

Immigration Department service arrangements

The Immigration Department (ImmD) announced today (February 17) that except for passenger immigration clearance service, the ImmD will resume full public services on February 18.

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 and should make appointments prior to their visit to shorten the waiting time. Besides, 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 measures and maintain social distancing.

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 last year 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 while cargo clearance service was adjusted to 24 hours daily from December 10 last year.

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 contact the ImmD by calling the enquiry hotline on 2824 6111 from 8.45am to 5.15pm, Monday to Friday; 9am to 12noon on Saturday, except public holidays or by email to enquiry@immd.gov.hk.