

Latest arrangements for Hongkong Post services

In view of the Government's announcement made today (November 30) on the special work arrangements for government employees, Hongkong Post announced the arrangements for Hongkong Post services starting from tomorrow (December 1).

To strike a balance between the public demand for counter services of post offices and the need to reduce the epidemic from further spreading in the community as far as possible, all post offices will maintain their normal opening hours from Monday to Friday while their closing hours will be advanced to 4pm; business hours on Saturdays will remain the same (General Post Office and Tsim Sha Tsui Post Office will advance their closing hours to 4pm). Mobile post offices will be suspended from service.

Mail collection from posting boxes and mail delivery service (including that for Speedpost items) will remain normal. For buildings with COVID-19 confirmed cases within the past 14 days, Hongkong Post will maintain the service of mail delivery to the letter boxes in the lobbies for three times a week, yet door delivery service will remain suspended until the building concerned is removed from the list of buildings with confirmed cases within the past 14 days.

Hongkong Post will continue to adopt various measures on social distancing and infection control at all post offices, and provide frontline staff with protective gear such as face shields, protective goggles, masks, alcohol swabs, alcohol-based handrub and gloves.

Due to the adjustment of business hours of post offices, members of the public requiring counter services may expect longer waiting times. During this period, services of local, inbound and outbound mail will be subject to delay. Hongkong Post apologises for the inconvenience caused.

Hongkong Post will keep abreast of the situation and the latest announcement of the Government and make timely adjustments. For further enquiry, please call the Hongkong Post enquiry hotline at 2921 2222.