

# Immigration Department services arrangements

The Immigration Department (ImmD) announced today (February 28) that except for its passenger immigration clearance service, public services provided by the Department will resume as normal next Monday (March 2). According to the existing arrangements by the HKSAR Government, except for 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.

To avoid large gatherings of people when there is no urgent need, members of the public may consider submitting applications on later dates. Members of the public who have appointments during the service suspension period may proceed to relevant offices/registries/Smart Identity Card Replacement Centres without need of making another appointment. To shorten waiting times for services, those without appointments should make one prior to their visit.

For enquiries, please contact the ImmD by calling the enquiry hotline at 2824 6111 or by email to [enquiry@immd.gov.hk](mailto:enquiry@immd.gov.hk).