





ARRIVING IN HONG KONG: **WHAT YOU NEED TO KNOW**

We're here to ensure your arrival into Hong Kong goes as smoothly as possible. To check if you are eligible to travel into Hong Kong, please refer to our [Hong Kong restrictions and quarantine page](#).

A grey circular marker containing the date "12 Oct 2020".

12 Oct
2020

A vertical grey line with a downward-pointing arrowhead at the bottom.



ARRIVING IN HONG KONG

Prior to landing, download the StayHomeSafe app and complete the Hong Kong health declaration and quarantine form online – or via our inflight entertainment system.

Upon arrival, catch the people mover to Midfield Concourse. You'll go through a temperature scan and security check (this will not affect any duty free purchases). You'll then enter the test area, where government health officials will:

- Check your completed health declaration and quarantine form. You will be given a wristband, which can be connected to the StayHomeSafe app by scanning the QR code on the wristband. You must have a working phone number.
- Check for supporting medical documentation if you are coming from or have transited through Bangladesh, Ethiopia, India, Indonesia, Kazakhstan, Nepal, Pakistan, the Philippines, South Africa, the United Kingdom or the United States.
- Confirm you have a home or hotel address where you'll be quarantining. If you arrived from a high-risk country, you must quarantine at a hotel.



TESTING

In the testing area, you will:

- Have your documents and forms checked.
- Be instructed on how to provide a saliva test sample.
- Give the sample to staff, wash your hands, and then proceed to the waiting area.



IF YOU LANDED BEFORE NOON*:

You will wait in Midfield Concourse for your results. The wait is likely to take 8-12 hours.

- You will not be able to access your checked-in baggage.
- You will be given a table and chair for the wait.
- You will be provided with a sandwich – there is a vegetarian option.
- Bottled water is available near the entrance. No hot water is available.
- If you receive a negative result, your quarantine form will be returned to you. Board a shuttle bus to Terminal 1 for immigration, customs and baggage reclaim. Keep your forms handy – you will show them one last time after exiting the Customs area. Head directly to your quarantine location.
- If you receive a positive result, you will be guided by health officials on the next steps.

* Time cut-off is subject to change





IF YOU LANDED AFTER NOON**:

You will await your results in the Dorsett in Tsuen Wan.

- You will fill out a form and be assigned your room number.
- You will board a shuttle bus to Terminal 1 for immigration, customs and baggage reclaim, and then take another shuttle bus to the hotel.
- You will be provided with dinner, and breakfast the next morning.
- You will be called with your results between 11am and 3pm the next day. If you receive a negative result, you can travel to your quarantine location.
- If you receive a positive result, you will be guided by health officials on the next steps.

** Depending on the number of passengers, people arriving in the early afternoon may be asked to wait in Midfield Concourse rather than the hotel





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YOUR 14-DAY QUARANTINE

When you arrive in your quarantine location:

- Activate your StayHomeSafe app to inform it that you have arrived.
- Follow the instructions to walk around your quarantine area.
- You will have to measure and record your temperature twice a day.
- On the 10th day of quarantine, send in your second test samples, either via a friend or courier.



TRAVEL TIPS

Some useful tips for the arrival process into Hong Kong.



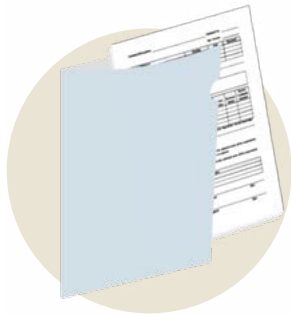
Arrive early

We may have to contact Hong Kong Immigration to ensure that you are allowed into Hong Kong. Leave ample time for your journey.



Plan your luggage

You won't be able to access your baggage until leaving the airport. Make sure your carry-on baggage contains what you'll need.



Bring a folder or bag

You will be given multiple forms and documents as you arrive, and these will be regularly checked. Make sure you have them easily available.



Prep your phone and cash

Ensure you have a working number, and that you've downloaded the StayHomeSafe app. There is free Wi-Fi in the airport. Get your currency before you fly; if not there is an ATM by the baggage carousels.



TIPS FOR THE WAIT

What you need to know to stay comfortable in Midfield Concourse.



Stay powered

Make sure you have enough battery to get through the waiting period. Bring battery packs and ensure they are charged.



Bring layers

The waiting room can get cold. Bring multiple layers to keep you warm – and act as cushioning for your seat, as well. Consider bringing a sleeping bag or something else that will keep you warm and comfortable.



Pack for kids

Pack a tent or portable playpen, which you will be able to use while waiting. For younger children, there is a nursing area in the waiting room.



Bring snacks

You will be given a sandwich during your wait, with a vegetarian option. Bring snacks – especially if you have dietary needs.

ARRIVING IN HONG KONG: WHAT YOU NEED TO KNOW

Summary - 12 October 2020



THE PROCEDURE

1 ARRIVING IN HONG KONG



Proceed to testing area

You'll need to provide forms, download the StayHomeSafe app and receive a wristband

* Time cut-off is subject to change

** Depending on the number of passengers, people arriving in the early afternoon may be asked to wait in Midfield Concourse rather than the hotel

2 TESTING



Provide saliva test sample

You'll have your forms checked here too

3a IF YOU LANDED BEFORE NOON*



Wait in Midfield Concourse area

Will likely take between 8-12 hours
You'll receive your results here

3b IF YOU LANDED AFTER NOON**



Await results in hotel

You'll be at the Dorsett in Tsuen Wan
You'll receive your results between 11am and 3pm the next day

4 YOUR 14-DAY QUARANTINE



During your quarantine

Activate StayHomeSafe app
Twice-daily self temperature checking
Send your second test samples on the 10th day

TRAVEL TIPS

For the arrival process into Hong Kong



Arrive early for your flight

To allow for any final immigration checks



Plan your luggage

You'll only have access to your carry-on while waiting



Bring a folder or bag

To keep all your forms and documents



Prep your phone and cash

Ensure you have a phone number, download the StayHomeSafe app



Stay powered

Bring battery packs for convenience



Bring layers

The waiting room can get cold, so plan for your own comfort



Pack for kids

You can set up a portable playpen for use while waiting



Bring snacks

To supplement the meal available



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