



## AccesRail Product: HK Airport Direct

<a href="#">ABOUT:</a> .....	1
<a href="#">9B AND PROVIDER:</a> .....	1
<a href="#">BRIDGE:</a> .....	2
<a href="#">DESTINATIONS BY HUB:</a> .....	2
<a href="#">MINIMUM CONNECTION TIME:</a> .....	2
<a href="#">SERVICES:</a> .....	3
<a href="#">ELIGIBILITY:</a> .....	3
<a href="#">GROUP BOOKINGS:</a> .....	3
<a href="#">PICTURES:</a> .....	4
<a href="#">CHECK-IN PROCESS:</a> .....	5
<a href="#">HOW TO GET TO THE BUS/TRAIN:</a> .....	6
<a href="#">HOW TO GET TO THE BUS FROM HONG KONG INTERNATIONAL AIRPORT/MACAU</a> .....	7
<a href="#">LUGGAGE:</a> .....	8
<a href="#">DELAYS:</a> .....	8
<a href="#">MOBILITY ASSISTANCE:</a> .....	8
<a href="#">SSR MESSAGE:</a> .....	8
<a href="#">UPSTREAM CHECK IN PROCESS:</a> .....	8
<a href="#">FAQs:</a> .....	8

### About:

HK Airport Direct Bus, established on 30 August 2023, is a premier cross-boundary coach service connecting Hong Kong International Airport (HKIA) and Macau via the Hong Kong–Zhuhai–Macao Bridge.

### 9B and Provider:

The train range is: 9B 9850-9890. All services are available as Coach-Air and Air-Coach.



**Bridge (9B HKAD Service):**



Figure 1 : Hong Kong-Zhuhai-Macau Bridge

**Destinations by Hub:**

Hub	Hub IATA code	Destination	Destination IATA code	Approximate travel time
Hongkong International Airport	HKG	Macau	HKM	45 min

**Minimum Connection Time:**

- From airport to departing bus: 1h 45 mins.
- From arriving bus to departing flight: 1h 45 mins.
- Can be modified by mutual agreement between AccesRail and Airline.



### Services:

- Passengers can be booked into Economy Class (Y).
- HK Airport Direct features adjustable seats with ample space, and also provides onboard Wi-Fi.

Airline Classes	9B RBD	HK Airport Direct Class
Economy	Y	Economy

### Eligibility:

- Infants 2 years of age and under ride free without a ticket if no seat is required.
- No unaccompanied minors permitted.
- Refunds are according to Airline Tariff Rules.
- Stopovers are not permitted.

### Group Bookings:

- No group bookings allowed.
- Up to 9 passengers with unique names per PNR when booking with 9B AccesRail.
- Example: A group of 20 will be booked on three different PNRs (PNR 1: 9 pax, PNR 2: 9 pax, PNR 3: 2 pax).



Pictures:

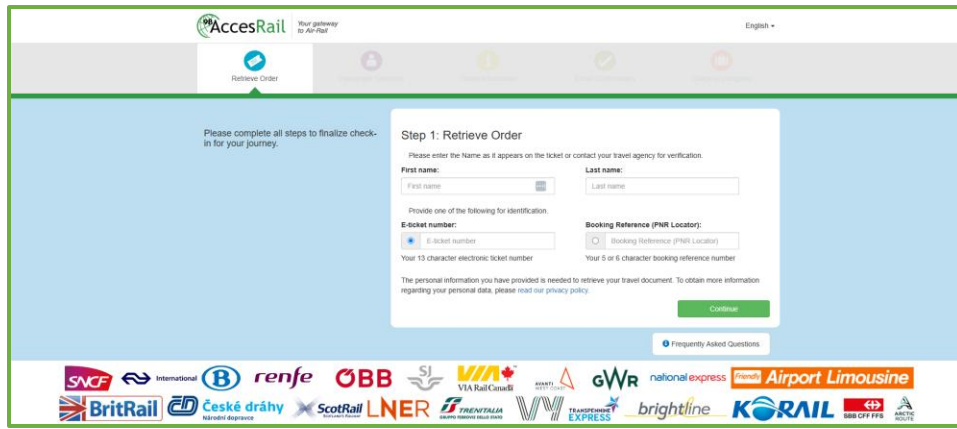


Figure 2: HK Airport Direct Bus



Figure 3: Bus Interior

## Check-in Process:



AccesRail Your gateway to Air-Rail English

Retrieve Order

Please complete all steps to finalize check-in for your journey.

**Step 1: Retrieve Order**

Please enter the Name as it appears on the ticket or contact your travel agency for verification.

**First name:**  
First name

**Last name:**  
Last name

Provide one of the following for identification.

**E-ticket number:**  
E-ticket number  
Your 13 character electronic ticket number

**Booking Reference (PNR Locator):**  
Booking Reference (PNR Locator)  
Your 5 or 6 character booking reference number

The personal information you have provided is needed to retrieve your travel document. To obtain more information regarding your personal data, please read our privacy policy.

Continue


Frequently Asked Questions

SNCF International renfe ÖBB SJ VIA Rail Canada GWR national express Airport Limousine BritRail České dráhy ScotRail LNER Trenitalia

Figure 4: Check In Page


Check-in is essential to ensure a smooth travel experience.

- Passengers must check-in to retrieve their *Online Booking Confirmation Letter* (Figure 5).
- Check-in can be done beginning 72-hours prior to departure.
- Check-in is done on <https://checkin.accesrail.com/#/step1> (See Figure 4) using the passenger's name as it appears in the booking and either the booking reference or 13-digit ticket number.
- There is no through check-in for baggage. Customers can email AccesRail at [checkin.help@accesrail.com](mailto:checkin.help@accesrail.com) for any assistance on check-in.



澳門  
MACAU

香港機場直達  
HK AIRPORT DIRECT



### Online Booking Confirmation Letter

**AccesRail PNR:**

**Airline Ticket Nos:**

Passenger Name	9B flight nr	Bus nr	Departure date/ time	Origin.	Destination
FirstName, LastName	8500	7103	20/06-2025; 07:30	Macau	Hong Kong Int. Airport

**Bus check-in counters/Service Counter Locations:**

- Hong Kong:** Terminal 1, Level 5 (E2 Transfer Area) Counter 38-40 at Hong Kong International Airport (E2 Transfer Area) (Note: Passengers using the bridge bus service must not pass through Hong Kong immigration)
- Macau:** Counter/ Unit C323A-D, C101B, C102-3, HZMB Macau Port Passenger Clearance Building (Ticket Counter at Hong Kong-Zhuhai-Macau Bridge Macau Port).
- Customers must arrive minimum 30 mins prior to the bus departure.

**Terms of use:**

- Passenger must bring this **confirmation letter** with their **passport** and then proceed to the check in counter to complete the boarding procedures.
- Inability to provide **confirmation letter and passport** will lead to revoking of your boarding pass.
- This confirmation letter is only valid for boarding on the above departure and time stated.
- No refunds or exchange issued – after check in.
- If the HK Airport Direct's boarding pass is lost or stolen, it cannot be reissued.
- No exchange or refund will be allowed to the late arrivals.
- Any queries or concerns should be directed to the HK Airport Direct's representative available on the service desk.
- Accesrail will not be held responsible for the passenger's luggage.

**Check-in luggage:**

- 2 pieces of check-in baggage per passenger.
- Maximum weight for each baggage – 23kg; total dimension (L+V+H) not exceed 158 cm.

\*In accordance with airline standards, any baggage exceeding the weight limit of 32 kilograms (70 pounds) or a total dimension surpassing 203 centimetres (80 inches) will not be accepted. The total dimension of baggage is calculated as the sum of its width, height, and length.

**Special Assistance Services**  
For special assistance (mobility, hearing or visual impairment, etc.), please contact:

- Hong Kong Hotline: (852) 3193 9188
- Macau Hotline: (853) 6567 0900
- We recommend passengers requiring special assistance to travel with a companion for enhanced safety and comfort.

Figure 5: Online Booking Confirmation Letter

## How to get to the bus service desk at Hong Kong International Airport/Macau:

### Bus check-in counters/Service Counter Locations:

- Hong Kong:** Terminal 1, Level 5 (E2 Transfer Area) Counter 38-40 at Hong Kong International Airport (E2 Transfer Area). (Note: Passengers using the bus service must not pass through Hong Kong immigration)
- Macau:** Counter/ Unit C323A-D, C101B, C102-3, HZMB Macau Port Passenger Clearance Building (Ticket Counter at Hong Kong-Zhuhai-Macau Bridge Macau Port).



## How to get to the bus from Hong Kong International Airport/Macau:

Kindly refer to the following videos:

### English

HKG-MAC: [Link](#)

MAC-HKG: [Link](#)

### Chinese

HKG-MAC: [Link](#)

MAC-HKG: [Link](#)

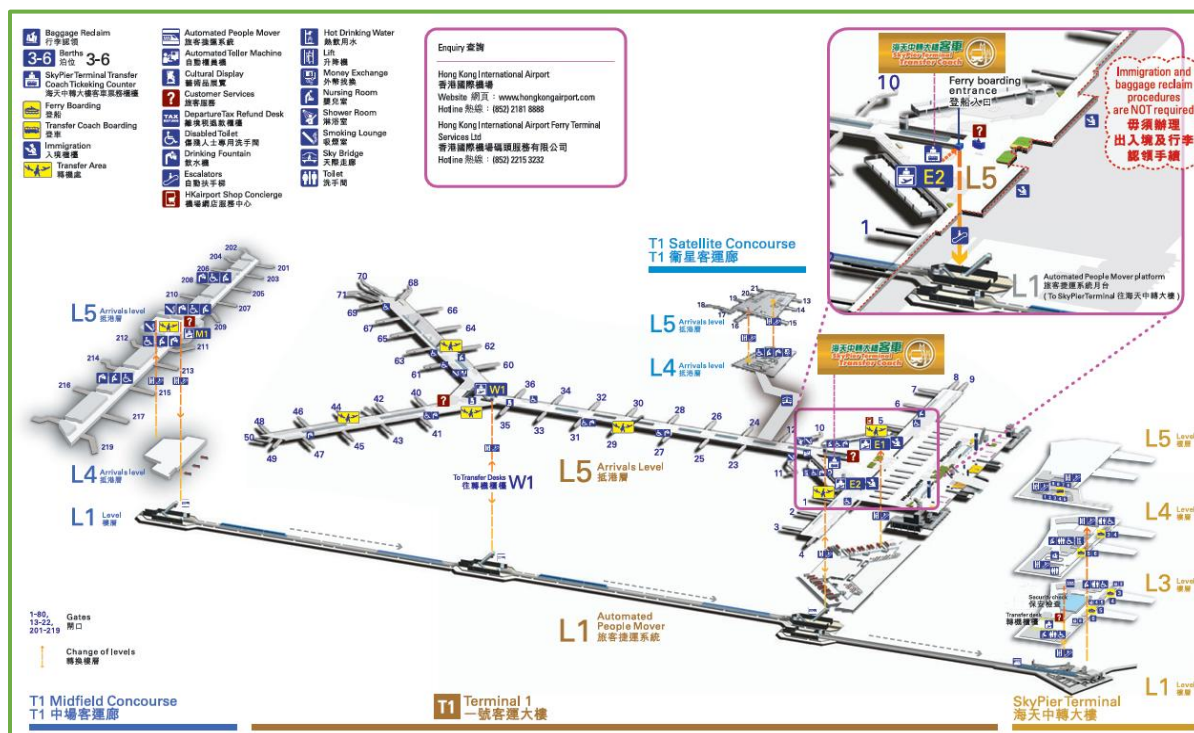


Figure 6: Map of Hong Kong International Airport



Figure 7: Service Desk – Hong Kong International Airport



Figure 8: Service Desk – Macau

### Luggage:

- Two pieces of luggage included in the fare.
- It is the passenger's responsibility to load their bags onto the bus.

### Delays:

Online Booking Confirmation Letter are valid on the date and time found on them.

In case of **flight delays and missed connection**, upon arrival at the airport, HK Airport Direct will accommodate the passenger on the next available bus.

### SSR Message:

Please note that the following SSR messages are provided in the PNR.

- **SSR MAAS:** SSR MAAS 9B KK1 PAX MUST VISIT CHECK-IN.ACCESTRAIL.COM TO CHECK IN WITHIN 72 HOURS BEFORE BUS DEPARTURE.
- **SSR MAAS 2:** AT HONG KONG AIRPORT PROCEED TO TRANSFER AREA (E2) - DO NOT GO THROUGH IMMIGRATION.

### Mobility Assistance:

For special assistance (mobility, hearing or visual impairment, etc.), please contact:



- Hong Kong Hotline: (852) 3193 9188
- Macau Hotline: (853) 6567 0900

### Upstream Check-In Process (Macau-Hong Kong International Airport):

Airlines who **have** signed the upstream check in (UCI) contract:

Airline participating in the upstream check-in service, passengers can check in for their flight and drop off your checked baggage at the Macau Port before boarding the bus when travelling from Macau – Hong Kong via bus.

Airlines who **have not** signed the upstream check in (UCI) contract:

In the air-to-bridge (HKG-Macau) direction, the passenger will arrive at HKIA and visit HK Airport Direct service counter for baggage transfer. The baggage will be retagged and transferred to the Skypier terminal for the passenger to reclaim and load onto the Macau-bound bus regardless of which inbound carrier.

In the bridge-to-air direction (Macau-HKG), passengers who cannot do upstream check-in (UCI) at the Macau port will need to follow the usual airline check-in procedures, but this will take place at the Skypier terminal.

Please note that Skypier is a restricted area under the Airport Authority Ordinance (Cap. 483), which governs the airport's operations, including the delineation of the Airport Area and the Restricted Area.

As such, only bonafide air passengers flying with airlines that operate at Skypier may utilize HKAD bus service.

- What is the process for airlines that currently do not have an upstream agreement in place but are interested in participating in the upstream check-in process?

HK Airport Direct currently does not have an active IATA code that has signed baggage tag-through agreements with airlines. They rely on TurboJET (8S)'s IATA code to facilitate these baggage transfers.



Once a **baggage tag-through agreement** is signed, Hong Kong Airport Authority's team (Skylink) will coordinate the necessary agreements for UCI, enabling check-in at the Macau Port.

- If a potential airline is interested in signing the UCI contract where and to whom should they be directed to?

If they are an already *SkyPier Terminal participating airline*, they should contact 8S for further actions.

The current person of contact for TurboJET is Gladys: [gladyslai@turbojet.com.hk](mailto:gladyslai@turbojet.com.hk)

For more details, please contact helpdesk: [info@accesrail.com](mailto:info@accesrail.com)

#### FAQs:

1. Do passengers have to check-in?  
Yes, passengers must check-in to retrieve their *Online Booking Confirmation Letter*.  
The check-in site is <https://check-in.accesrail.com/#/step1>
2. Is HK Airport Direct a Ferry or Bus?  
HK Airport Direct is a Coach (BUS) service.
3. How early should I arrive at the bus station in Macau?  
HK Airport Direct recommends arriving at the bus station at least 30 minutes prior to departure.