





Essential Information

We trust that everything goes well in your visit to Kedah. But just in case, here are essential contacts and other useful information that would help in ensuring that your stay is on track.



Location & Transportation

If ancient traders could travel to Kedah since nearly 2000 years ago, you can too. Located on the northwest coast of Peninsular Malaysia, it is one of the country's northern gateways bordering Thailand to its north. You can travel to Kedah by air, road, rail or sea even on a cruise ship.



Getting to the Kedah Mainland

BY AIR

Malaysia Airlines, AirAsia, Malindo Air and others operate daily air services direct from Kuala Lumpur to Kedah. You can take flights from Kuala Lumpur International Airport (KLIA) or Sultan Abdul Aziz Shah Airport (Subang Skypark) to Sultan Abdul Halim Airport in Kepala Batas just 20 minutes' drive from Alor Setar, or to Langkawi Airport.

BY ROAD

Just a five-hour drive from Kuala Lumpur brings you to Kedah using the North-South Expressway (PLUS). Air-conditioned express buses to Kedah can be taken at KL's Terminal Bersepadu Selatan or Hentian Duta bus hubs. Bus services go to Alor Setar, Sungai Petani, Gurun, Jitra, Kulim, Baling and Bukit Kayu Hitam at the Thai border. Buses, taxis and even e-hailing car services are also available from neighbouring states to Kedah and vice versa.

BY RAIL

Fast and comfortable KTM Electric Train Services (ETS) express trains run from KL Sentral station in Kuala Lumpur daily and stop at major towns in Kedah including Alor Setar, Sungai Petani, Gurun and Anak Bukit before proceeding to neighbouring Perlis. Visitors heading for Langkawi should disembark at Alor Setar or Arau in Perlis and proceed to the respective jetty terminals to arrange their transfer. The border town of Bukit Kayu Hitam is the entry point for visitors who are arriving from Sadao, Thailand. There is an Immigration and Customs checkpoint at the border crossing that is open for travellers from 6.00am to midnight (Malaysian time).

GETTING AROUND

SELF-DRIVE

Rent a car at the airport or via car rental services and explore Kedah on the comprehensive network of roads around the state.

BUSES AND TAXIS

There are transport terminals in each city and major town in Kedah for local buses, interstate buses and taxis with a major hub in Alor Setar known as Terminal Shahab Perdana at Jalan Langgar. In Sungai Petani, the main bus terminal is situated at Ukir Square, Jalan Kuala Ketil. Get to various towns in Kedah and other major destinations in Peninsular Malaysia especially Kuala Lumpur, Penang, Melaka, Kuantan and Johor Bahru by bus. For festive and holiday seasons tickets must be booked in advance.

GETTING TO LANGKAWI

BY AIR

Malaysia Airlines operates daily air services to Langkawi from Kuala Lumpur, while its subsidiary, Firefly, offers daily flights to Langkawi from the Sultan Abdul Aziz Shah Airport in Subang and Penang. AirAsia provides daily flights to Langkawi from Kuala Lumpur and other cities. There are direct flights to Langkawi even from Singapore.

BY SEA

Express ferries provide regular services to Langkawi from Kuala Kedah in mainland Kedah and Kuala Perlis in the neighbouring state of Perlis. The sea ride from Kuala Kedah takes about 1 hour 15 minutes. Ferry services to Langkawi are also available from Penang as well as Satun, Thailand.

BY RAIL

Travellers heading for Langkawi may refer to the section above and disembark at Alor Setar or also Arau in Perlis and proceed to the respective jetty terminal at Kuala Kedah or Kuala Perlis for ferries to the island.

USEFUL CONTACT NUMBERS

TOURISM ENQUIRIES

ALOR SETAR

Tourist Information Centre
Tel: +604 731 2322
+604-730 1322

BUKIT KAYU HITAM

Tourist Information Centre
Tel: +604 922 2078
+604 922 1249
Email: Mtpbbkh@tourism.gov.my

LANGKAWI INTERNATIONAL AIRPORT

Tourist Information Centre
Tel: +604 955 1311

KUAH

Tourist Information Centre
(*Jetty Point Complex*)
Tel: +604 966 0494

KEDAH STATE TOURISM ACTION COUNCIL

Tel: +604 735 1030
+604732 8296

LANGKAWI DEVELOPMENT AUTHORITY (LADA)

Tel: +604 960 0600
Email: support@lada.gov.my

AIRLINES

MALAYSIA AIRLINES

Tel: 1 300 88 3000
+603 7843 3000

AIRASIA

Tel: +603 2171 9333

FIREFLY AIRLINES

Tel: +603 7845 4543

MALINDO AIR

Tel: +603 7841 5388

SULTAN ABDUL HALIM AIRPORT

Alor Setar
Tel: +604 7146876

LANGKAWI INTERNATIONAL AIRPORT

Tel: +604 955 1311

RAILWAYS

KERETAPI TANAH MELAYU BERHAD

Railway Call Centre (KTMB)
Tel: +603 2267 1200

ALOR SETAR RAILWAY STATION

Tel: +604 731 4045

SUNGAI PETANI RAILWAY STATION

Tel: +604 421 0703
+604 421 1301

PADANG BESAR STATION

Tel: +604 9490209

BUSES

TRANSNATIONAL EXPRESS

Tel: +604 734 5946 (*Alor Setar*)
+604 4214346 (*Sungai Petani*)

PLUSLINER EXPRESS

Tel: +603 4045 8878 (*Hotline*)
+604 734 5946 (*Alor Setar*)
+604 421 4346 (*Sungai Petani*)

CEPAT EXPRESS

Tel: +604 730 3110 (*Alor Setar*)
+604 4248182 (*Sungai Petani*)
+604 924 6050 (*Bukit Kayu Hitam*)

UTAMA EXPRESS

Tel: +604 7345946 (*Alor Setar*)
+604 4214346 (*Sungai Petani*)

TAXI

AIRPORT TAXI (*Alor Setar*)

Tel: +604 714 5876

CAR RENTAL

HERTZ CAR RENTAL

Tel: +604 7144959

FERRIES

LANGKAWI FERRY SERVICES

SDN. BHD. Tel:
+604 966 9439

LANGKAWI RO RO FERRY SERVICES

Tel: +604 9669881

FERRYLINE VENTURES SDN.BHD.

Tel: +604 9663988

GENERAL ENQUIRIES

IMMIGRATION OFFICE

Alor Setar
Tel: +604 733 3302

IMMIGRATION OFFICE

Bukit Kayu Hitam
Tel: +604 922 1621

IMMIGRATION OFFICE

Langkawi
Tel: +604 9694400



Tips for Visitors

Essential Malay Phrases You'll Need in Malaysia

The Malay Language or Bahasa Melayu is a relatively easy language to learn and speak. Pronunciation generally follows the spelling, with “sy” in Malay pronounced as the “sh” sound in English. The only slight uncertainty being “e” which can be pronounced either like the ‘her’ or ‘hey’ sound but generally you will still be understood even if it is mixed up.

KEDAH ACCENT

GREETINGS AND ESSENTIALS

Terima kasih / Thank you
Ya-Tidak / Yes-No
Mai Masuk / Selamat datang / Welcome
Jom pi dulu / Selamat jalan / Goodbye
Sama-sama / You're welcome
Tak Tau/ Saya fak faham / I don't understand

DIRECTIONS AND TRANSPORTATION

Jamban kat mana/ Di mana tandas? / Where is the toilet?
Kona Kanan/ Belok kanan / Turn right
Kona Kiri/ Belok kiri / Turn left
Pi Teruih/ Jalan terus / Go straight
Pelan sikit/ Perlahan sikit / Slow down
Teksi / Taxi
Bas / Bus
Kapalterbang / Flight/Plane
Keretapi / Train
Jalan /Road
Keluuaq/ Keluar / Exit
Masuk / Entrance

AT THE RESTAURANT / CAFE

Kughang Maneh/ Kurang manis / Less sweet
Tanpa gula / No sugar/ Tak Mau Gula
Aih Kurang/ Kurang ais / Less ice
Tak Mau Susu/ Tanpa susu / No milk

Nak Pedaih Lebih/ Tambah pedas / Extra spicy
Kurang pedas / Less spicy/ Kughang Pedaih
Sedap / Tasty
Ayaq/ Air / Water

AT THE MARKET

Berapa Tak Tau?/Berapa? / How much?
Mahai/ Mahal / Expensive

NUMBERS

Satu / One	Enam / Six
Dua / Two	Tujuh / Seven
Tiga / Three	Lapan / Eight
Empat / Four	Sembilan / Nine
Lima / Five	Sepuluh / Ten

MAKING FRIENDS

Apa Habaq?/ Apa khabar? / How are you?
Habaq baik/ Khabar baik / I'm fine
Makan Dak Lagi?/ Dah makan? / Have you eaten?
Segak/ Cantik / Beautiful
Maaf / I'm sorry
Tolong / Please
Jom / Let's go

FOR EVERYTHING ELSE...

Hangat/ Panas / Hot	Sungai / River
Sejuk / Cold	Pantai / Beach
Boleh / Can	Laut / Sea
Kampung / Village	Awas / Caution



MAKING YOUR STAY NICE

Local Etiquette and Advice

- While visiting any venue where you meet local people, do be respectful of local customs and traditions; a friendly smile will never go wrong and just ask someone if unsure.
- Handshakes are generally acceptable for both men and women, but observant Muslim ladies or even men may acknowledge introductions to the opposite gender simply by nodding and smiling. A Malaysian welcome greeting is the right palm placed over the heart with a slight nod and the reply is the same. The more traditional greeting or salam resembles a handshake but uses both hands without the grasp. After the hands touch, they are lightly brought to the chest to mean the greeting is heartfelt.
- Footwear must always be removed when visiting homes or places of worship such as mosques and temples. Most mosques provide robes and scarves for ladies, and sarongs for men wearing shorts. When sitting on the floor, men sit cross-legged while women normally sit with their legs tucked to either side.
- To eat and also to give or receive something, the right hand is always used (unless it is a large item where both hands are needed).
- When pointing, it is preferable to use the right hand's thumb with the other four fingers folded under, rather than the forefinger especially when pointing to a person. Always ask for permission before taking photographs of someone or when inside someone's home.
- The country's Muslim majority (about two-thirds of the population) does not consume pork or any porcine products nor liquor or alcoholic beverages. Thus, toasting is not a common practice.
- The weather is generally quite warm with occasional torrential showers. Cotton or light clothes, rubber shoes and hats are suitable. Note that some establishments such as upmarket restaurants may not allow slippers, shorts or sleeveless.



Malaysia at a Glance

COUNTRY

The federation of Malaysia comprises Peninsular Malaysia (which is made up of 11 states), the large states of Sabah and Sarawak on Borneo Island and three Federal Territories namely Kuala Lumpur the capital, Putrajaya the federal administrative city and Labuan offshore financial centre.

CAPITAL CITY

Kuala Lumpur is the capital where the Parliament and the King's palace are, while Putrajaya is the federal administrative centre.

GEOGRAPHICAL LOCATION

Lying 2 to 7 degrees north of the Equator, Peninsular Malaysia is separated from Sabah and Sarawak by Laut Bunguran or the South China Sea. The Peninsular is bordered with Thailand in the north, while its southern neighbour is Singapore. The states of Sabah and Sarawak on Borneo Island share a common border with Indonesia while Sarawak also shares a border with Brunei Darussalam.

AREA

329,758 sq km

POPULATION

32.5 million

PEOPLE

Malay and related Bumiputra groups make up about 65% of the population, with Chinese, Indians and other ethnic groups making up the rest.

LANGUAGE

Bahasa Melayu (*Malay language*) is the national language but English is widely spoken. Malaysians also speak various ethnic languages and dialects.

RELIGION

Islam is the official religion but all major religions are practiced freely and visitors will see mosques, churches and Buddhist, Taoist, Hindu or Sikh temples all over the country.

GOVERNMENT

Malaysia practices parliamentary democracy and constitutional monarchy. The Head of State is the Yang di-Pertuan Agong (the King or 'Agong' for short) and the Head of Government is the Prime Minister. The country has a bicameral legislative system, with general and state elections repeated every five years.

CLIMATE

Malaysia has a tropical climate and the weather is warm and humid all year round. Daily temperature range is from 21°C in early morning to 32°C or more in urban area afternoons. The average annual rainfall varies from 2,000mm to 2,500mm.

ENTRY REQUIREMENTS

Visitors must be in possession of a valid passport or acknowledged travel document with a minimum validity of six months beyond the intended stay period. Citizens of most countries do not require visas for social or business meeting visits. For further information, please call or visit the nearest Malaysian diplomatic mission or Tourism Malaysia office.

CURRENCY

The monetary currency unit is the Malaysian Ringgit, which is domestically denoted as RM and in international banking as MYR. Foreign currencies can be freely changed at banks and money changers.

TIME

Standard Malaysia time is eight hours ahead of GMT and 16 hours ahead of US Pacific Standard Time.

WORKING DAYS

Government and most offices in all states, with the exception of Kedah, Kelantan and Terengganu, operate on a five-day week from Monday to Friday. Government offices in Kedah, Kelantan and Terengganu are open from Sunday to Thursday. They are closed on Friday and Saturday.

BANKING HOURS

In most states, banking hours are from 9.30am to 4.00pm from Monday to Friday. Banks in the states of Kelantan and Terengganu operate from 9.30am to 4.00pm from Saturday to Thursday.

POST OFFICES

Most post offices are open from 8.00am to 5.00pm daily except on state weekends and public holidays.

ELECTRICITY

The voltage used throughout Malaysia is 220–240 volts AC, at 50 cycles per second. Standard 3-pin sockets and square plugs are used.

MEASUREMENT SYSTEM

Malaysia uses the international metric system.

TELECOMMUNICATIONS

Malaysia is openly linked nationally and internationally by telephone, facsimile, telegraph and via the internet. Most hotels provide International Direct Dial (IDD) telephone services as well as Internet Wi-Fi connection.

GETTING TO MALAYSIA

The most popular gateway to Malaysia is through the Kuala Lumpur International Airport (KLIA) at Sepang, located just over 50km south of Kuala Lumpur. Other major international airports that serve as entry points are at Penang, Johor Bahru, Kuching, Kota Kinabalu and the island of Langkawi as well as a smaller airport at Subang near Kuala Lumpur. Around 50 international airlines fly into the country. The national carrier, Malaysia Airlines, is complemented by budget airlines or other operators such as AirAsia, Malindo Air and Firefly.

The main entry point by sea is at Port Klang about 30km west of Kuala Lumpur, especially for cruise ships with other ports of call in Penang and Langkawi islands.

Peninsular Malaysia is also accessible by rail and road from Singapore and Thailand.

GETTING AROUND

Malaysia has excellent domestic air links services by Malaysia Airlines and low-cost carriers such as AirAsia, Malindo Air and Firefly. The country has a relatively well-developed and efficient public transportation system served by buses and taxis, as well as trains on the Peninsula. E-hailing vehicle services are also available.

ACCOMMODATION

Malaysia has a wide range of accommodation at very competitive rates. International star-rated hotels, beach or forest resorts, chalets, budget hotels, hostels, serviced apartments and registered homestays or kampungstays are just some of the many types of accommodation available. Online booking is popular.

ACKNOWLEDGEMENT

Life is all about teamwork, and a good Directory like this one for Kedah requires good teamwork from so many parties, not just from within but even from without the state as well. We wish to thank all those listed below and even those who may be inadvertently missed, with a huge heartfelt Kedah inspired *Terima kasih banyak na!*

**PEJABAT MENTERI BESAR
KEDAH DARUL AMAN**

**KEDAH GOVERNMENT
SECRETARY'S OFFICE**

**STATE GOVERNMENT
OF KEDAH DARUL AMAN**

**STATE ECONOMIC
DEVELOPMENT DIVISION
KEDAH OFFICE**

ALOR SETAR CITY COUNCIL

KULIM MUNICIPAL COUNCIL

**KUBANG PASU
MUNICIPAL COUNCIL**

**BALING DISTRICT COUNCIL
SIK**

**DISTRICT COUNCIL PADANG
TERAP**

DISTRICT COUNCIL

**LANGKAWI MUNICIPAL
COUNCIL TOURISM CITY**

**LANGKAWI DEVELOPMENT
AUTHORITY (LADA)**

YAN DISTRICT COUNCIL

**BANDAR BAHARU DISTRICT
COUNCIL**

**PENDANG DISTRICT
COUNCIL**

**DISTRICT AND LAND OFFICE
OF KUALA MUDA**

**KEDAH DARUL AMAN
PUBLIC LIBRARY
CORPORATION**

KEDAH STATE MUSEUM

**TOWN AND COUNTRY
PLANNING OF THE STATE OF
KEDAH DARUL AMAN**

**MINISTRY OF TOURISM,
ARTS AND CULTURE
MALAYSIA**

**KEDAH OFFICE MALAYSIAN
HISTORICAL SOCIETY**

**MALAYSIAN ASSOCIATION
OF HOTELS**

KEDAH TOURISM SDN. BHD.

**KEDAH TOURIST
GUIDE ASSOCIATION**

KEDA

**MALAYSIA INBOUND
TOURISM ASSOCIATION
(MITA)**

**MALAYSIA PRODUCTIVITY
CORPORATION
(Northern Region Office)**

**TOURISM PRODUCTIVITY
NEXUS**

**MALAYSIA PRODUCTIVITY
CORPORATION (MPC)**

As they say, a picture is worth a thousand words. So, we say terima kasih and a thousand credits for each picture from our team of partners, as follows:

TOURISM MALAYSIA

[tripadvisor.com.my/](https://www.tripadvisor.com.my/)

KEDAH TOURISM

[cintasayangresort.com/](https://www.cintasayangresort.com/)

ALOR SETAR CITY COUNCIL

[gokelah.com/](https://www.gokelah.com/)

KULIM MUNICIPAL COUNCIL

[blackforest.com.my/](https://www.blackforest.com.my/)

KUBANG PASU MUNICIPAL COUNCIL

[ammboi.com/](https://www.ammboi.com/)

BALING DISTRICT COUNCIL

[kakitravel.net/](https://www.kakitravel.net/)

SIK DISTRICT COUNCIL

[mahatower.com.my/](https://www.mahatower.com.my/)

PADANG TERAP DISTRICT COUNCIL

[pokokkelapa.wordpress.com/](https://www.pokokkelapa.wordpress.com/)

YAN DISTRICT COUNCIL

[southeastasianarchaeology](https://www.southeastasianarchaeology.com/)

LANGKAWI MUNICIPAL COUNCIL TOURISM CITY

[ohbulan.com](https://www.ohbulan.com)

BANDAR BAHARU DISTRICT COUNCIL

[panoramalangkawi.com](https://www.panoramalangkawi.com)

PENDANG DISTRICT COUNCIL

[moodiedavittreport.com](https://www.moodiedavittreport.com)

PAWANA JERAI RESORT PEDU LAKE ECO & SERVICES

[blog.penang360.my](https://www.blog.penang360.my)

MARDI JERAM PASU

[malaysia.travel](https://www.malaysia.travel)

FAMA

[danishboatservice.com.my](https://www.danishboatservice.com.my)

PARALAYANG TAEH BUKIT GUNUNG BUNGSU KAB. LIMA PULUH KOTA

TAMUASIA

Photo by Denan Lee

PANTAI CENANG LANGKAWI

Photo by Izuddin Helmi Adnan on Unsplash

LANGKAWI

Photo by Ilyuza Mingazova on Unsplash

Photo by Aliff Haikal on Unsplash

GUNUNG PULAI, BALING

Photo by Heiswayi Nrird on Unsplash

EMERGENCY

Photo by Greg Nunes on Unsplash

GUNUNG PULAI, BALING

Photo by Jihao Tan on Unsplash

GUNUNG BINTANG

Mynewshub

WHITE WATER RAFTING

Sedim Rainforest Resort

PENANG-TRAVELTIPS.COM

Timothy Tye

KEDAH DIGITAL LIBRARY

Instagram @kedahdigitallib

FARMSTAY RELAU

facebook : farmstayrelau

BALAI SENI NEGARA

facebook : Balai Seni Negara

TSUNAMI MEMORIAL

facebook : Panji As-Syahadah

TANJUNG CHALI

Gettyimages : uzairabdrahim

GALERI TSUNAMI

Photo by Zunnur Al-Shafiq

Instagram : @mpspkkedah

MEDIA

UTUSAN MALAYSIA BERITA

HARIAN SINAR HARIAN

RADIO TELEVISYEN MALAYSIA (RTM)

RANCANGAN SELAMAT PAGI MALAYSIAUTUSAN MALAYSIA BERITA

HARIAN SINAR HARIAN

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RANCANGAN SELAMAT PAGI MALAYSIA

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Pejabat Setiausaha Kerajaan Negeri
Kedah Darul Aman