



Providing an Exceptional Airport Experience



KIX Concierge Service

For passengers using Kansai International Airport
Experience the finest welcome and indulge in a luxurious space
for your exclusive moment.

Service Details

Service 01 Departure Assistance



1. If traveling by car, you will be escorted to the VIP Entrance (car drop-off area) on the 1st floor, or to the general vehicle drop-off area on the 4th floor. If traveling by train, you will be escorted to the ticket gate, and if traveling by bus, you will be escorted to the bus stop, with a luggage cart provided. **Access to the VIP Entrance (car drop-off area) is available.**
2. Concierges escort passengers to their airline's check-in counter and assist with the check-in process.
3. Concierges escort passengers to the security checkpoint. **Fast Lane access is available.**
4. Concierges escort passengers to the immigration inspection area.
5. Concierges ask passengers if they wish to shop or dine and lead them to stores (such as duty-free shops). **Exclusive privileges at KIX-operated duty-free shops are available.**
6. Passengers can relax in our lounge until it is time for them to board their flights. **Food and beverages are available.**
7. Concierges escort passengers to their boarding gates when the boarding procedure begins.

Service 02 Arrival Assistance



1. Your escort will greet you at the Arrival gate.
※Please note that you will need to complete the immigration inspection, quarantine, and customs procedures yourself upon arrival. The concierge will greet you again at the arrival exit (arrival lobby).
2. If traveling by car, you will be escorted to the VIP Entrance (car drop-off area) on the 1st floor, or to the general vehicle drop-off area. If traveling by train, you will be escorted to the ticket gate, and if traveling by bus, you will be escorted to the bus stop. **Access to the VIP Entrance Space is available.**

Service Fees	KIX Concierge Service Service Fees (Including Tax)	Intl. Departure		Intl. Arrival	
		Basic Rate (3 hours)	Extension Fee (Per Hour)	Basic Rate (2 hours)	Extension Fee (Per Hour)
	One Passenger (One Staff)	66,000 yen	22,000 yen	38,500 yen	19,250 yen
	For Each 1 Additional Passenger *Up to 4 Passengers	16,500 yen	5,500 yen	11,000 yen	5,500 yen

*The basic service time is 3 hours before departure and 2 hours after arrival. An extension fee will apply if you wish to extend the service.*Up to 5 guests can be accommodated by 1 staff member. (For 6-10 guests, 2 staff members will be assigned.) *Payment will be made in Japanese yen (including tax) *Please inquire directly for all other matters by email.



KIX Concierge Service

Operator: Kansai Airports Retail & Services

Reservations

URL: <https://www.kansai-airport.or.jp/en/service/business/05.html>

Reservations & Inquiries ▶ kixconciergeservice@rs.kansai-airports.co.jp

*Please make a reservation at least 4 days in advance.

KIX Concierge Service Terms of Use

(Purpose and Definition)

Article 1: The KIX Concierge Service Terms of Use (hereinafter referred to as “these Terms”) are intended for customers (hereinafter referred to as “the Customer”) utilizing the KIX Concierge Service (hereinafter referred to as “the Concierge Service”) to stipulate matters concerning Kansai Airports Retail & Services, Inc. (hereinafter referred to as “the Company”) or third parties commissioned under its concierge services.

2. The Concierge Service is a service whereby dedicated staff will greet the Customer upon departure and arrival in the international flight area of the Terminal 1 (hereinafter referred to as “T1”) and escort them through connections, security, boarding gate, and so on.

(Consent to Terms)

Article 2: The Customer will reserve and utilize the Concierge Service after agreeing to these Terms.

(Applying for Use)

Article 3: The Customer may apply to use the Concierge Service by going to the KIX Concierge Service’s dedicated webpage (hereinafter referred to as “the Dedicated Webpage”) from Kansai International Airport’s website and downloading the application form, filling out the required fields, and sending it to the email address listed below.

kixconciergeservice@rs.kansai-airports.co.jp

2. In principle, reservations are accepted from 30 days to 4 business days prior to the date of use.

(Making Reservations)

Article 4: The reservation for Concierge Services is considered to have been made when an email confirming the completion of the reservation is sent to the Customer by the Company.

(Changing or Canceling Reservations)

Article 5: If the Customer wishes to cancel or alter the details of a reservation, this can be done until 72 hours before the date of use by reaching out with the reference information from Article 4. In this instance, the Customer will, in principle, be required to pay fees incurred by cancellation or alteration of reservations as follows. Note that this may change depending on whether the reservation to be amended or canceled includes optional services or other details. Also, in the event that the Company arranges for another company’s services (including but not limited to taxi and porter service reservations) for the Customer, the pertinent company’s cancellation policies, etc. will be adhered to.

24 hours or less before the date of use: 100%

24-72 hours before the date of use: 50%

30 days to 72 hours before the date of use: 0%

(Contents, etc. of Concierge Service)

Article 6: The Concierge Service cannot be used in the following ways.

- (1) In accordance with regulations for the embarking aircraft company, Customers who are traveling alone but are not cleared to fly without a traveling companion
- (2) Customers requiring any of the following assistance services:
 - (1) Assistance moving to the toilet bowl
 - (2) Assistance with excretion
 - (3) Assistance with changing clothes
 - (4) Assistance with meals
 - (5) Time-consuming assistance that is longer than reasonable
2. The Company will not escort the Customer when passing through customs, immigration, or quarantine inspection stations upon departure or arrival.
3. The Company does not provide Concierge Services outside of the T1 international flight area. However, this does not apply to paid upgrades to services at the Customer’s request.
4. Even in the event of inclement weather or other circumstances causing a delay at the boarding gate, Concierge Service is available for a maximum of 3 hours for departures and 2 hours for arrivals. However, Customers who

have paid an extension fee by the service payment date stipulated in Article 8 may avail of Concierge Services beyond the usual times.

(Regarding the requirement to undergo CIQ [customs, immigration, and quarantine] inspections)

Article 7: Customers are required to undergo CIQ (customs, immigration, and quarantine) inspections at Kansai International Airport. This includes submitting the required documents, complying with the instructions of immigration officers, and providing information required for inspection and review.

2. No exchange of items is permitted between the Customer and Concierges in the CIQ area. However, this may not apply in humanitarian situations.

(Fees)

Article 8: The Concierge Service fees are as follows.

(Unit: Japanese yen including tax)

Fees	International Flight Departures		International Flight Arrivals	
	Basic Rate	Extension Fee (Per Hour)	Basic Rate	Extension Fee (Per Hour)
For 1 Customer (1 staff member)	66,000	22,000	38,500	11,000
For each 1 additional Customer *up to 4 people	16,500	5,500	11,000	5,500

*The above fees apply to Customers above the age of 3. For further details, please use the contact information listed in Article 3.

*During late night and early morning hours (10 p.m. to 7 a.m.), the above rates will be increased by 25%.

These fees cover the following services.

- (1) Departures: Use of the fast lane through international security
- (2) Departures: Use of the Company-run KIX Lounge Kansai
- (3) Departures: Preferential treatment at Company-run duty-free shops
- (4) Pick-up/drop-off: Use of the Concierge Service's exclusive car parking space
- (5) Departures and Arrivals: Concierges will provide support in transporting as much luggage (approximately 1 airport cart of luggage) as they are able

*Any luggage that the concierge is unable to transport will have to be carried by the Customer or by a paid porter service.

(Fee Payment)

Article 9: Customers must pay the amount stipulated in previous articles according to the Company's specifications by transferring the fees in Japanese yen to the Company's private account at least 72 hours before the date of use. However, during major holidays such as New Years and Golden Week, the Customer will be notified of an alternative payment date. Nonetheless, the information of the Company's private account will be communicated to the Customer as soon as the reservation is made.

(Prohibition or Suspension)

Article 10: The Company reserves the right to suspend or prohibit the Customer's use of Concierge Services without advance notice to the Customer for any of the following reasons or circumstances.

- (1) The Customer is in violation of these Terms
- (2) The Customer reserved the Concierge Service using false information
- (3) The Company deems use of the service to be inappropriate for any other reason

(Exclusion of Criminal Organizations)

Article 11: If a Customer is shown to have ties to antisocial forces (gangs, gang members, etc.) or meet any of the following criteria, the Company reserves the right to immediately terminate the Customer's reservation without prior notice.

- (1) It has been shown that the Customer belongs to or is involved with antisocial forces
- (2) It has been shown that antisocial forces were used for the purpose of obtaining illegal profit for the Customer or a third party, or for the purpose of causing damage, etc. to a third party
- (3) It has been shown that the Customer is involved in providing antisocial forces with money, etc.
- (4) The Customer has directly or via a third party made violent demands, made illegal and unjust demands, spoken or behaved in a threatening manner, or performed acts of violence, etc.
- (5) Any other reasons equivalent to the above

(Temporary Suspension of Reservation Services)

Article 12: The Company may temporarily suspend reservations of concierge services for any of the following circumstances. In this case, a notice will be posted on the reservation webpage. However, in the event of an emergency of other unavoidable circumstance, such notification may be omitted. In this case, the Company will not be held responsible for damages borne by the Customer or third parties.

- (1) The system is undergoing routine or emergency work or maintenance
- (2) An unavoidable error has occurred in the system
- (3) An earthquake, fire, power outage, flood, volcanic eruption, insurrection, riot, war, or other extreme situation has made it impossible to continue operation of Concierge Services as usual
- (4) By government request or similar
- (5) Any other reason the Company deems an unavoidable circumstance

(Personal Information Security)

Article 13: The Company will manage personal information submitted by the Customer for use of the Concierge Service in the following ways.

1. Compliance with laws and regulations

The Company will safeguard personal information in accordance with personal information protection laws and other related legislation and guidelines (hereinafter referred to as 'Laws and Regulations').

2. Acquisition of personal information

The Company will acquire personal information by lawful and just means.

3. Purpose for use of personal information

The Company will use personal information acquired from Customers for the following purposes. Additionally, in the event that personal information is to be used for purposes other than the following, the Customer's consent will be acquired beforehand in an appropriate manner.

- (1) To provide Concierge Services
- (2) For the reform and/or improvement of Concierge Services and the development of new services
- (3) In order to communicate important information and notices to Customers of the Concierge Service

4. Providing personal information to third parties

In accordance with Laws and Regulations, the Company will under no circumstances offer the personal information it has acquired to a third party without the consent of the person in question.

5. Personal information safety management

The Company will take necessary steps in order to prevent leakage, loss, or damage to personal information and ensure data is managed securely.

6. Cooperative use of personal information

<Regarding the other party involved in cooperative use>

- The airline company responsible for Customer's flight

<The scope of personal information used cooperatively>

- The Customer's name, the date of their scheduled boarding, the number of the flight they are scheduled to board

<Purpose of cooperative use of personal information>

- This is the same as "3. Purpose for use of personal information."

<Party responsible for management of cooperatively used personal information>

Kansai Airports Retail & Services

(For the address, names of representatives, and so on, please see the [Company Profile](#) webpage.)

<Contact Information>

KIX Concierge Service counter

kixconciergeservice@rs.kansai-airports.co.jp

7. Consignment of operations related to personal information

In keeping with “3. Purpose of use of personal information,” the Company may consign all or a part of a Customer's personal information, within the necessary scope. In this case, in addition to a thorough examination of the eligibility of the consignee, the Company will stipulate a contract ensuring confidentiality will be mandated and provide suitable supervision.

8. Release, etc. of personal information

In the event that the Company receives a request from a Customer to release, amend and so on (amend, supplement, or delete) or to stop using and so on (stop use of or delete) the Customer's personal information, the Company will promptly comply following confirmation of the Customer's identity. However, please know that if the request is unreasonable or is without a justifiable reason, the Company's adherence to other legislation and so on may lead to the Company being unable to fulfill the Customer's request.

Additionally, the Company will respond promptly and appropriately to any complaints, etc. regarding the handling of personal information.

Please contact the “9. Information counter” for any of the above inquiries or requests.

9. Information counter

KIX Concierge Service counter

kixconciergeservice@rs.kansai-airports.co.jp

(Disclaimer)

Article 14: In the situations pertaining to Article 10, Article 11, and Article 12, if Concierge Services are unable to be used due to communication problems, or if a Customer's reservation data is lost or destroyed due to faulty equipment, the Company will not be fully responsible for damages to the Customer or third parties.

2. The Company's responsibility to the Customer is limited to providing access to Concierge Services without obstruction, and providing services with the due care of a prudent manager.

3. The Company shall not be liable for any damage to the Customer or a third party caused by the use of the Concierge Service (including damage arising from trouble between the Customer and third parties) or damage incurred due to the Customer being unable to use all or part of the Concierge Service, excluding cases where there is a reason attributable to the Company.

4. If, for the reasons stated in Article 6, Clause 2, Clause 3, and Clause 4, a Customer's demands cannot be met, the Company will not be responsible for loss or damages incurred by the Customer.

5. In the case that the Customer does not comply with the obligations listed in Article 7, the Company will not bear any responsibility for damage caused to the customer or a third party.

(Agenda)

Article 15: If questions arise between the Company and the Customer relating to the Concierge Service, both parties shall consult with each other in good faith in order to reach a solution.

(Court of Jurisdiction)

Article 16: Any litigation between the Company and the Customer regarding these Terms or the Concierge Service shall be subject to the exclusive jurisdiction of the Osaka District Court in the first instance.

(Governing Law)

Article 17: Japanese law govern these Terms and the Concierge Service.

(Revision of these regulations)

Article 18: The Company may revise these Terms without providing advance notice to the Customer. After revising, the revisions to these Terms will come into effect at the time when a notice is posted on the Dedicated Webpage.

Additional Clauses

These Terms will be put into effect on April 24, 2025.

End