CLUB MED BORNEO

Airport Arrival Guide

Kota Kinabalu International Airport (KKIA) · Transfer to the Resort

This guide explains what to expect when GM land at Kota Kinabalu International Airport: where to meet our Club Med representative, how to recognise them, and how the transfer to the Resort works.

AT A GLANCE

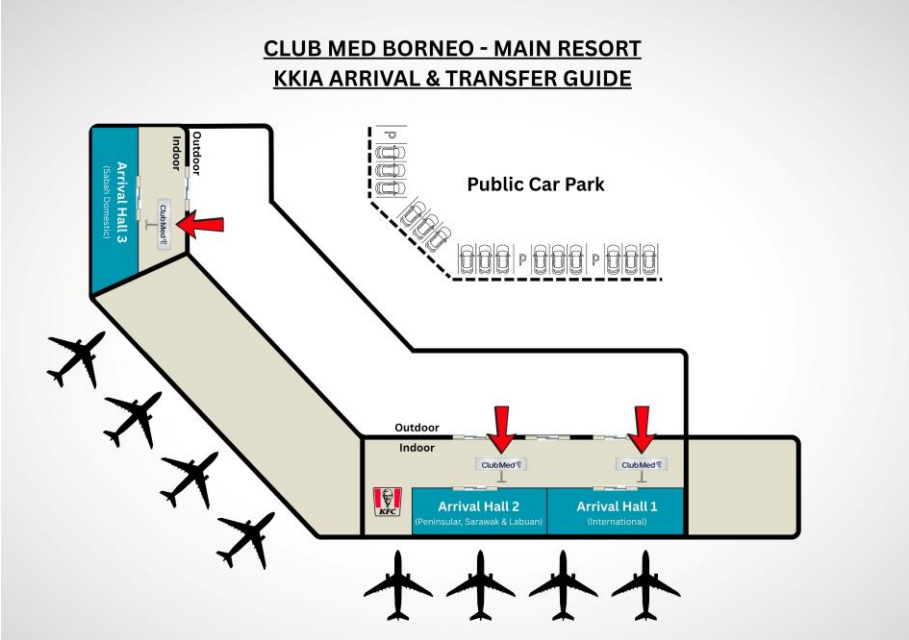
- **Meeting point:** directly outside the exit of the arrival hall (Hall 1, 2 or 3 – see Section 1).
- **Look for:** a Club Med representative in a beige **BorneoTravel123** logo polo, holding a "Welcome to Borneo – Club Med" sign.
- **Waiting time:** The driver will wait up to 1 hour after the flight lands.
- **Delayed flight?** flight arrival times are monitored and the pick-up is adjusted to the actual landing time.

Need help at the airport? Club Med Transportation Supervisor (WhatsApp): **+6012749 1950**

01 FIND YOUR MEETING POINT

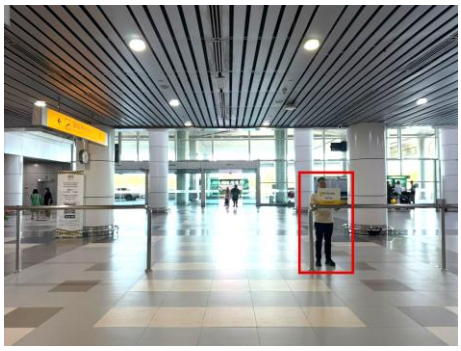
KKIA has three arrival halls. Club Med representative waits directly outside the exit of the hall you arrive in. Red arrows on the map below mark each meeting point

Arrival hall	Flights arriving from	Where the airport representative waits
Arrival Hall 1	International flights	At the barrier on the right of the exit walkway
Arrival Hall 2	Peninsular Malaysia, Sarawak & Labuan	At the barrier to the right of the exit walkway, in front of the information standee
Arrival Hall 3	Sabah domestic flights	At the barrier facing the exit doors, to the left of the large column



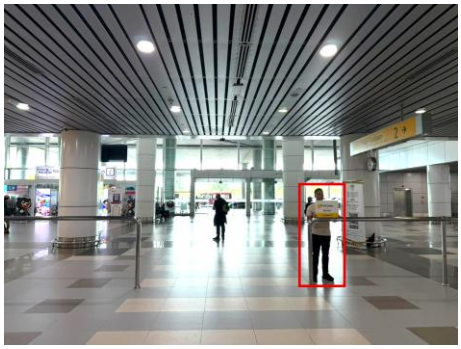
KKIA Arrival & Transfer Map – Club Med meeting points outside Arrival Halls 1, 2 and 3

What you will see as you exit



Arrival Hall 1 – International

View from the Arrival Hall 1 exit. The Club Med representative (red box) waits at the barrier on the right of the exit walkway, holding the Club Med welcome sign.



Arrival Hall 2 – Peninsular, Sarawak & Labuan

View from the Arrival Hall 2 exit. The representative (red box) stands at the barrier to the right of the exit walkway, in front of the information standee, holding the Club Med welcome sign.



Arrival Hall 3 – Sabah Domestic

View from the Arrival Hall 3 exit. The representative (red box) stands at the barrier facing the exit doors, to the left of the large column, holding the Club Med welcome sign.

02 RECOGNISE CLUB MED REPRESENTATIVE

At each meeting point, look for a Club Med staff member wearing a beige polo and holding a "Welcome to Borneo – Club Med" sign.



Club Med representative signage and uniform – left to right: Arrival Hall 1, 2 and 3

03 ON ARRIVAL: FLIGHTS & WAITING TIME

Flight tracking and delays

Our transport team monitors flight arrival times and adjusts the pick-up to actual landing time. If the flight is significantly delayed, the necessary arrangements are made and the Resort team is kept informed – there is nothing you need to do.

Driver waiting time

The driver will wait up to 1 hour after the flight lands.

Immigration or luggage taking longer

If immigration or baggage collection takes longer than expected and the waiting time goes beyond 1 hour, the transport team coordinates with Club Med on the next steps. Where possible, the waiting time will be extended or another vehicle arranged.

If you cannot find the driver

Please contact the Club Med Transportation Supervisor on WhatsApp at **+60 12-994 1950**. The team will coordinate with the driver and airport team to bring you to the meeting point.

If you do not arrive within the waiting time

If you have not reached the meeting point within the 1-hour waiting time, the team will try to contact you and will coordinate with Club Med before the driver is released. Please keep your phone on after landing.

04 VEHICLE & LUGGAGE

Vehicle capacity is based on each passenger having one large check-in suitcase (up to avrg.28 inches) and one small backpack. Actual capacity may vary depending on the size and amount of luggage.

Extra, oversized or sports luggage

If you are travelling with extra or oversized luggage, golf bags or bulky sports equipment, please let us know at least 78 hours before arrival so a suitable vehicle – or a separate luggage van (additional cost) – can be arranged.

On-board amenities

Child / baby / booster seat	Available	**Wi-Fi / hotspot**	In some vehicles only
Sickness bag	Available	**Drinking water**	Available

05 GUESTS WITH REDUCED MOBILITY

The needs are checked in advance and a suitable vehicle is arranged based on the mobility requirements, wheelchair or mobility aid, and luggage. The driver is informed to allow extra boarding time and to provide assistance where needed.

- **Airport wheelchair assistance:** please arrange airport wheelchair assistance directly with the airline before you travel. Club Med can also help coordinate additional assistance on arrival.
- **PWD parking:** for Premier MPV, MPV and Van transfers, access to the Persons with Disabilities (PWD) parking area outside Arrival Hall 2 may be requested, subject to availability and airport approval.
- **Please note:** for safety and liability reasons, drivers are not able to physically lift or transfer guests into or out of the vehicle. Guests should be accompanied by a family member or companion who can assist with personal mobility needs, where necessary.

06 DURING THE JOURNEY

- The driver can only speak English and Bahasa Malaysia.
- One stop for bathroom break will be scheduled during the journey.
- The journey may take 02h00-02h30 hours subject to traffic conditions.

In the unlikely event of a vehicle breakdown, the driver will stop at a safe location and alert the operations team immediately. Driver will keep guest informed and ensure your safety while you wait.