



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.