

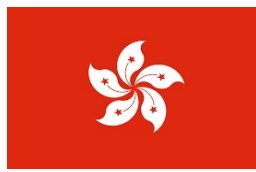
## HOW TO MAKE SURE YOU WILL BE ACCEPTED BY THE AIRLINE FOR BOARDING TO HK

1. Take a look at the revised entry requirements and comply with them.
2. Prior to departure, re-visit these useful websites:

Item	Website
HK COVID-19 site	<a href="https://www.coronavirus.gov.hk/eng/high-risk-places.html">https://www.coronavirus.gov.hk/eng/high-risk-places.html</a>
Cathay	<a href="https://www.cathaypacific.com/cx/en_GB/covid-19/hong-kong-travel-restrictions.html">https://www.cathaypacific.com/cx/en_GB/covid-19/hong-kong-travel-restrictions.html</a>
HK Quarantine Support Group:	Private group on Facebook
Emergency immigration assistance for HK residents abroad	<a href="https://www.gov.hk/en/residents/immigration/outsidehk/">https://www.gov.hk/en/residents/immigration/outsidehk/</a>

3. Read this document.
4. Get to the airport early; preferably as soon as check in opens.
5. Complete this document checklist:

Item	Document	Original or Copy Required	Completed?
1	Passport	Original	
2	HKID (if 11yrs old or older)	Original	
3	Supporting documentation to prove relationships and/or right to enter particularly if dependents are not entering with their HK sponsor (ie. birth certificates, marriage, recent bill, tenancy agreement, email from HK immigration).	Copies (including e-copies) are accepted and having e-copies plus physical originals is best where possible	
4	Valid visa in passport (where applicable)	Original	
5	A 14-night hotel booking with the name of every traveller in your party on it and starting the day of your arrival in HK. You might be asked for proof of hotel license if you are at a serviced apartment.	Copy (better if printed but e-copy is fine)	
6	Get an approved (negative result) fit-to-fly, medical certificate or lab result. This should be an in-person COVID-19 PCR test from a clinic that works with a UKAS accredited lab and can make the required turnaround time (no more than 72hrs before departure time; less if transiting between UK and HK unless transiting via Istanbul – see FAQ). It should have a date and time stamp (inc AM/PM) of when the sample was collected, the identical name to your passport. Ideally it would also include the wording nucleic acid test plus your passport and/or HKID number.	Copy ( <u>printed</u> but also have e-copy handy)	
7	Have a copy of the lab's UKAS accreditation or certificate of compliance or other official proof that the lab is ISO15189 accredited.	Copy ( <u>printed</u> but also have e-copy handy)	



## HOW TO BE EFFICIENT AT THE AIRPORT AFTER LANDING IN HK

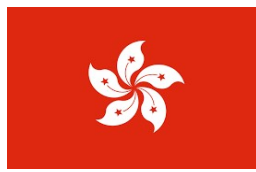
1. Within 48hrs of your departure to HK, fill in the electronic health declaration form. One for every traveller regardless of age. Download or take a photo of the QR Code. Maybe save it to your home screen. Best time to complete it is after you have been accepted for boarding and are through security, because you need to include your seat number.

<https://hdf.chp.gov.hk/dhehd/?lang=en-us>

2. Prior to your departure to HK, download and install the “StayHomeSafe” mobile app

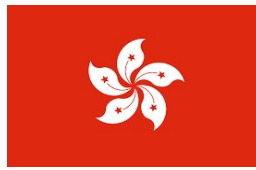
3. For information on what happens after you land, please see:

[https://www.cathaypacific.com/cx/en\\_GB/covid-19/arriving-in-hkg.html](https://www.cathaypacific.com/cx/en_GB/covid-19/arriving-in-hkg.html)



## FAQ

1. Is the 'Together we fight the virus' FAQ section covering countries designated as a high risk country (HRC) worth looking at? **Yes.** <https://www.coronavirus.gov.hk/eng/high-risk-places.html>
2. I am transiting through London. My starting point is a low risk country (LRC). Will I be classified as coming from a HRC and be subject to all of the HRC requirements? **Yes.**
3. Can I go somewhere for 14 days that is designated as a LRC immediately prior to my scheduled departure to HK, depart directly from there and avoid being classified as coming from the UK? **Yes but you will still need to have a COVID-19 test upon landing and quarantine for 14 days, but you can quarantine at a location of your choice (home, Airbnb, hotel).**
4. How long do I have to stay in the LRC before I can fly to HK? How is the 14 days counted? **The day you arrive in the LRC is counted as Day 1. You must stay in the LRC until the end of Day 14 at a minimum which means that the first day you can fly to HK and be classified as coming from a LRC is on Day 15.**
5. I am British but I live in Italy, have not visited the UK in the last 14 days and I will fly direct from Milan. Am I subject to HRC requirements? **No so long as Italy is designated as a LRC. HRC classification is based on where you have physically been in the last 14 days.**
6. I am departing from the UK but transiting via another airport. When does the COVID-19 test have to be taken? **The requirement is that the test should be taken within 72hrs of the flight directly departing for HK. Either get tested between flights (ie. in Istanbul at the airport if transiting via Turkey on Turkish Airlines – layover time is sufficient for the in-airport PCR test, results are made available online, these are accepted in HK and costs £25/~HK\$250) or make sure your test is as close as possible to the departure time your first flight so that it falls in the 72hrs before the 2<sup>nd</sup> leg of your journey.**
7. Do babies have to get a pre-departure COVID-19 test? **Yes. There are no exemptions from the pre-departure testing requirements based on age. Just make sure the clinic you have selected administers tests on all ages as some only do 5yrs+.**
8. Can I do a home or NHS test? **No.**
9. Is it OK if my test just has a date stamp not a time and date stamp? **No. You need the time stamp including AM/PM as well as the date.**
10. When does the 72hr period officially start? **At the time of sample collection. Try to choose a clinic that can get your test results back to you within 48hrs or less, even if it costs a bit more.**
11. What should I do if the clinic I want to book/am booked at for a COVID-19 test assures me the lab they work with are UKAS accredited but won't give me information about the lab such as its name or four-digit UKAS accreditation number OR what if I can't find the lab the clinic uses on the UKAS accreditation website? **Do not get a test at this clinic.**
12. What do I do if I notice a mistake on my lab result or fit-to-fly certificate such as the misspelling of my name, missing middle names, etc? **Get the clinic to fix this immediately. You will be denied boarding if there is any discrepancy between your identification and your test information. Ideally**



everything should be an exact match... e-ticket, passport number, govt ID, COVID-19 test and hotel booking.

13. Do I have to have my passport number or HKID number on my lab report? **Technically no but based on other passengers being denied boarding, it is helpful to have it there if possible.**

**XX**

14. Can I solely have e-copies of the required documents? **Right now, while everything is new, it's best to print and have e-copies of everything.**

15. Should my e-copies or printed documents be in black and white or in colour? **In Colour unless the original is B/W.**

16. What happens if my flight is cancelled after I take my COVID-19 test and the replacement flight is outside of the 72hr window? **You will have to take a new test within 72hrs of the replacement flight or you will need to buy a new ticket on an alternative airline that has a flight departing within the 72hr window of your COVID-19 test. Please remember to also amend your hotel booking in HK and check the change/cancellation policy of your hotel booking.**

17. What happens if a clinic told me they would get me the results in 70hrs or less and they don't deliver? **You will need to re-book your flight, follow up with the clinic to see what their refund or replacement test policy is and probably re-book for a test with a different clinic. Please remember to also amend your hotel booking in HK and check the change/cancellation policy of your hotel booking.**

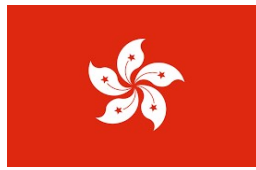
18. What happens the airline does not let me board the flight because they are uncomfortable with my documentation? **Airlines have the right to refuse to carry a passenger. You will need to re-book your flight/take a flight with an alternative carrier, have a COVID-19 test that meets the guidelines and amend your hotel booking in HK. Please remember to check the change/cancellation policy of your hotel booking. If you are concerned about your documentation, it is advisable to fly with CX as they are most familiar with document requirements for Hong Kong.**

19. Will the airline confirm my documents prior to me arriving at the airport? **We do not believe so. Following the US being classified as HRC, there were so many issues with documentation that some airlines in some departure cities did call passengers to make sure they were aware of the entry requirements and some departure cities did verify documents via email but we have not heard of this for the UK. One passenger called Virgin to get some guidance on testing pre-departure and found the conversation fairly unhelpful.**

20. I can't check in for my flight online. Why is this? **Online check in has been disabled by some carriers due to the HK authorities requirements for entry into HK. It's fine. Just go to the airport to check in.**

21. How early should I get to the airport? **Try to be there as close to 3hrs before the flight as possible, especially if you are not flying with CX. It is taking a very long time to verify i) visas to enter HK ii) additional required HRC documentation**

22. I have a domestic UK connection before my flight to HK, where will my documents be checked? **Prior to your domestic connection and at the point of your connection. If they are not approved, you will be denied boarding. Please note that it may take even longer for smaller airports to confirm your documentation. Your temperature will also be checked**



23. I am at the airport and the airline says my documentation is invalid but I believe or definitely know I have the right documentation to enter OR the airline is refusing to call the HK authorities to confirm my information. Who can I call and/what email can I use to assist me in this emergency situation? **Call HK immigration. They offer 24hr emergency assistance to residents overseas (including first time entrants with new visas).**

- Email: [eto\\_ap@immd.gov.hk](mailto:eto_ap@immd.gov.hk)
- Call: (852) 1868 (\*this is not a typo) but please note that in the event HK residents who need assistance are not able to call the hotline operated by the Assistance to Hong Kong Residents Unit (AHU) of the Immigration Department from abroad due to the service settings of their telecommunication services operators or other reasons, they may try adding "0000" after entering "1868". Alternatively, they may contact their family and friends or the Chinese diplomatic and consular mission in that country for them to contact the AHU. This would allow the AHU officers to call the assistance seekers and render all practicable assistance to them.
- Official website:  
[https://www.immd.gov.hk/eng/services/Assistance\\_Outside\\_Hong\\_Kong.html#a](https://www.immd.gov.hk/eng/services/Assistance_Outside_Hong_Kong.html#a)

24. I would like an email from immigration confirming I am allowed to enter Hong Kong before I travel to show to the airline, how can I get this? **This is hit and miss. Some people get something, others do not. Worth a try if you are worried about being denied for any reason. Prior to your flight, email: eto\_ap@immd.gov.hk**

25. Can I avoid the HK airport PCR test after landing because I have taken the pre-departure COVID-19 PCR test? **No.**

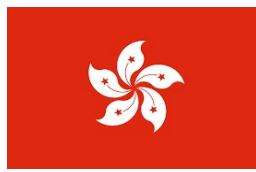
26. Will my baby be given a COVID-19 test at the airport upon arrival in HK? **No. Babies will be requested to do a stool test and this cannot be done upon landing. Bottles to collect a fresh sample during the quarantine will be handed out. Once a sample has been obtained (may take several days), you must arrange for it to be dropped at a clinic that same morning. The list of clinics will be provided to you.**

27. I didn't get information about a day 10 test at the airport despite being from a HRC, what does this mean? **It means that you will receive a phone call prior to Day 10 and arrangements will be made for representatives to come and collect your Day 10 sample. The Day 10 test is mandatory for all arrivals from HRC.**

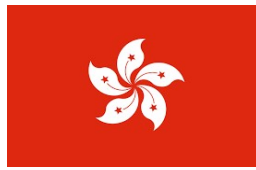
28. Which day counts as Day 1 of quarantine in HK? **The day you arrive, regardless of the time of arrival provided you make it to the individuals issuing the quarantine order in the remote terminal before 23.59pm. Note that flights landing close to midnight are unlikely to meet this deadline.**

29. Can a person or persons from HRC countries quarantine at home if they are the only occupants of that address for the 14 day quarantine period? **No.**

30. Can a person or persons from HRC countries quarantine at an Airbnb or a serviced apartment? **Airbnb is not permitted. Serviced apartments are acceptable if they have a hotel license. Some examples are Little Tai Hang and Shama Central. Shama Central recently sent an e-copy of their hotel license to a traveller to have with them at check in. Don't be afraid to ask for this if not offered upfront to you.**



31. What day does the min. 14 day hotel booking need to start from? **The day your flight arrives, regardless of whether you wait at the airport for your test results or are sent to the govt holding hotel overnight to wait for your test results. Some, not all, hotels will refund the first night after the fact if you are sent to the govt holding hotel overnight.**
32. Do I need to stay a hotel on the govt list since I am coming from a HRC? **No. That list is merely a guide. You just need to find a hotel that accepts arrivals from HRC.**
33. Can I just book a 14 day at a hotel online? **For almost every hotel, you need to call and email to make a quarantine booking as they may have quotas for quarantine guests, etc. Online booking is possible for the Ovolo if you select the quarantine package at the time of booking although any questions or special requests will still need to be dealt with by the hotel over email.**
34. Can I quarantine with someone else in my hotel room? **Yes if permitted by the hotel (some hotels only allow 1 pax per room). The hotel may stipulate that everyone's names be on the booking (this should be done anyway to avoid being denied boarding by the airline as everyone needs to have a confirmed quarantine address), that you be taking the same flight and enter at the same time, etc. Please clarify with the hotel and get their answer in writing. Double beds and two twin beds are permitted.**
35. Are adjoining rooms permitted for arrivals from HRC? **Yes, if available and offered by the hotel.**
36. Can I change hotels if the hotel turns out to be unsafe, unsanitary, changes the price or for another emergency reason? **Yes. Contact CHP/DOH ASAP to get approval for the change.**
37. I have a medical issue in quarantine, who do I call? **Please call DOH at 2125 1133 (for inbound travellers from the Mainland, Macao and Taiwan) / 2125 1999 (for inbound travellers from overseas). Call 999 if it's a medical emergency.**
38. My question has not been answered. **Ask the HK Quarantine Support Group on Facebook or call CHP/DOH.**

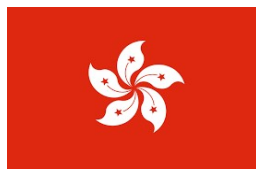


### INSTRUCTIONS FOR OBTAINING CONFIRMATION OF LAB UKAS ACCREDITATION

#	Step
1	Ask the clinic you are being tested at for the name and four-digit UK accreditation number of the lab processing the COVID-19 test
2	Go to the UKAS website and type in the name or accreditation number of the lab here: <a href="https://www.ukas.com/search-accredited-organisations/">https://www.ukas.com/search-accredited-organisations/</a>
3	If accredited, you will see the lab's details and accreditation in picture format. Click on the name of the lab, its accreditation will convert into a PDF and download the document. The accreditation can be quite long. Right now, we recommend that you have a printed and e-copy of everything handy.
4	Show this to the airline at check in when you get to the airport.



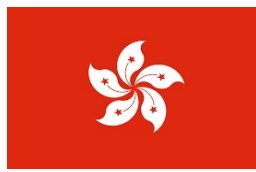




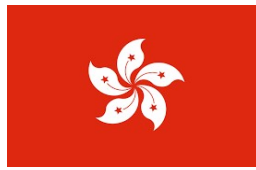
		+44 121 769 0999 hello@midlandhealth.co.uk	
		Key information	
		Advertised test price*	£185 or £295 for express service
		Turnaround time	24-36hrs
		Online Appt booking	Yes
		Booking or capacity restrictions	TBC
		Time stamp included on lab result	Yes
		Results available by email/online portal	Yes
		Do they test babies?	Yes; all ages are accepted
		Airlines that have accepted tests from this clinic (to our knowledge)	TBC
		Other items to note	Medical Certificate can be amended to include additional detail (ie. passport number).  Lab is Nationwide Pathology (UKAS#7983)

**LONDON**

#	Clinic name	Contact information	Website
1	Corona Test Centre	Fulham or Hammersmith Centre London +44 20 3514 1695 hello@coronatestcentre.com	<a href="https://www.coronatestcentre.com/">https://www.coronatestcentre.com/</a>
		Key information	
		Advertised test price*	£175
		Turnaround time	Guaranteed results within 24-48hrs of arrival at the lab (6pm each day)
		Online Appt booking	Yes
		Booking or capacity restrictions	TBC
		Time stamp included on lab result	Yes
		Results available by email/online portal	Yes
		Do they test babies?	Yes; all ages are accepted
		Airlines that have accepted tests from this clinic (to our knowledge)	BA
		Other items to note	UKAS accreditation number: #8968 and #9335
2	The Hale Clinic	4 Harley Street London W1G 9PB +44 20 7631 0156	<a href="https://www.haleclinic.com/">https://www.haleclinic.com/</a>



		info@haleclinic.com	
		<b>Key information</b>	
		Advertised test price*	£225
		Turnaround time	1-2 days (next day evening)
		Online Appt booking	Yes
		Booking or capacity restrictions	N/A; open weekends
		Time stamp included on lab result	Yes
		Results available by email/online portal	Yes
		Do they test babies?	Yes; all ages are accepted
		Airlines that have accepted tests from this clinic (to our knowledge)	TBC but we have been informed 10 passengers were successfully accepted on flights departing 2 Oct
		Other items to note	<p>The HK govt has approved Hale's accreditation. This is the only clinic that we are aware of in the UK that can say this.</p> <p>The report will come with a "Certificate of Accreditation" of Micropathology Lab (UKAS#9622)</p> <p>Please note that the lab name on the report will be "London Medical Laboratory" which collaborates with "Micropathology Lab".</p>
3	The Smart Clinics	<p>Chelsea, South Kensington Wandsworth, Wandsworth North London +44 20 7052 0070 info@thesmartclinics.co.uk</p>	<a href="https://www.thesmartclinics.co.uk/services/covid-tests/">https://www.thesmartclinics.co.uk/services/covid-tests/</a>
		<b>Key information</b>	
		Advertised test price*	From £195
		Turnaround time	48hrs
		Online Appt booking	No
		Booking or capacity restrictions	Yes; right now they are full and not taking any more bookings but give them a try if desperate!
		Time stamp included on lab result	Yes
		Results available by email/online portal	TBC
		Do they test babies?	TBC
		Airlines that have accepted tests from this clinic (to our knowledge)	CX
		Other items to note	TBC



**SELECTION OF CLINICS THAT HAVE NOT, TO OUR KNOWLEDGE, BEEN TRIED AND TESTED TO DATE BUT STILL MAY WORK**

#	Location	Clinic name	Website
1	Glasgow	Glasgow Medical Rooms	<a href="https://glasgowmedicalrooms.com/pcr-travel-test/">https://glasgowmedicalrooms.com/pcr-travel-test/</a>
2	Aberdeen	TAC Healthcare Group	<a href="https://www.tachealthcaregroup.com/covid-19/">https://www.tachealthcaregroup.com/covid-19/</a>
3	London	Harley Street Health Centre	<a href="https://www.harleyhealthcentre.com/blood-tests/coronavirus-testing">https://www.harleyhealthcentre.com/blood-tests/coronavirus-testing</a>
4	London	Private Harley Street Clinic	<a href="https://privateharleystreetclinic.com/collections/covid-19-testing/products/covid-19-test">https://privateharleystreetclinic.com/collections/covid-19-testing/products/covid-19-test</a>
5	Leicester London	Pyser Testing	<a href="https://pysertesting.com/fit-to-fly/">https://pysertesting.com/fit-to-fly/</a>
6	London	London General Practice	<a href="https://www.thelondongeneralpractice.com/fit-to-fly/">https://www.thelondongeneralpractice.com/fit-to-fly/</a>
7	Birmingham Cardiff Dublin Glasgow Leeds Liverpool London Manchester Newcastle	Vivo Health	<a href="https://vivoclinic.com/">https://vivoclinic.com/</a>