

FREQUENTLY ASKED QUESTIONS 常见问题

THE PEOPLE'S REPUBLIC OF CHINA WELCOME PACK CAMPAIGN

中国旅客欢迎礼包活动

1) What is the People's Republic of China (PRC) Welcome Pack?

什么是中国旅客欢迎礼包?

In welcoming the New Year, Malaysia Airports is proud to share that we have something very special for our guests from the People's Republic of China.

Welcome Packs! Each one is comprised of an amazing variety of vouchers for great deals and promotions up for grabs, focusing on 3 main categories: Food & Beverage, Health & Beauty and Retail; giving our special guests irresistible reasons to shop and dine at the airport.

迎接全新一年，马来西亚国际机场特别为来自中国的旅客准备了专属欢迎礼包！涵盖餐饮、保健美容及购物的各种超值优惠及促销礼券，全都在惊喜满满的欢迎礼包内，让我们的贵宾可尽情地在机场内吃喝玩乐！



2) How to redeem the Welcome Pack?

如何索取欢迎礼包?

To redeem the Welcome Pack, all you need to do is follow 4 simple steps below:-

- 1) Show passport at the Airport Information Counter or Chinese Travellers Affairs Helpdesk
- 2) Fill in the form
- 3) Redeem the Welcome Pack
- 4) Enjoy the special deals and promotions by the participating outlets

想要索取欢迎礼包，您只需按照以下四个简单步骤：-

1. 在机场资讯柜台或中国旅客事务服务柜台出示护照
2. 填写表格
3. 索取欢迎礼包
4. 享受参与商店的特别优惠及促销

3) Where are the Airport Information Counter and the Chinese Travellers Affairs Helpdesk?

机场资讯柜台或中国旅客事务服务柜台在哪里？

For now, the Welcome Pack is only available at KLIA and klia2. Locations as per below:-

如今，欢迎礼包仅限于 KLIA 及 klia2 索取，地点如下： -

KLIA 吉隆坡国际机场

Information Counter – Main Terminal Building, Departure Level, Level 5

资讯柜台 – 主航站楼，出境层，五楼

Information Counter – Contact Pier International

资讯柜台 – 国际终端航厦

Information Counter – Satellite Building, West Zone, Level 1 (Opposite the Aerotrains)

资讯柜台 – 卫星大楼，西区，一楼（轻轨列车对面）

Chinese Travellers Affairs Helpdesk – Main Terminal Building, International Arrival, Level 3 (Just before Immigration Counter)

中国旅客事务服务柜台 – 主航站楼，国际入境层，三楼（移民局柜台之前）

Tourism Information Counter – Main Terminal Building, Arrival Level, Level 3

旅游资讯柜台 - 主航站楼，入境层，三楼

klia2 吉隆坡第二国际机场

Information Counter – Main Terminal Building, Departure Level, Level 3

资讯柜台 – 主航站楼，出境层，三楼

Information Counter – Skybridge, Departure Level, Level 3 (After Immigration Counter)

资讯柜台 – 空中廊桥，出境层，三楼（移民局柜台之后）

Information Counter – Satellite Building, International Departure Level, Level 2

资讯柜台 – 卫星大楼，国际出境层，二楼

Chinese Travellers Affairs Helpdesk – Main Terminal Building, International Arrival, Level 2

中国旅客事务服务柜台 – 主航站楼，国际入境层，二楼

Tourism Information Counter – Main Terminal Building, Arrival Level, Level 2

旅游资讯柜台 – 主航站楼，入境层，二楼

These locations can also be identified when you see the following posters:

以上地点也将设有下列海报，让您方便识别：



4) How long is the campaign?

活动期将维持多久？

The campaign is currently running and will be valid until 31st March 2018.

这项活动从现在起有效至 2018 年 3 月 31 日。

5) Where can I use the special deals/promotion coupons from the Welcome Pack?

我能在哪里使用欢迎礼包内的特别优惠或促销礼券？

There are more than 40 participating outlets at Malaysia International Airports where you can enjoy the special discounts and offers. For more detail, you may download the Welcome Pack.

These outlets will also have the following wobbler:-

马来西亚国际机场内超过 40 家参与商店，都可让您享受特别折扣及优惠。欲知更多详情，您可下载欢迎礼包。

参与商店也将设有下列标志： -



6) Is it only applicable for the guests from the People's Republic of China?

这些优惠是否仅限于来自中国的旅客？

Yes, the Welcome Pack is exclusive for our guests from the People's Republic of China

是的，欢迎礼包仅限于来自中国的您。

7) Who do I contact for more information about the PRC Welcome Pack?

我该联络谁以获取更多有关欢迎礼包的详情？

For more information, kindly email to marketingcommercial@malaysiaairports.com.my

请发电邮至 marketingcommercial@malaysiaairport.com.my，以获取更多有关详情。