

Immigration Department service arrangements

In light of the Hong Kong Special Administrative Region (HKSAR) Government's further tightened measures against the latest situation of the epidemic, the Immigration Department (ImmD) announced today (December 8) the adjustment of provision of emergency and essential services to members of the public from December 10 until further notice. The details are as follows:

Types of Services	Sections/Offices	Addresses	Services Available
Travel documents	Travel Documents and Nationality (Application) Section and Travel Documents (Issue) Section	4/F, Immigration Tower, Wan Chai	Urgent application for and collection of Hong Kong travel documents only. Applicants are required to call 2852 3045 during working hours in advance for such arrangements or enquiries.
Identity cards	Hong Kong Registration of Persons Office	8/F, Immigration Tower, Wan Chai	Urgent replacement of identity cards service only. Applicants are required to make appointment bookings. (For enquiries regarding identity cards, please call 3521 6565 during working hours.)
	Kowloon Registration of Persons Office	3/F, Cheung Sha Wan Government Offices	
Visas and extension of stay	Foreign Domestic Helpers Section	3/F, Immigration Tower, Wan Chai	Accepting only urgent applications of extensions of stay by drop-in (including those with appointment bookings). Applicants must provide a local telephone number for contact (preferably a mobile phone number), and the respective offices will contact them for follow-up procedures afterwards. (For enquiries regarding visas, please call 3521 1840 during working hours.) Eligible applicants may also submit online applications for extension of stay. For details, please visit www.immd.gov.hk/eng/online-services/index.html .
	Extension Section	5/F, Immigration Tower, Wan Chai	
	Quality Migrants and Mainland Residents Section	6/F, Immigration Tower, Wan Chai	
	Other Visas and Permits Section	7/F, Immigration Tower, Wan Chai	

Marriage registration	All Marriage Registries	<ul style="list-style-type: none"> • Admiralty • City Hall • Cotton Tree Drive • Tsim Sha Tsui • Sha Tin • Tuen Mun 	Giving a Notice of Intended Marriage and conducting marriage ceremonies at Marriage Registries only. (Please also note the Government's latest requirement on the number of persons allowed in group gatherings.)
Deaths registration	The Births and Deaths General Register Office	3/F, Low Block, Queensway Government Offices	Registration of death only.
	Hong Kong Island Deaths Registry	18/F, Wu Chung House, Wan Chai	
	Kowloon Deaths Registry	1/F, Cheung Sha Wan Government Offices	

To avoid the gathering of crowds, the ImmD appeals to applicants to submit applications through its homepage or mobile application, or by post or drop-in. As the ImmD only provides emergency and essential services, applicants who are required to visit its offices for urgent applications should expect a longer waiting time. 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 measures for maintaining social distancing.

The above-mentioned offices will provide services during normal opening hours. For detailed opening hours of individual offices, please refer to the ImmD's homepage or mobile application. The hotline of the Assistance to Hong Kong Residents Unit on (852) 1868 will continue to operate as normal to provide practicable assistance for Hong Kong residents in distress outside Hong Kong. For enquiries regarding births registration, please call 2867 2785 during working hours. Meanwhile, other ImmD offices, including all Smart Identity Card Replacement Centres and other public services, will be temporarily closed and suspended.

In addition, according to the existing arrangements of the HKSAR 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. Moreover, 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 5 respectively until further notice. The details are as follows:

Shenzhen Bay Control Point:

- Operating hours of the Passenger Clearance Building and private cars' passenger clearance services are from 10am to 8pm daily. The operating hours for cargo clearance services are from 6.30am to midnight daily (cargo clearance services will be adjusted to 24 hours daily with effect from December 10).

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.

Any changes to the above arrangements will be announced in due course. For enquiries, please contact the ImmD by calling the enquiry hotline on 2824 6111 from 8.45am to 5.15pm, Monday to Friday, or by email to enquiry@immd.gov.hk.