



Airport Ambassadors

Airport Ambassadors help make you feel at home at HKIA. Whenever you need information about boarding gates or transfers procedure, our uniformed ambassadors are always looking out for travellers in need of information, with a smile.



Customer Services Centre ?

Customer Services Centre located at the Arrivals Hall before the immigration counters provides service for transit and arriving passengers. A variety of guide maps and other information are also available.

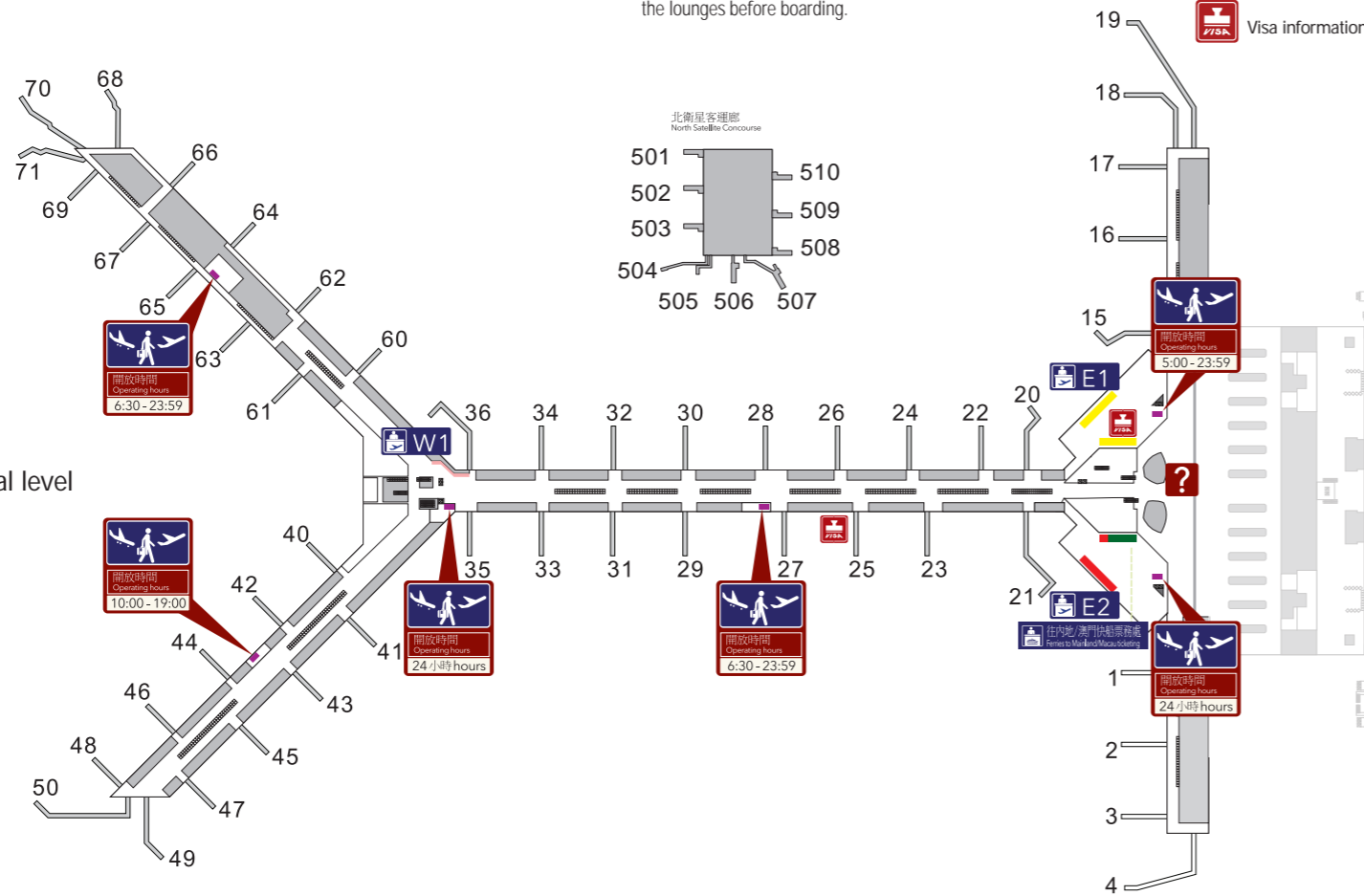
Airline Lounges and Shower & Pay-in Lounges

Several airline lounges and shower & pay-in lounges are available. Patrons may relax at the comfortable seating areas or enjoy food and beverages, shower facilities and internet access provided at the lounges before boarding.

Legend

- Airline desks **E1, E2, W1**
- Transfer
- 往內地/澳門快船票務處
Ferries to Mainland/Macau ticketing
- Customer Services Centre
- 28** Arrival gate number
- Visa information in Airport

5/F Arrival level

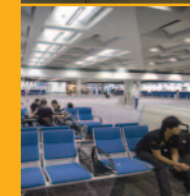


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Every effort has been made to include the most up-to-date and accurate information in this leaflet. As facilities may be updated and revised due to operational requirements, we apologise for any inconvenience caused by changes not shown in this leaflet at the time of distribution.





GO
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Airport Ambassadors

An extensive air network linking you with the world

Airport Ambassadors help make you feel at home at HKIA. Whenever you need information about boarding gates or transfers procedure, our uniformed ambassadors are always looking out for travellers in need of information, with a smile.

Customer Services Centre

The only service centre located at the Arrivals Hall before the immigration counters provides service for transit and arriving passengers. A variety of guide maps and other information are also available.

How To Make Your Flight Connection

WITHOUT
onward boarding pass

Several airline lounges and shower & pay-in lounges are available. Patrons may relax at the comfortable seating information desks and enjoy food and beverage service in the lounges before boarding.

WITH
onward boarding pass

Follow the transfer sign to nearest transfer point

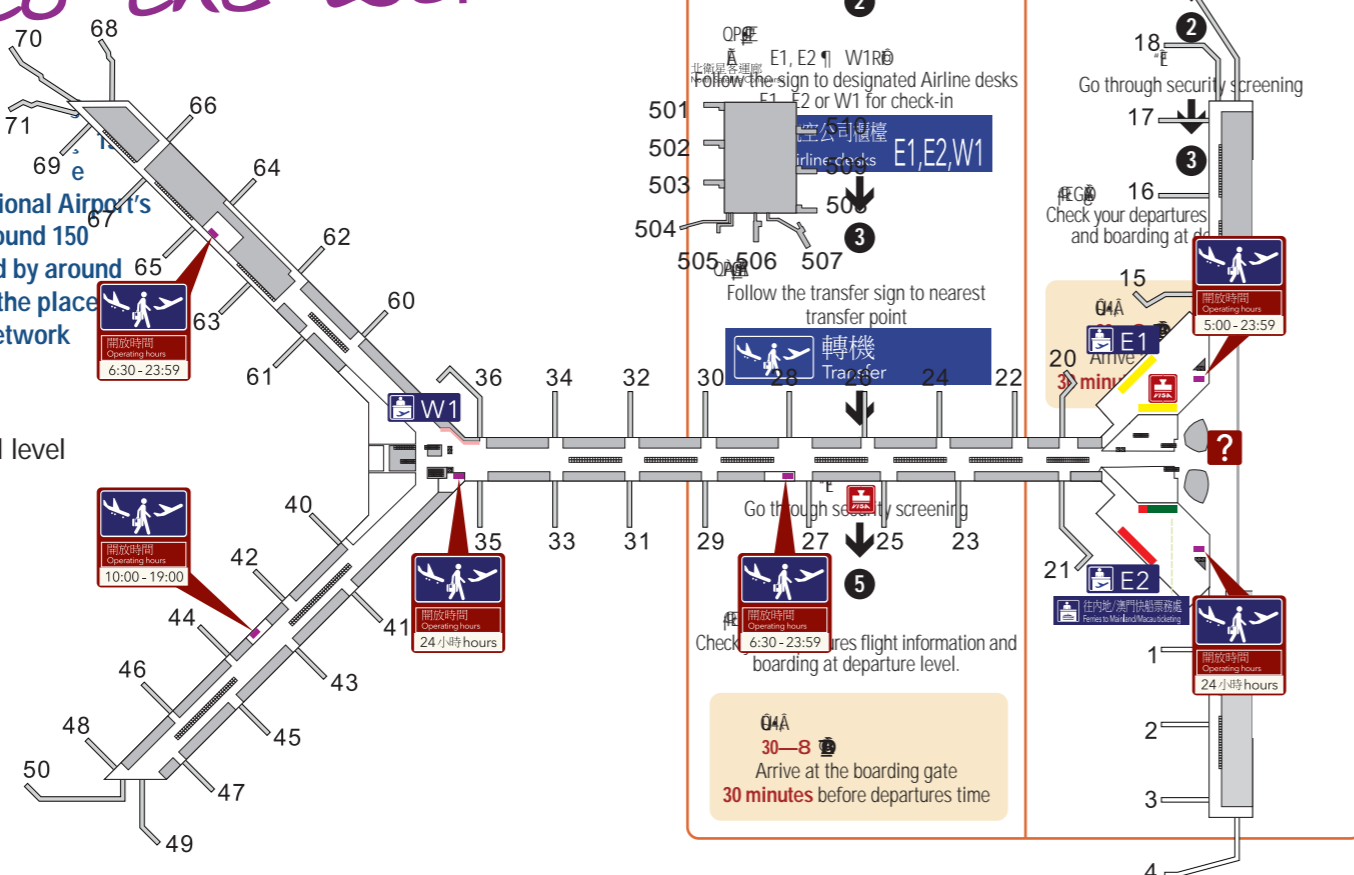
Go through security screening

Check your departures and boarding at

Go through security screening

Check your flight information and boarding at departure level.

Arrive at the boarding gate 30 minutes before departures time



Airline Desks

E1, E2, W1
Name of Airline

Name of Airline	Symbol
Air Canada	CA
All China	CA
Air France	AF
Air India	AI
Air Mauritius	MR
AIR NEW ZEALAND	NZ
Air Niugini	NI
Air Pacific	PA
All Nippon Airways	NA
Asiana Airlines	JA
AVIATAR	AV
Angkok Airways	AK
Ban Bangladesh Airlines	BB
Cathay Pacific Airways	CP
China Eastern Airlines	ME
China Southern Airlines	CU
Continental Airlines	DL
Ita Air Lines	IG
Dragonair	KA
AL Israel Airlines	4G
Emirates airline	EK
Ethiopian Airlines	ET
Cathay Airways	CA
INAIR	GA
Garuda Indonesia	GA
Hong Kong Airlines	KA
Hong Kong Express	KE
Japan Airlines	JA
JEJU AIR	JE
Jet Airways	3J

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Transfer Guide

