

EXPRESS RAIL LINK TRAIN SERVICES GUIDELINE

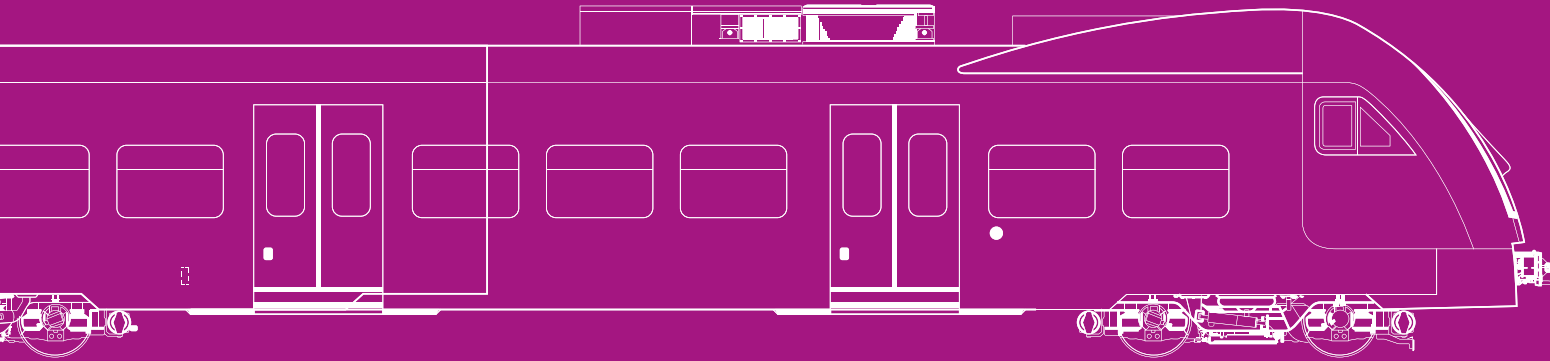


EXPRESS RAIL LINK
www.KLIAekspres.com



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REAL PEOPLE, REAL STATION, REAL SAFETY

This Train Service Guideline was developed to provide clear and consistent standards for the safe, efficient and customer-focused operation of our train services. It serves as a reference for passengers to better understand the user journey and expectation of our daily operations and train services.

This guideline ensures that our services remain reliable, accessible and aligned with regulatory requirements while supporting our commitment to safety, sustainability and continuous improvement.





ABOUT US

Since commencing operations in 2002, Express Rail Link Sdn Bhd (ERL) has been dedicated to providing efficient, reliable, and comfortable rail services between Kuala Lumpur and Kuala Lumpur International Airport Terminal 1 and 2. As the fastest airport transfer in Kuala Lumpur, ERL connects the city centre to the airport in just 28 minutes, offering a seamless travel experience for both local and international passengers.

ERL operates two premium rail services, the non-stop KLIA Ekspres and the KLIA Transit, which stops at key stations along the route. Together, these services cater to business travellers, tourists and airport employees, ensuring speed, convenience and value for money.

Driven by our commitment to excellence, innovation and sustainability, ERL continues to enhance passenger comfort, integrate with other transport modes, and adopt environmentally friendly practices. Our mission remains clear, to deliver world-class service that keeps you connected, on time, every time.

OUR SERVICES

KLIA EKSPRES

FAST AND DIRECT AIRPORT CONNECTION

KLIA Ekspres is a high-speed, non-stop rail service connecting KL Sentral to Kuala Lumpur International Airport Terminal 1 (KLIA T1) and Terminal 2 (KLIA T2). Operating along a 57km route, it has been delivering fast, reliable and efficient airport transfer.

KEY FEATURES



Ample Luggage
Space



Air-Conditioned
Carriage



Free
5G Wi-Fi



VIP Service
Section



Priority
Seating



Digital
Infotainment



Quiet Zone

OPERATING HOURS AND TRAVEL TIME

KLIA Ekspres runs every 20 minutes, seven days a week, including weekends and public holidays.

- KL Sentral to KLIA T1: Approximately 28 minutes
- KLIA T1 to KLIA T2: Additional 3 minutes



TRAVEL SECTOR

	FIRST TRAIN	LAST TRAIN
KL Sentral to KLIA (T1 and T2)	5:00 AM	12:00 AM
KLIA T2 to KLIA T1 and KL Sentral	4:55 AM	12:00 AM
KLIA T1 to KL Sentral	5:00 AM	12:05 AM

KLIA TRANSIT

EFFORTLESS TRAVEL FOR EVERY JOURNEY

KLIA Transit offers a reliable and flexible travel experience, ideal for both daily commuters and airport passengers. Passengers can look forward to reaching their destination on schedule, without the stress of traffic.

OUR STATIONS:

- KL Sentral
- Bandar Tasik Selatan
- Putrajaya & Cyberjaya
- Salak Tinggi
- KLIA T1
- KLIA T2

TRAIN FREQUENCY:

- Every 15 minutes during peak hours (weekdays)
- Every 30 minutes during off-peak hours, weekends and public holidays

KEY FEATURES



Ample Luggage
Space



Air-Conditioned
Carriage



Free
5G Wi-Fi



Priority
Seating



Digital
Infotainment

KL Sentral to KLIA T2

	FIRST TRAIN	LAST TRAIN
KL Sentral	5:03 AM	12:03 AM
Bandar Tasik Selatan	5:10 AM	12:10 AM
Putrajaya & Cyberjaya	5:22 AM	12:22 AM
Salak Tinggi	5:00 AM	12:32 AM
KLIA T1	5:07 AM	12:39 AM
KLIA T2 (Arrival)	5:10 AM	12:42 AM

KLIA T2 to KL Sentral

	FIRST TRAIN	LAST TRAIN
KLIA T2	5:18 AM	12:30 AM
KLIA T1	5:22 AM	12:34 AM
Salak Tinggi	5:29 AM	12:41 AM
Putrajaya & Cyberjaya	5:38 AM	12:50 AM
Bandar Tasik Selatan	5:49 AM	1:01 AM
KL Sentral (Arrival)	5:57 AM	1:09 AM

TICKET TYPES

We provide Single Trip and Return Trip tickets for both adults and children. All standard fare tickets are valid for 31 days from the selected travel date, unless stated otherwise.

SINGLE TRIP TICKET

Available for both adults and children, valid for one-way travel between KL Sentral, KLIA T1 and KLIA T2.

RETURN TRIP TICKET

Return option for adults and children, offering convenience and savings for same-day or future travel.

TRAVELCARDS (MONTHLY/WEEKLY PASS)

- **Monthly TravelCard:** Perfect for frequent travelers, valid for 44 trips within 31 consecutive days from the selected travel date.
- **Weekly TravelCard:** Suitable for short-term commuters, valid for 14 trips within 14 consecutive days from the selected travel date.

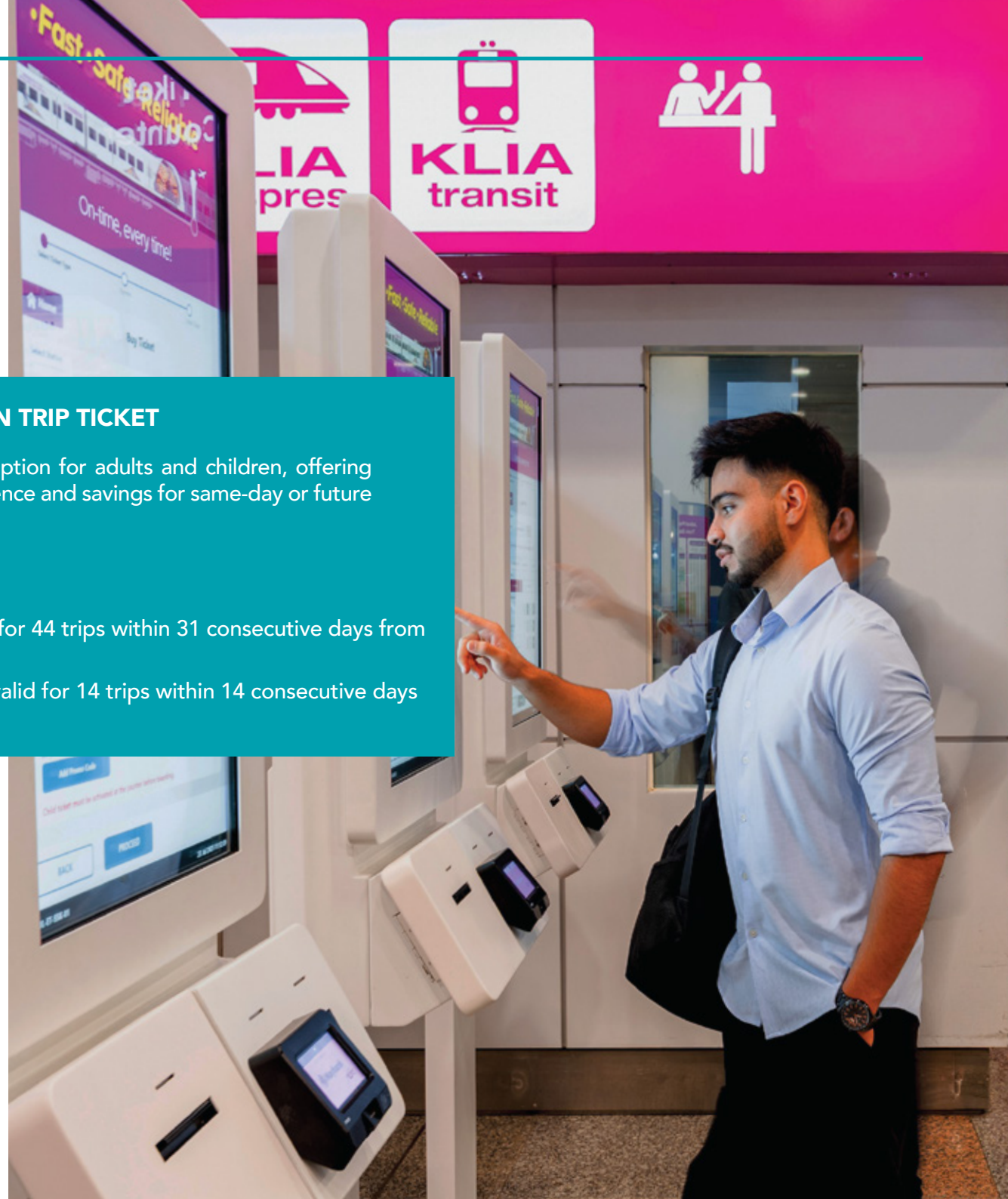
CONCESSION FARES

Special discounted fares are available for eligible passengers on KLIA Transit services as follow:

- | | |
|-----------------------------------|-----------------|
| • Senior Citizen (Malaysian only) | • Airline Crew |
| • Person with Disabilities (OKU) | • Airport Staff |
| • Student | • Tourist Guide |

CHILD FARE

- Applicable for ages 6 - 15.
- Children under 6 travel for free.



OUR PRODUCTS



KLIA EKPRES VIP SERVICE

A seamless door-to-door airport transfer, combining KLIA Ekspres with a chauffeur-driven executive limousine.

- Includes meet-and-greet service upon arrival, dedicated porter assistance for your luggage and exclusive VIP Service Priority Seating on board the train.
- Available for both inbound and outbound trips.



FAMILY PACKAGE

Enjoy affordable family travel on KLIA Ekspres.

- Travel as a family of 2 adults and 2 children (6 - 15 years old) at a special rate. Free for children under 6 years.
- Purchase online at www.KLIAekspres.com or via the KLIA Ekspres app.
- Also available on KLIA Transit (only for Bandar Tasik Selatan - KLIA T1 or T2 sector).



GROUP SAVER

Travel with friends and save more when you travel together with KLIA Ekspres.

- Minimum of 3 adults travelling together.
- Purchase online at www.KLIAekspres.com or via the KLIA Ekspres app.
- Also available on KLIA Transit (only for Bandar Tasik Selatan - KLIA T1 or T2 sector).



KL TRAVELPASS

All-in-one card for your travels needs in Kuala Lumpur. It includes:

- Single or return trip on KLIA Ekspres.
- 2-day unlimited rides on BRT, LRT, MRT, KL Monorail lines and Rapid KL buses.
- Reload your card to make cashless payments on KLIA Transit, KTM Komuter, tolls, parking and selected outlets.



DISCOVER KUALA LUMPUR

A perfect introduction to discovering Kuala Lumpur's top attractions with ease. It includes:

- Return trip on KLIA Ekspres.
- Round trip on KL Hop-On Hop-Off City Tour bus (Garden or City route).
- Suitable for transitting passenger (minimum 8-hour transit).

PASSENGER JOURNEY

TICKET PURCHASING

- **Website:** Purchase tickets at www.KLIAekspres.com and receive a QR code for gate entry.
- **Mobile App:** Download the KLIA Ekspres app to purchase tickets, check schedules and get service updates.
- **Self-Service Kiosks:** Available at all stations; easy to use with multiple payment options.
- **Direct to Gate:** Tap in with Touch 'n Go card or contactless credit/debit cards (AMEX, JCB, Mastercard, UnionPay or Visa).



PRO TIP!

Get 10% off tickets when you purchase online at www.KLIAekspres.com or via the KLIA Ekspres app. Sign up for EkspreSmiles loyalty programme to earn reward points with every ticket purchase and redeem them for discounts on future trips.



GATE ENTRANCE

Smart Card, Credit/Debit Card or QR Code.

- **Child Ticket Activation:** If you're travelling with children, please ensure that their tickets are activated before entering the gate.
- **Do Not Lose Your Tickets:** If you are using a physical ticket, please keep it secure until the end of your journey. Losing your tickets may result in penalty of full fare.
- **Ticket Validity:** Your ticket is valid for 90 minutes from the time of entry until your exit at the final destination. Please ensure that you exit the station within this period to avoid a penalty equivalent to the fare for the sector you travelled.



PLATFORM

- **Queue and Stand Behind The Yellow Line:** Maintain an orderly queue and keep a safe distance from the platform edge. Remain behind the designated yellow line to ensure your safety.
- **Be Cautious during Express Train Passing:** High-speed trains may pass through the stations. For your safety, please stay alert and stand well behind the yellow line at all times. Kindly follow station announcements.
- **Trespassing is Prohibited:** For your safety, crossing or entering the railway track is strictly forbidden. If any belongings fall onto the track, please inform our station staff for assistance.

TRAIN BOARDING

- **Press Button to Open the Door:** Wait until the train stops, then press the button to open the door (for KLIA Transit only).
- **Allow Passengers to Exit First:** Please stand aside and allow other passengers to disembark before boarding the train to ensure a safe and smooth flow of movement.

ON BOARD

FEATURES

- **Priority Seating:** Reserved for the elderly, pregnant women, persons with disabilities and passengers with young children. Please offer your seat to those in need.
- **Free 5G Wi-Fi:** Complimentary 5G Wi-Fi is available on board to enhance your travel experience.
- **Handrails:** Use handrails when standing on board KLIA Transit trains for stability. Always maintain a secure grip, especially during acceleration or braking.
- **Quiet Cabin:** A designated zone for a peaceful travel experience. Refrain from loud conversations, phone calls, or audio without earphones in this area.
- **Washroom:** Available on selected KLIA Ekspres trains for your convenience. Use them responsibly and keep the area clean for the next passenger.



- **Luggage Storage:** Use racks and overhead compartments, while keeping within the weight limits and ensuring all items are properly secured.
- **KLIA Ekspres VIP Service Priority Seating:** Priority seating is available exclusively for KLIA Ekspres VIP Service passengers.



If KLIA Ekspres VIP Service Priority Seating is unoccupied, these seats may be used by other passengers.

DON'Ts

- **No Feet/Bag on the Seat:** Seats must remain clear and accessible for others at all times. Place your luggage at the luggage rack provided.
- **No Eating or Drinking:** Consumption of food and beverages onboard is not permitted. This helps maintain cleanliness and ensures a pleasant journey for all.



- **Do Not Block the Aisle:** Keep aisle and door areas clear of luggage or other items. Obstructing the walkway may delay boarding and pose safety risks.
- **Do Not Lean Against Doors or Poles:** Avoid leaning against the train doors or grab poles. Doing so may cause injury or interfere with the operation of the automatic doors.



Be Mindful: Please keep conversations at a low volume to avoid disturbing others. Your consideration helps ensure a more comfortable travel experience.



SAFETY FEATURES ON BOARD

All trains are equipped with:

- Intercoms
- Emergency brakes
- Fire extinguishers

Please familiarise yourself with their locations and use them only in the event of a genuine emergency.

Improper use of emergency signalling devices is an offence and may result in a fine of up to RM1,000, imprisonment of up to 3 months, or both, under Section 122 of the Land Public Transport Act (Act 715).



Intercom



Emergency Brake



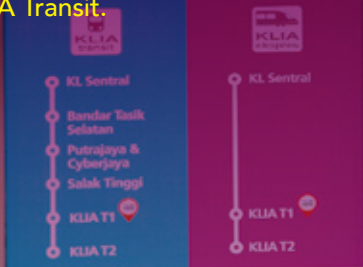
Fire Extinguisher

ANNOUNCEMENT

- Always pay attention to platform announcements to help you board the right train.
- Follow station signage and digital screens for the correct train direction and destination.
- Double check the train service and destination before boarding.
- If you still require assistance in boarding the correct train, please approach our Customer Service Ambassadors.
- For KLIA Transit services, listen to the on board announcement to alight at the correct intermediate stations.



Differentiate KLIA Ekspres and KLIA Transit through colours. Purple is always associated with KLIA Ekspres, while turquoise is for KLIA Transit.



TRAIN DISEMBARKING

- **Push Button to Open the Door:** Wait until the train stops, then press the button to open the door (for KLIA Transit only).
- **Take Your Belongings:** Please ensure all your belongings are with you when disembarking from the train and make sure you are alighting at the correct station.



GATE EXIT

Smart Card, Credit/Debit Card or QR Code.

- Simply tap your smart card, credit/debit card or scan your QR code ticket at the gate. Ensure your card or device is ready to avoid delays at the exit.

WHEELCHAIR AND BABY STROLLER

- Always apply the brakes on wheelchairs and baby strollers when stationary, whether on the platform or on board, to prevent them from moving.
- When boarding the train, carefully lift the front wheels over the platform train gap.
- When exiting the train, pull the wheelchair or stroller backward over the platform-train gap.
- You may request ramp assistance from the Station Supervisor before boarding the train.

BICYCLE AND MINI SCOOTER

- Passengers are welcome to bring bicycles and mini scooters on board, subject to the following conditions to ensure a safe and comfortable journey for all.
- Please ensure your bicycle or mini scooter does not block the aisle or cause any obstruction.
- Bicycle transportation charge is free with every fare-paying passenger.

	Monday – Friday	Saturday – Sunday and National Public Holiday
Non-foldable Bicycles	✗	✓
Foldable Bicycles	✓	✓
Mini Scooters	✓	✓

OUR STATIONS

KL SENTRAL

KL Sentral is the main transportation hub of Kuala Lumpur, offering convenient access to various rail and bus networks across the city.

- Seamlessly connected to ETS, KL Monorail, KTM Komuter, LRT, MRT and taxi services.
- A designated stop for both the KL Hop-On Hop-Off Bus and the free GoKL City Bus.

With its strategic location and extensive connectivity, KL Sentral serves as a key gateway for travellers exploring the city and beyond.



IN TOWN FLIGHT CHECK-IN

Passengers of Malaysia Airlines and Batik Air may check in and drop off their baggage at KL City Air Terminal (KL CAT) before boarding the KLIA Ekspres to the airport.

- Self-check-in kiosks and self-service baggage drop facilities are also available. Please refer to www.KLIAekspres.com for available airlines.

BANDAR TASIK SELATAN

Strategically connected to Terminal Bersepadu Selatan (TBS), a major transportation hub for long-distance buses across Peninsular Malaysia.

- Convenient interchange point for travellers transferring between KTM Komuter, LRT and intercity buses.



SALAK TINGGI

Located in the Sepang district, the station provides convenient access for local residents and commuters. Equipped with a park-and-ride facility, making it an excellent choice for those travelling to KLIA or Kuala Lumpur.

- Offers Salak Tinggi Park & Ride for travelers who prefer to drive and park before boarding the train.
- Preferred travel option for KLIA community.



PUTRAJAYA & CYBERJAYA

Located within Terminal Putrajaya Sentral (TPS), the main public transport hub in Putrajaya, this station serves as a gateway to Malaysia's federal administrative centre, Putrajaya, and the high-tech city of Cyberjaya.

- Connected to MRT Putrajaya, providing easy access to the city centre and surrounding areas.
- Offering seamless travel to KLIA, KL Sentral and key stops along the route.



KLIA T1

Located within KLIA Terminal 1, it serves as a major stop on both the KLIA Ekspres and KLIA Transit, offering fast and convenient connections to the city centre.



PRO TIP!

Our station is at Level 1. Flight Departure and Observation Deck are at Level 5.

KLIA T2

Located within the gateway@klia2 shopping mall and connected to KLIA Terminal 2. It is served by KLIA Ekspres which offers fast and convenient access to KL Sentral and KLIA Transit which stops at key locations along the route.

Our station is at Level 2, gateway@klia2.
Flight Departure and Observation Deck are at Level 3.



PRO TIP!

AVAILABLE FACILITIES

- Escalators and lifts
- Washrooms
- Prayer rooms
- ATMs and money changer
- Touch 'n Go reload machines
- Convenience stores and F&B kiosks
- Vending machines
- Baggage wrap and locker services (available at KL Sentral)



LOST AND FOUND

If you lose an item on board or at the station, please report it immediately to our Customer Service Ambassador. Kindly provide details of the lost item, including when and at what time you boarded the train. If you require assistance after leaving the station, please contact our Customer Enquiry.



ASSISTANCE

Your safety and well-being are our top priority. Should you require any assistance while at the station, please do not hesitate to approach our Station Supervisor or Customer Service Ambassador. They are readily available to provide the necessary support and ensure your journey remains safe and comfortable.

CUSTOMER ENQUIRIES

EMAIL:

CustomerEnquiry@KLIAekspres.com

CONTACT US:

+603 2267 8000

OPERATION HOURS:

Monday - Friday
8:30 AM - 6:00 PM Local Time

FOLLOW US ON SOCIAL MEDIA:

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