

Immigration Department service arrangements

The Immigration Department (ImmD) announced today (April 8) that except for passenger immigration clearance service, the ImmD will resume full public services on April 11.

To avoid the gathering of crowds, the ImmD appeals to applicants to submit applications through its homepage or mobile application, by post or via drop-in box and should make appointments prior to their visit to shorten the waiting time. Members of the public who have previously made appointments may proceed to relevant offices/registries/Smart Identity Card Replacement Centres without the need for making another appointment.

In accordance with the regulations implemented by the Government, persons entering the premises of the ImmD are required to wear masks and comply with the epidemic prevention and social distancing measures including using the "LeaveHomeSafe" mobile app, temperature checks and crowd control arrangements.

In addition, according to the existing arrangements of the Hong Kong Special Administrative Region Government, except for the Hong Kong International Airport, Shenzhen Bay and Hong Kong-Zhuhai-Macao Bridge Control Points, passenger immigration clearance services in immigration control points will remain suspended until further notice. Moreover, the operating hours of the services at the Shenzhen Bay and Hong Kong-Zhuhai-Macao Bridge Control Points are as follows:

Shenzhen Bay Control Point:

- Operating hours of the Passenger Clearance Building and private cars' passenger clearance services are from 10am to 6pm while cargo clearance service operates 24 hours daily.

Hong Kong-Zhuhai-Macao Bridge Control Point:

- Operating hours of the Passenger Clearance Building (i.e. for passengers crossing the boundary on cross-boundary coaches and shuttle buses) are from 10am to 8pm daily; and
- Operating hours of clearance for private cars are from 6am to 10pm daily while cargo clearance will remain in operation 24 hours daily.

For enquiries, please call the enquiry hotline at 2824 6111 or send enquiries to the ImmD by fax at 2877 7711 or by email at enquiry@immd.gov.hk.