

Additional special service sessions for collection of travel documents on July 15 and 22

The Immigration Department (ImmD) announced today (July 12) that additional special service sessions from 2pm to 9pm would be provided at the Travel Documents (Issue) Section on 4/F of the Immigration Tower in Wan Chai and the seven Immigration Branch Offices for collection of travel documents on July 15 (Saturday) and 22 (Saturday).

An ImmD spokesperson said, in view of the start of summer holidays, additional special service sessions would be provided by the ImmD to enable members of the public to collect their travel documents. Members of the public may collect their Hong Kong Special Administrative Region passports or other travel documents by presenting the Collection Notice at the offices concerned during the special service sessions without making prior appointments and on a first-come, first-served basis. There will be no quota limit. Members of the public are reminded to return their existing travel documents to the ImmD for cancellation upon collection of the new ones (except for first applications or loss cases). For addresses of the offices concerned and arrangements for the special service sessions, please see the Annex.

Moreover, to ensure that members of the public can apply for travel documents in a smooth and orderly manner, with effect from tomorrow (July 13), the Travel Documents and Nationality (Application) Section on 4/F, Immigration Tower, Wan Chai, and all Immigration Branch Offices will not process applications without appointments. Applicants who wish to submit applications in person should first make an appointment booking through the Internet (www.gov.hk/tdbooking), the Immigration Department Mobile Application or by phone (2598 0888). For applicants who are unable to make an appointment but urgently need to replace their travel documents due to loss, damage, wear and tear or reasons rendering the documents unserviceable, they may contact staff of the ImmD for assistance. The staff concerned will offer assistance based on individual circumstances.

The ImmD encourages members of the public to submit their HKSAR passport applications through the Internet or the ImmD Mobile Application, or at Travel Document Submission Kiosks in a self-service manner. Moreover, generally speaking, applications for HKSAR passports and other travel documents can all be made by post or drop-in boxes at the relevant offices.

For enquiries, please phone the ImmD hotline 2824 6111 or contact staff of the ImmD by email (enquiry@immd.gov.hk).