



## AccesRail Product: HK Airport Direct

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### About:

HK Airport Direct Bus, established on 30 August 2023, is a premier cross-boundary coach service connecting Hong Kong International Airport 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
Hong Kong International Airport	HKG	Macau	HKM	45 min

**Minimum Connection Time:**

- From arriving flight to departing bus: 1h 30 mins.
- From arriving bus to departing flight: 1h 30 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 under 2 years of age 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:**

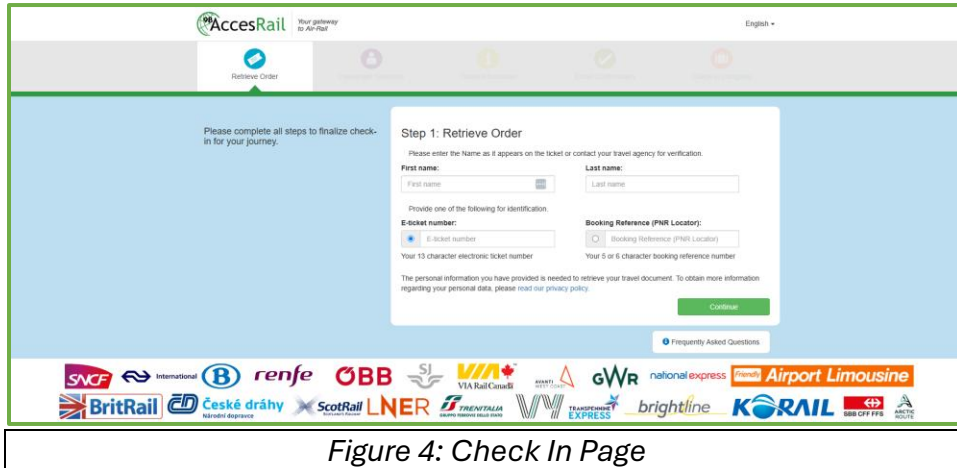


*Figure 2: HK Airport Direct Bus*



*Figure 3: Bus Interior*

## Check-in Process:



The screenshot shows the 'Step 1: Retrieve Order' page on the AccesRail website. The page has a light blue background and a white form area. At the top, there is a navigation bar with the AccesRail logo and a 'Retrieve Order' button. Below the navigation bar, there is a message: 'Please complete all steps to finalize check-in for your journey.' The main form area is titled 'Step 1: Retrieve Order' and contains the following fields:

- First name:** A text input field for the first name.
- Last name:** A text input field for the last name.
- Provide one of the following for identification:**
  - E-ticket number:** A text input field for the 13-character electronic ticket number.
  - Booking Reference (PNR Locator):** A text input field for the 5 or 6 character booking reference number.

Below the form, there is a 'Continue' button and a link to 'Frequently Asked Questions'. At the bottom of the page, there is a row of logos for various partner airlines and rail services, including SNCF, International, renfe, ÖBB, VIA Rail Canada, GWR, national express, Airport Limousine, BritRail, České dráhy, ScotRail, LNER, Trenitalia, VIA Rail Canada, WY, TRANSCONTINENTAL EXPRESS, brightline, KORAIL, and others.

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.
- Customers can email AccesRail at [checkin.help@accesrail.com](mailto:checkin.help@accesrail.com) for any assistance on check-in.

A screenshot of Online Booking Confirmation Letter can be seen in Figure 5.



### **Travel Documents and Baggage Handling:**

#### *Direction Hong Kong Airport to Macau*

Upon arrival at HK International Airport, passengers holding a ticket for travel to Macau must report to the HK Airport Direct service desk in the international section of the terminal for passport and visa check. Passengers must not go through immigration in Hong Kong.

If checked bag (to HKG), the baggage stub is handed over to the staff at the service desk, who collects the bag from the conveyor belt and transfer the bag to the Skypier.

After passport and visa check, the passenger then uses the automated people mover to the Skypier, where they collect their checked bag(s) and bring them to the booked bus service.

Upon arrival in Macau, the passenger collects the bag(s) and proceed through customs clearance for entering Mainland China.

#### *Direction Macau to Hong Kong Airport*

Upon arrival at Hong Kong-Zhuhai-Macau Bridge Macau Port (minimum 90 minutes before bus departure), passengers holding a 9B *Online Booking Confirmation document* for travel to Hong Kong present themselves at the Hong Kong Airport service desk where they will obtain boarding pass for bus and flight and check their bag(s).

Checked in bag(s) will be checked to the final destination and transferred from Macau to HKG.

**Baggage Allowance:** Two pieces of luggage per person is included.



### 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).**
- **Passengers must arrive at the service counter 90 minutes before scheduled bus departure, as check-in must be completed 60 minutes before 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.
- 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 HKAD 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](#)

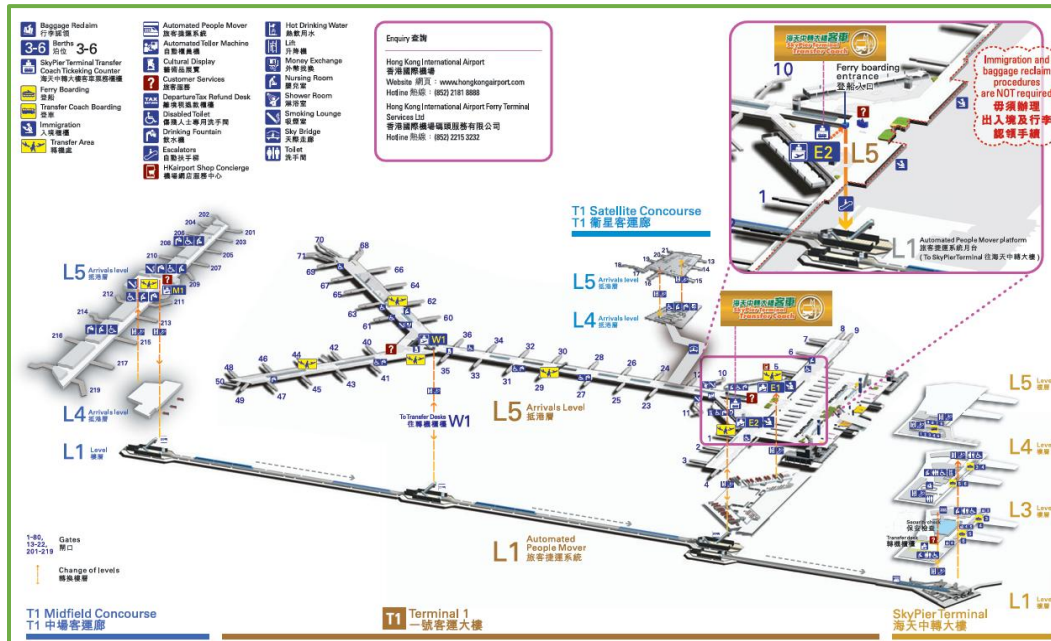


Figure 6: Map of Hong Kong International Airport



Figure 7: Service Desk – Hong Kong International Airport



Figure 8: Service Desk – Macau

### Delays/Irregular Operations:

9B 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.ACCESSRAIL.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



**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.