS2A Cathay Pacific Lounge
- L3AS2B Cathay Pacific Lounge
- L3AS2D Plaza Premium Lounge
- L3LFC01 POS Aviation
- L3LFC02 China Southern Airlines
- L3LFC03 POS Aviation
- L3LFC04 Firefly
- L3LFC09 Cathay Dragon
- L3LFC10 Malaysia Airlines
- L3LFC13 China Airlines
- L3LFC12A Airasia
- L3LFC12B Silk Air

AIRPORT FLOW



DIRECTORY

Information Counters

PIA Operators +604 252 0252
Tourism +604 262 2093

Government Agencies

Customs +604 262 2300
Immigrations +604 643 0352 / 643 2285
Quarantine & Health Department +604 638 0209 / 645 3572
Royal Malaysia Police +604 643 0900

Medical Services

Menara Medical Clinic +604 644 7101
Malaysia Healthcare Travel Council +604 643 1626

Postal Services

POS Malaysia Berhad +604 611 5451

Emergency Services

Royal Malaysia Police +604 643 0900
Bomba Malaysia +604 643 4444

 Malaysia Airports

 malaysiaairports

 MY_Airports

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Log on to <http://www.malaysiaairports.com.my> for more information