

Experience a contactless journey for your safety when you fly with Malaysia Airlines.

We are pleased to introduce contactless services at Kuala Lumpur International Airport (KLIA). Experience a safe and seamless journey from when you check-in to when you board your flight.



Pre-trip

Web/mobile check-in – Book your flight in the comfort of your home and check in online 48 hours prior to arriving at the airport terminal.

Other features – Pre-book your meal in advance and select your seat via Manage My Booking.

What's to come:

- Biometric Facial Recognition that allows faster authentication.
- Travel Health Pass that allows you to travel freely.
- Pre-purchase or upgrade your meal and additional services.
- Pre-purchase Temptations shopping.
- For Premium passengers - Pre-book Chef-on-call and lounge F&B.



Check-in (KLIA)

Check-in kiosk – Check in at our self check-in kiosk.

Baggage drop – Self-print baggage tags for a more seamless experience.

What's to come:

- Register for Biometric Facial Recognition at self check-in kiosk.
- Over the counter e-wallet payment.
- Scan with Biometric Facial Recognition for baggage allowance entitlement.
- Excess baggage can be paid via e-wallet payment.



Golden Lounge

Dining – Scan QR code for access to digital menu.

Reading materials – Log in to complimentary Wi-Fi.

What's to come:

- Register by scanning boarding pass at entrance.
- E-wallet payment will be available for walk-in access.



Immigration Clearance

What's to come:

Security clearance - Scan with Biometric Facial Recognition.



Boarding

Document verification – Scan digital boarding pass for verification.

What's to come:

Scan with Biometric Facial Recognition before entering the Boarding lounge.



In-flight

Connectivity – Log in for Wi-Fi access on selected aircraft.

What's to come:

- E-reading materials via MHmobile:
 - Digital menu
 - e-Going Places
 - e-Newspaper
 - e-Magazines
- E-wallet payment to purchase snacks/ beverages.

*on selected flights only.



Arrival

What's to come:

- Baggage will be sanitised with UV light before reaching the carousel.
- Perform online baggage reporting for mishandled baggage and lost property via mobile.

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