



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. Passengers will be escorted to their airline's check-in counter and assist with the check-in process.
3. Passengers will be escorted to the security checkpoint. Fast Lane access is available.
4. Passengers will be escorted to the immigration inspection area. Priority Lane access is available.
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.
2. Passengers will be escorted to quarantine. *Please note that you will need to complete the immigration inspection, quarantine, and customs procedures yourself upon arrival.
3. Passengers will be escorted to the immigration inspection area. Priority Lane access is available.
4. Passengers will be escorted to the customs inspection area.
*However, we are not able to escort passengers inside the customs inspection area, so the concierge will greet you again at the arrival exit (arrival lobby).
5. 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)	88,000 yen	29,700 yen	66,000 yen	29,700 yen
	For Each 1 Additional Passenger *Up to 4 Passengers	22,000 yen	7,700 yen	16,500 yen	7,700 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 from 30 days to 4 business days prior to the date of use.