

# Immigration Department service arrangements

The Immigration Department (ImmD) announced today (September 4) that except for passenger immigration clearance service, the ImmD will resume full public services next Monday (September 7).

To avoid gathering of crowds, the ImmD appeals to applicants to submit applications through its homepage or its mobile application, by post or by drop-in as far as possible. Members of the public who have previously made appointments may proceed to relevant offices/registries/Smart Identity Card Replacement Centres without the need of making another appointment. To shorten the waiting time, those without appointments should make one prior to their visit. In accordance with regulations implemented by the Government, persons entering the premises of the ImmD are required to wear masks.

For Territory-wide Identity Card Replacement Exercise, the ImmD is planning to revise the designated replacement schedule with details to be announced later.

According to the existing arrangements by 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 other immigration control points will remain suspended until further notice. Besides, the operating hours of the passenger clearance services at the Shenzhen Bay and Hong Kong-Zhuhai-Macao Bridge Control Points have been adjusted as follows with effect from April 3 and April 5 respectively until further notice. Details are as follows:

## Shenzhen Bay Control Point:

- Operating hours of all passenger clearance services have been adjusted to 10am to 8pm daily while the operating hours for cargo clearance will remain unchanged (i.e. from 6.30am to midnight daily).

## Hong Kong-Zhuhai-Macao Bridge Control Point:

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

Any changes to the above arrangements will be announced in due course. For detailed opening hours of individual offices, please refer to the ImmD's official website or mobile application. For other enquiries, please contact the ImmD by calling the enquiry hotline on 2824 6111 or by email

to [enquiry@immd.gov.hk](mailto:enquiry@immd.gov.hk).