Hong Kong Airlines Pick-up and Drop-off Service Reservation Information at Osaka Kansai Airport

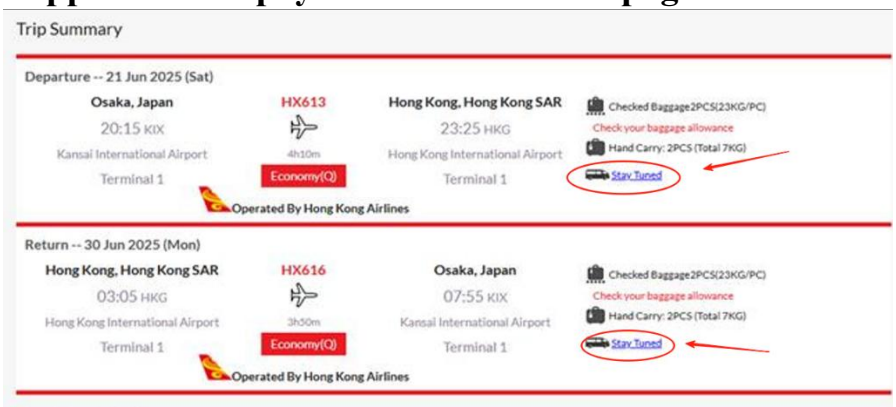
Dear Passenger,

Thank you for choosing Hong Kong Airlines' HKG=KIX flight! To enhance your travel comfort, Hong Kong Airlines offers a route exclusive benefit—free airport transfer service.

The free airport transfer booking process is as follows:

Step 1: Passengers complete payment for a one-way or round-trip KIX=HKG/HKG=KIX route ticket on Hong Kong Airlines official channel.

Step 2: The Shuttle Bus booking button shown in the image below will appear on the payment confirmation page.



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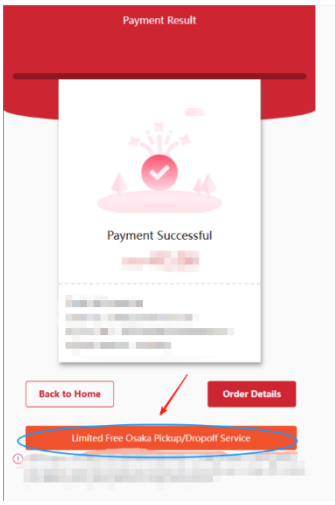

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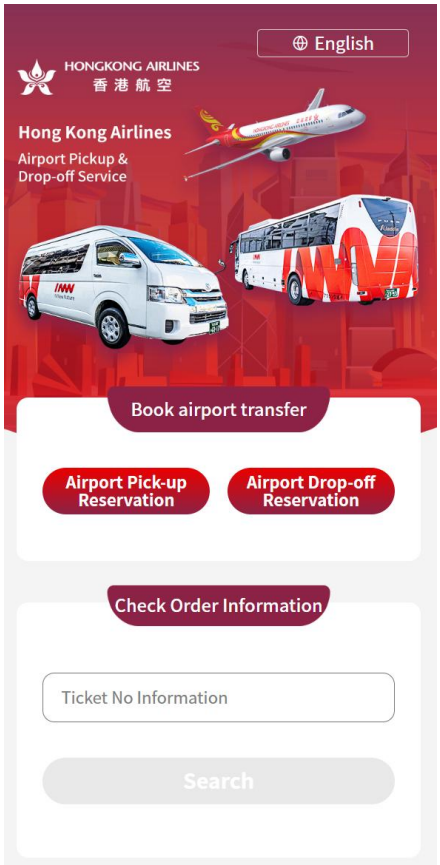
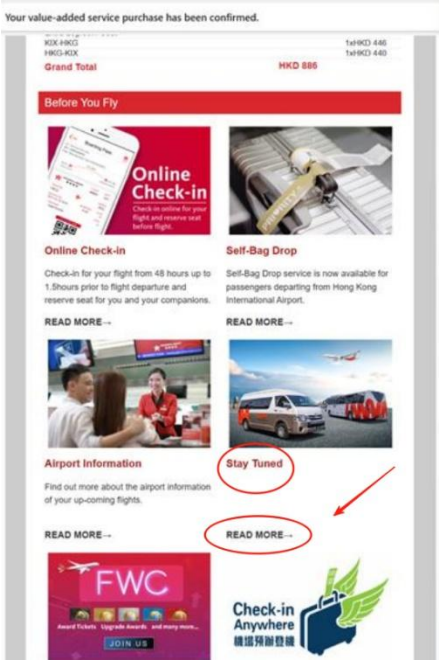
Step 3: Click the Shuttle Bus booking button to reserve the airport pickup/drop-off service.



Notes: If you did not book after payment, you can still book through the trip confirmation email, as shown below:



If you purchased your ticket through a non-Hong Kong Airlines Official channel, please visit the Hong Kong Airlines check-in counter at Hong Kong International Airport to book on-site.

Ticket issuance date: 01 July 2025 to 31 December 2025 (HKT)

Travel date: 01 July 2025 to 31 December 2025 (HKT)

Cancellation and Modification Policy：

The QR code for airport pick-up orders is valid for 24 hours from the scheduled service time specified by the passenger. Once the QR code expires, the associated ticket number will be automatically invalidated and cannot be used for reservation again.

Drop-off orders can be canceled for free up to 6 hours before the scheduled pick-up time; cancellation is not accepted within 6 hours (inclusive) of the scheduled pick-up time.

Order modification is not accepted at all time.

Booking Instructions：

Earliest booking date: The available booking time for both pick-up and drop-off services is subject to the system's availability.

Price description: Children under 2 years old who do not occupy a seat can be held in the arms of an adult passenger free of charge (each adult passenger is limited to holding 1 child under 2 years old). Children aged 2 and above are considered to occupy a separate seat and will be charged accordingly.

I. Fees Included

1. Door-to-door one-way pick-up/drop-off service (airport to designated location or designated location to airport).

2. Vehicle operation fees, highway tolls, road and bridge tolls, fuel fees, empty driving fees, and congestion fees.

3. Driver service fees.

4. Luggage standard:

Each passenger can carry one piece 32-inch (total dimensions less than 170cm (Width + Depth + Height)) or smaller suitcase and one piece 20-inch (total dimensions less than 115cm (Width + Depth + Height)) or smaller carry-on suitcase for free. Excess luggage must be purchased as luggage vouchers at 1,700 JPY (approximate to HKD80, subject to currency conversion rate) per piece (total dimensions less than 170cm). Backpacks, shoulder bags, and other carry-on luggage must be held by the passenger and are not included in the total luggage count. Large

backpacks and handbags exceeding the carry-on standard will be calculated as 32-inch luggage. Luggage larger than 32 inches must purchase luggage vouchers.

a. Special Luggage

Strollers: Foldable strollers are considered 1 piece of 32-inch or smaller luggage; pocket strollers are considered 1 piece of 20-inch luggage.

Special luggage such as bicycles, golf equipment, fishing tackle, bowling equipment, ice hockey equipment, diving equipment, archery equipment, shooting equipment, skiing/water skiing equipment, paragliders, surfboards, javelins, poles, windsurfing boats, and canoes with a sum of three sides less than or equal to 170cm will be charged as excess luggage over 32 inches at 1,700 JPY per piece.

b. Non-Carriable Items (Rejection of Carriage)

- Extra-long items with a single side greater than 90cm (fishing rods, skis, golf bags, wheelchairs, guitars, etc.).
- Pets.
- Liquids at risk of leakage (live seafood, unsealed alcohol, etc.).
- Fragile items (LCD displays, musical instruments, etc.).
- Wheelchairs cannot be carried.
- Large strollers (exceeding 88cm) cannot be carried.

※For other non-standard luggage or valuables, please contact customer service in a timely manner for corresponding handling before carriage.

※Concealing the carrying of prohibited items will result in order cancellation or vehicle refusal, and all losses and consequences arising therefrom will be borne by the passenger. Please be aware.

II. Fees Not Included

1. Other fees not listed in the "Fees Included" section.

2. Airport pick-up night service fee (for pick-up services booked between 21:00 and 4:59). If the flight landing time is falsely reported when booking the pick-up service, the passenger needs to re-book at the pick-up counter.

3. Excess luggage fee of 1,700 JPY per piece. Please refer to the luggage standard for luggage-related regulations.

Process Description

1. Airport Pick-up Booking Process:

Fill in travel information: flight landing time, passenger name, flight number, destination (hotel, guesthouse, or designated location), contact phone number, etc., as per the information prompted on the booking interface.

2. Airport Pick-up Process:

Find the pick-up counter (INNN service counter along the exit route on the airport arrival floor) according to the booking prompt information; present the booking QR code; receive the luggage tag.

3. Airport Pick-up Boarding Process:

Follow the guidance of the counter staff to the vehicle parking area, hand over the luggage to the driver, and board the vehicle.

4. Airport Pick-up Transfer Process and Destination Arrival:

If a transfer is required, follow the guidance of the service staff to complete the transfer and arrive at the destination.

5. Drop-off Process:

a. Fill in travel information: pick-up time, departure terminal, contact phone number, etc., and add the INNN customer service in a timely manner to join the real-time communication group.

The system will arrange the service according to the passenger's booked pick-up address and time. The customer service will communicate and confirm the order and address with the passenger in advance and inform the vehicle information. The driver will notify the passenger of the estimated arrival time of the vehicle via text message or group message about 20 minutes before arrival. After the vehicle arrives, the driver will wait for 3 minutes. If the passenger is overdue for more than 3 minutes, the driver has the right to leave.

b. When the drop-off vehicle arrives, present the booking QR code.

c. Hand over the luggage to the driver and board the vehicle.

6. Drop-off Transfer Process:

If a transfer is required, follow the guidance of the service staff to complete the transfer and arrive at the destination terminal.

Product Instructions

a. Passengers carrying pets, regardless of the carrying or shipping method, cannot be accommodated.

b. The pick-up and drop-off scope for Osaka Kansai International Airport is the 24 wards of Osaka City (Miyakojima Ward, Fukushima Ward, Konohana Ward, Nishi Ward, Minato Ward, Taisho Ward, Tennoji Ward, Naniwa Ward, Nishiyodogawa Ward, Higashiyodogawa Ward, Higashinari Ward, Ikuno Ward, Asahi Ward, Joto Ward, Abeno Ward, Sumiyoshi Ward, Higashisumiyoshi Ward, Nishi-nari Ward, Yodogawa Ward, Tsurumi Ward, Suminoe Ward, Hirano Ward, Kita Ward, Chuo Ward).

c. It is recommended to schedule the drop-off service 5 hours before the flight departure time. The drop-off driver will wait for 3 minutes after arrival, and has the right to leave after exceeding 3 minutes.

d. Drop-off orders must be booked at least 12 hours in advance, and the drop-off customer service contact information must be added at least 10 hours in advance. If the drop-off service is missed due to not adding the customer service contact information, resulting in the inability to reach the drop-off information, the fee will not be refunded.

e. Information related to drop-off orders, such as the driver's arrival information, will be subject to the communication group established with the customer service, and the information will be synchronized in real-time in the corresponding group.

f. When booking, please ensure to provide correct information, including pick-up and drop-off locations and transfer times, etc. If the pick-up and drop-off cannot be completed due to incorrect information, the order will be deemed invalid and no refund will be provided.

g. The driver will arrive at the designated meeting point on time. Passengers who arrive early please wait on-site. Due to traffic conditions beyond human control, please understand. Leaving the waiting place without notice will be regarded as a no-show, and no refund will be provided.

h. To ensure driving safety, we reserve the right to change the vehicle model and will try to notify in advance, but special circumstances may prevent notification. Passengers boarding the vehicle are deemed to agree to the vehicle model change. If

in doubt, do not board the vehicle and contact customer service immediately. In case of conflicts between these terms and other agreement contents, these terms shall prevail.

i. Please leave a contact method that can indeed receive information. If leaving a mobile phone number, please confirm that it can be connected in Japan. If leaving a communication software, please confirm that there is network and the non-friend message setting is enabled. If the information fails to be sent due to inability to contact, no refund will be provided. Please be aware (the driver cannot reply to messages while driving, and can contact INNN customer service in the group for assistance).

j. If the number of people and the number of luggage do not match the order information or exceed the limit, they need to be supplemented on-site; otherwise, the vehicle cannot carry them, and the driver has the right to refuse pick-up and no refund will be provided.

k. Eating and drinking may cause inconvenience to other passengers. To maintain the comfort of the overall environment, please do not eat or drink in the vehicle. If the vehicle is accidentally damaged, the interior is soiled, or the driver's or other passengers' property is damaged due to the passenger's reasons, the passenger shall bear the actual cleaning or repair costs incurred and will be charged a delay fee and subsequent order delay or cancellation fee.

l. Please fasten your seat belt for safety.

m. Please take care of your valuables and fragile items. If a passenger's lost item is found, we will properly store it at the airport counter, and free return service for items is not provided. No compensation will be given for damage or loss.

n. To facilitate the "door-to-door" pick-up and drop-off service, all transfer services are shared services with one transfer between large and small buses. The arrival order is not guaranteed, and the passenger drop-off order will be automatically sorted by the system. Temporary drop-off points outside the booked destination information are not accepted, and the vehicle model is not fixed. The vehicle models are large buses (45-49 seats), medium buses (30 seats), and small buses (10 seats).

o. Intercity transportation is not supported.

p. Smoking is prohibited throughout the vehicle (including various electronic cigarettes).

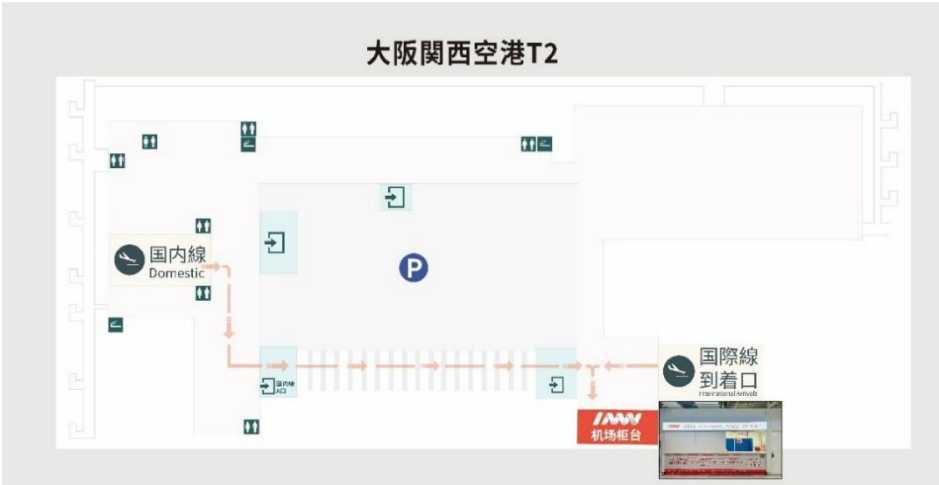
q. Midway stops, detours, route selection, or changes to the starting and ending points are not supported during the journey. If a passenger makes the above requests, the driver has the right to refuse and continue serving according to the order information. Passengers who get off midway temporarily will still be charged the full fee.

r. Hong Kong Airlines and INNN reserve the right to amend the terms and conditions at any time without prior notice.

s. In the event of any dispute regarding any terms and conditions, Hong Kong Airlines and INNN shall have final say over any dispute.

Contact Us

If you encounter any issues during your airport transfer service experience, including booking, verification, transportation, or refunds and changes, please contact: customerservice@innn.com



Osaka Airport Transfer Service FAQ

1. How do I book the airport transfer service for Osaka flights?

The booking process for the airport transfer service is as follows:

1) Purchase a one-way or round-trip ticket to Osaka through Hong Kong Airlines' official channels.

2) On the payment confirmation page, a button for booking the transfer service will be displayed.

3) Select the option to book the pick-up or drop-off service.

4) Fill in the booking details and confirm the order. The system will generate a QR code for the transfer service.

2. Can I use the airport transfer service if I purchased a ticket for travel between July 1 and December 31 earlier?

No, the Osaka airport transfer service is only available for tickets issued on or after 1 July 2025.

Ticket issuance date: 1 July 2025 – 31 December 2025 (Hong Kong Time)

Travel date: 1 July 2025 – 31 December 2025 (Hong Kong Time)

3. Can the Osaka airport transfer service take me to any location?

No, the transfer service from Kansai International Airport covers only the 24 wards of Osaka City: Miyakojima, Fukushima, Konohana, Nishi, Minato, Taisho, Tennoji, Naniwa, Nishi-Yodogawa, Higashi-Yodogawa, Higashi-Nari, Ikuno, Asahi, Joto, Abeno, Sumiyoshi, Higashi-Sumiyoshi, Nishi-Nari, Yodogawa, Tsurumi, Suminoe, Hirano, Kita, and Chuo.

4. Can I use the airport transfer service if I purchased my ticket through non-Hong Kong Airlines channels (e.g., agents or third-party platforms)?

Route/Platform	**Hong Kong Airlines Official Channels**	**Non-Official Channels (Third-Party Platforms)**
Hong Kong to **Osaka**	- Book via payment confirmation page or itinerary confirmation email - Book on-site at the check-in counter, Lounge or boarding gate at Hong Kong International Airport	- Book on-site at the check-in counter, Lounge or boarding gate at Hong Kong International Airport
Osaka to **Hong Kong**	- Book via payment confirmation page or itinerary confirmation email	- Not available

5. Are there additional fees for the airport transfer service?

The transfer service includes door-to-door (airport to designated location or vice versa) pick-up/drop-off, vehicle travel costs, highway tolls, road/bridge fees, fuel surcharges, empty return fees, congestion fees, and driver service fees.

Excluded:

1) Any additional fees not covered above.

2) Night service fee for pick-up (booked between 21:00 and 04:59). If the flight arrival time is misrepresented, rebooking at the pick-up counter is required.

3) Excess luggage fee of JPY 1,700 per piece (refer to luggage standards).

6. How can I modify or cancel the airport transfer service?

Pick-up: The QR code for the pick-up order is valid for 24 hours from the booking time. Once expired, the associated ticket number becomes invalid and cannot be reused for booking.

Drop-off: Orders can be canceled free of charge up to 6 hours before the service time. Cancellations within 6 hours (inclusive) are not permitted.

No modifications to orders are allowed at any time.

7. Can I book the airport transfer service on the spot?

We recommend booking the pick-up service in advance. On-the-spot bookings depend on vehicle availability and may involve longer waiting times. Drop-off services must be booked at least 12 hours in advance, and contact with customer service must be added at least 10 hours prior.

8. Are there luggage size restrictions for the airport transfer service?

Yes, each passenger can carry one piece of checked luggage up to 32 inches (total dimensions: length + width + height < 170 cm) and one piece of carry-on luggage up to 20 inches (total dimensions: length + width + height < 115 cm) free of charge.

Excess luggage requires a luggage voucher at JPY 1,700 (approx. HKD 80, subject to daily exchange rates) per piece (total dimensions < 170 cm).

9. Can I use the airport transfer service if I have special luggage (e.g., large sports equipment)?

1) Special Luggage

a) Baby stroller

Foldable baby strollers count as one piece of 32-inch luggage; pocket baby strollers count as one piece of 20-inch luggage.

b) Sports equipment with total dimensions ≤ 170 cm

Bicycles, golf equipment, fishing gear, bowling equipment, hockey gear, diving gear, archery equipment, shooting equipment, skiing/snowboarding gear, paragliders, surfboards, javelins, pole vaults, windsurfing boards, kayaks) is treated as excess luggage and charged JPY1,700 per piece.

2) Prohibited Luggage

Special luggage with any single side exceeding 90 cm (e.g., fishing rods, snowboards, golf bags, wheelchairs, guitars). Pets, liquids with leakage risks (e.g., live seafood, unsealed alcohol), fragile items (e.g., LCD screens, musical instruments), wheelchairs, or large strollers (> 88 cm).

※ For other special luggage, contact customer service in advance for clarification. Concealing prohibited items may lead to order cancellation or vehicle refusal, with all losses borne by the passenger.

10. Can I book a private vehicle for the airport transfer service?

All transfer services are shared (group) services with one transfer on large (45-49 seats), medium (30 seats), or small (10 seats) buses. The drop-off order is automatically determined by the system, and temporary changes to drop-off points or vehicle types are not allowed.

Mid-journey stops, detours, route changes, or modifications to start/end points are not supported. If such requests are made, drivers may refuse, and full fees will still apply for passengers disembarking mid-journey.

11. How do I contact the driver, and what is the waiting time?

1) Pick-up Process

a) After landing, proceed to the INNN service counter at the airport arrival level, present your booking QR code, and collect luggage tags. b. Follow the counter staff's instructions to the vehicle pick-up area, hand over luggage to the driver, and board the vehicle.

b) Follow the counter staff's instructions to the vehicle pick-up area, hand over

luggage to the driver, and board the vehicle.

2) Drop-off Process

a) After filling in travel details, add INNN customer service and join the instant messaging group. The system assigns vehicles based on the booked address and time. Customer service will confirm the order and address in advance and provide vehicle details. Approximately 20 minutes before arrival, the driver will notify passengers via SMS or group messages.

b) Vehicles wait for 3 minutes upon arrival. Drivers may leave after a 3-minute timeout.

12. Does the airport transfer service offer support in languages other than Chinese?

Multilingual service in Chinese, Japanese, Korean, and English with 24/7 online customer support.

13. How do I get more information about the airport transfer service?

For issues related to booking, verification, travel, or cancellations, contact: customerservice@innn.com.