

Notice via email

Date : 20 January 2021

From : Cathay Pacific Airways Limited

To : Corporate Customers / Trade Partners

[Update] Additional requirements for passengers travelling to Hong Kong



Dear Valued Travel Partner,

In response to COVID-19, the Hong Kong SAR government has introduced additional health related immigration requirements for passengers who are ending their journey in Hong Kong and have visited or transited through certain countries in the 21 days prior to arriving.

Passengers who have visited any destination outside China

Should your colleagues/customers have visited any destination outside China in the past 21 days, they must provide a hotel room confirmation at one of the [designated hotels](#), in English or Chinese for not less than 21 nights, starting on the day of arrival in Hong Kong.

Passengers who have been in or transited through Brazil, Ireland, South Africa or the United Kingdom

Any passengers who have been in the Brazil (effective 23 January), Ireland (effective 23 January), South Africa or the United Kingdom for more than two hours in the past 21 days will not be permitted to enter Hong Kong.

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Any passengers who have transited through these countries for less than two hours, and are eligible to enter Hong Kong, may continue to do so - provided they meet the below requirements for passengers coming from high risk countries. In such cases, passengers will be required to show proof of a hotel reservation at a designated hotel for 21 nights, starting on the day of arrival in Hong Kong.

Please note that due to the ban by the HKSAR government on all flights from the United Kingdom to Hong Kong, all Cathay Pacific services from London-Heathrow and between Hong Kong to Manchester remain suspended.

Additional entry requirements for passengers coming from 'high risk' countries

In addition, passengers who have visited or transited through Bangladesh, Belgium, Canada, Ecuador, Ethiopia, France, Germany, India, Indonesia, Kazakhstan, Nepal, Pakistan, the Philippines, Romania, Russia, South Africa, Turkey, Ukraine, the United Kingdom or the United States in the 21 days prior to arriving, will be required to show the following documents.

Additional entry documents

1. Test report

A test report issued by a laboratory or healthcare institution that contains the passenger's name identical to that in his/her valid travel document to show that:

- they have undertaken a nucleic acid test for COVID-19;
- the sample for the test was taken within 72 hours of the scheduled time of departure of the flight to Hong Kong; and
- the result of the test for COVID-19 was negative

The test report must be written in either English or Chinese and can be presented in paper or electronic format. If the test report above is not in English or Chinese or does not contain all the above mentioned information, it is acceptable to present a written confirmation, in English or Chinese, issued by the laboratory or healthcare institution that contains the following information:

- the name of the passenger (this must be identical to the name in his/her valid travel document);
- they underwent a nucleic acid test for COVID-19,
- the sample for the test was taken within 72 hours before the scheduled time of departure of the flight to Hong Kong; and
- the result of the test for COVID-19 was negative.

This written confirmation must be presented with the test report.

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Please note that if there is a schedule change or flight cancellation, passengers are responsible for ensuring that their COVID-19 test meets the 72-hour requirement based on the new flight departure time.

2. Documentary proof

Documentary proof (in English or Chinese) to show that the laboratory or healthcare institution is ISO 15189 accredited or is recognised or approved by the relevant authority of the government of the place in which the laboratory or healthcare institution is located.

This can be in the form of a copy of 'Certificate of Accreditation', 'Certificate of Compliance', or information printed out from an official government website.

Please note that documentary proof is required even if the test report from the laboratory or healthcare institution contains an ISO accreditation reference.

Passengers in the countries below may find the following websites of assistance:

- Belgium: [BELAC](#) / [Consulate General of Belgium in Hong Kong](#)
- Canada: Test / specimen samples can be collected by an approved travel clinic. The test results must be issued by a laboratory accredited by the following Province/Territory bodies:
 - [British Columbia](#), [Alberta](#), [Manitoba](#), [Saskatchewan](#): The College of Physicians and Surgeons
 - Ontario: [Ontario Medical Association](#)
 - Quebec: [Bureau de normalisation du Quebec](#)
 - New Brunswick and Nova Scotia: [Accreditation Canada](#)
 - Prince Edward Island: [Health PEI](#)
 - Newfoundland: [Institute for Quality Management in Healthcare \(IQMH\)](#)
- Ethiopia : [Ethiopian National Accreditation Office list of accredited Medical Laboratories](#)
- France: [Confrac](#) / [Sante, France](#) / [Ministry of Solidarity and Health](#) / [Consulate General of France in Hong Kong](#)
- Germany: [DAkKS - Deutsche Akkreditierungsstelle](#) / [German Consulate-General Hong Kong](#)
- India: [Indian Council of Medical Research](#)
- Pakistan: [Pakistan National Accreditation Council – Ministry of Science and Technology](#)
- The Philippines: https://hfsrb.doh.gov.ph/?page_id=1729
- Romania: [Romania accredited laboratory](#)
- Russia: [Rosпотребнадзор](#)
- South Africa: [South African National Accreditation System](#)
- Ukraine: [National Accreditation Agency of Ukraine](#)
- United Kingdom: [United Kingdom Accreditation Service](#) / [Care Quality Commission](#)

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- United States: [Centres for Medicare & Medicaid Services](#)

3. Hotel reservation confirmation

A reservation confirmation at one of the [designated hotels](#) in Hong Kong for no less than 21 nights starting on the day of arrival in Hong Kong.

Please note:

- This confirmation can be either printed or shown in a digital format and must be written in English or Chinese.
- Accommodation is required for all passengers coming from these countries/regions. Passengers who have a home or residential address in Hong Kong are also required to undergo 21 days of quarantine at a hotel.
- The booking must be at one of the [designated hotels](#).

To ensure all our passengers meet these requirements, we will be asking them the following at check-in:

- That they have not been in Brazil (effective 23 January), Ireland (effective 23 January), South Africa or the United Kingdom for more than two hours in the past 21 days.
- To complete and sign a declaration regarding their travel history over the past 21 days. We will ask if they have visited or transited through Bangladesh, Belgium, Canada, Ecuador, Ethiopia, France, Germany, India, Indonesia, Kazakhstan, Nepal, Pakistan, the Philippines, Romania, Russia, South Africa, Turkey, Ukraine, the United Kingdom or the United States. If the answer is 'yes', they will be required to show us the documentation mentioned above.
- To demonstrate to us that they have completed the Hong Kong Department of Health [online health declaration form](#) by showing us the resulting QR code. This can be in a printed or digital format.

If passengers are unable to meet these requirements, we will unfortunately not be able to accept them for travel. Please refer to our [website](#) for more information about ticket changes, should they need to postpone or cancel their journey.

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Additional requirements for diplomats

All diplomatic passport holders who have visited any of the aforementioned countries during the 21 days prior to arriving in Hong Kong are required to meet the following requirements.

1. COVID-19 test certificate

Provide a medical certificate indicating a negative result of COVID-19 nucleic acid test issued by an ISO15189 accredited laboratory or a laboratory recognised by the government where the laboratory is located with the specimen collected within 48 hours prior to the scheduled flight departure to Hong Kong.

2. Post-arrival test

Must take a COVID-19 test upon arrival at Hong Kong International Airport

3. Self-Isolation

For accredited officers, personnel of diplomatic and consular missions (including six Officially Recognised Bodies (ORBs) in Hong Kong SAR and excluding honorary consuls and their staff) as well as their recognised family members, must undergo quarantine at an accommodation arranged by the Consulate General or ORB for 21 days upon arrival (except for Consul General of the Consulate Generals and Head of Office of the six ORBs).

Diplomatic passport holders who have not visited the aforementioned countries in the past 21 days, will be required to undergo a 21-day medical surveillance.

Entry restriction exemptions

The following passengers are exempt from the aforementioned entry restrictions:

- Passengers transiting in Hong Kong
- Passengers falling within the categories listed on Hong Kong SAR government's website, who are also being exempted from compulsory quarantine, if they are
 - travelling from China (please view the list [here](#)) or
 - travelling from other countries (please view the list [here](#))

For more details regarding the latest travel restrictions, please visit the Hong Kong SAR government's [COVID-19 website](#) and our [COVID-19 information centre](#).

Should you have any questions or concerns, please do not hesitate to contact your account manager or travel agent.



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Thank you for your continued support. We look forward to welcoming you and your travellers on board soon.

Yours Sincerely,

Commercial Sales Team