

Hong Kong-Singapore Air Travel Bubble (ATB)

Frequently Asked Questions

I. Travel to Hong Kong

Eligibility

Q1 Who are eligible to travel to Hong Kong under the ATB?

A1 Any person (except for holders of Work Permit or S Pass issued by the Ministry of Manpower of Singapore working in the construction, marine shipyard, or process sectors), regardless of nationality, would be eligible to board a designated flight to Hong Kong under the ATB if he/she has not visited any country or region other than Singapore or Hong Kong in the last 14 days, has obtained a valid negative COVID-19 polymerase chain reaction (PCR) nucleic acid test result prior to departure¹, and has met the normal visa and immigration requirements. Upon arrival, he/she is required to be tested for COVID-19. If tested negative, he/she would be exempted from the compulsory quarantine. Prior application to the HKSAR Government is not required for making use of the ATB arrangement.

Q2 Apart from business travel, may I travel to Hong Kong for sightseeing or family visit?

A2 There are no restrictions on travel purpose under the ATB arrangement. Thus, travelling between the two places for sightseeing, family visit, or business activities is possible.

¹ Travellers can take a COVID-19 PCR nucleic acid test at a testing institution in Hong Kong recognised by the HKSAR Government or a clinic or testing centre in Singapore designated by the Singapore Government. The specimen has to be collected within 72 hours prior to the scheduled time of departure of the designated flight.

Preparation before departure

Q3 For travel to Hong Kong under the ATB, is application for visa required for holders of travel documents which permit visa-free access to Hong Kong?

A3 Not required.

Q4 Before departure from Singapore, where can I take a COVID-19 test? Which method of testing is acceptable? When should I take the test before departure? How long is the validity period of the test result? How long does it take to obtain the result?

A4 Travellers taking a COVID-19 test in Singapore must apply² for approval to take the test. Successful applicants will be notified of the approval within three working days after submitting the applications. Upon receiving an approval, the travellers can then make an appointment for PCR nucleic acid test at one of the selected clinics or testing centres. The specimen must be collected within 72 hours prior to the scheduled time of departure of the designated flight. To avoid any delay of travel, travellers should take the test at the selected clinic or testing centre at least 48 hours prior to the scheduled time of departure.

Q5 What information should be included in the test report?

A5 The test report must specify the name of the person tested which is identical to that in his/her valid travel document, the name of the testing institution which conducted the test, the type of test conducted is a PCR nucleic acid test with the result being either “negative” or “not detected”, and the specimen collection date and time.

² <https://safetravel.ica.gov.sg/hongkong/faq>

Q6 I have taken a PCR nucleic acid test which yielded a negative result in Hong Kong before departing for Singapore. If I am going to take a designated return flight from Singapore to Hong Kong with a scheduled time of departure which is within 72 hours since the specimen was collected for the aforementioned test, do I need to take another test in Singapore before boarding the designated return flight?

A6 Not required.

Q7 Do I have to complete the online health declaration form before departure? Are children required to make such declaration?

A7 All ATB travellers, regardless of age, have to complete and submit the online health declaration form³ of the Department of Health before check-in for the designated flight. Travellers can complete and submit the declaration form for their accompanying children, family members or friends. After submitting the form, please save the result (press “Save QR code” button or capture the screen). Bubble travellers have to show the above QR code to the airline staff during check-in for the designated flight, as well as the staff of the Department of Health upon arrival in Hong Kong. The QR code is valid for 48 hours.

Q8 Is it necessary for me to book and pay for the post-arrival COVID-19 test to be conducted at the airport before departure? How to make such booking? Can I book the test for my family members who are travelling with me? How much does it cost?

A8 All ATB travellers are required to book and pay for the post-arrival COVID-19 test to be conducted at the airport prior to departure (booking website to be provided). Travellers can make the booking and payment for their travel companions. The

³ <https://www.chp.gov.hk/hdf/>

basic test now costs HKD499 per person. Travellers have to log in to the booking website and present the booking QR code to the airline staff during check-in, as well as to the airport staff upon arrival in Hong Kong for collecting the testing kit.

Ticketing and check-in arrangement for designated flights

Q9 Which flights are designated flights? How to purchase the tickets? How many designated flights will there be per day? What is the capacity for each designated flight?

A9 Currently, the designated flights are operated by Cathay Pacific Airways and Singapore Airlines. For ticketing arrangement and other details, please refer to the websites of the airlines concerned. On the first 15 days upon the launch of the ATB arrangement (i.e. from 22 November 2020 to 6 December 2020), there would be one designated flight travelling from Hong Kong to Singapore and one from Singapore to Hong Kong respectively per day. The number of passengers on each designated flight would be no more than 200 (excluding air crew). Starting from the 16th day since the commencement of the ATB arrangement (i.e. 7 December 2020), unless there is alternative arrangement (see Section III of the Frequently Asked Questions), the daily number of designated flight from Hong Kong to Singapore and from Singapore to Hong Kong would be increased to two respectively, while the maximum number of passengers on each designated flight would remain as 200.

Q10 Apart from normal travel documents and valid visa for entry to Hong Kong (if applicable), what other documentary proofs do I have to present during check-in?

A10 All ATB travellers have to present the following during check-in:
(i) Health declaration: QR code obtained after completing

- and submitting the online health declaration form of the Department of Health;
- (ii) PCR nucleic acid test result: valid negative COVID-19 PCR nucleic acid test result issued by a selected clinic or testing centre in Singapore designated by the Singapore Government or a testing institution in Hong Kong recognised by the HKSAR Government. The specimen has to be collected within 72 hours prior to the scheduled time of departure of the designated flight;
 - (iii) booking for the post-arrival test: QR code obtained after completing the booking and making payment of the post-arrival COVID-19 test; and
 - (iv) for non-Singapore citizens, they have to present identity documents or passes/permits issued by the relevant authorities of Singapore which permitted their current stay in Singapore (e.g. identity cards for Permanent Residents, passes or approval for short-term stay or Air Travel Pass issued by the Immigration & Checkpoints Authority, Ministry of Manpower, Ministry of Education, or Ministry of Foreign Affairs, etc.).

Post-arrival testing arrangement

Q11 Which types of test will be conducted?

A11 Travellers have to provide sample for the PCR nucleic acid test. As we will adopt the “test-and-hold” arrangement, travellers can only leave the airport after obtaining a negative PCR nucleic acid test result.

Q12 Are young children/infants required to be tested?

A12 Young children/infants have to submit stool sample for testing. The testing institution will distribute stool box to the travel

companions of the young children/infants and inform them of the way of submission so that testing could be conducted as soon as possible after the stool sample is available. The young children/infants will be allowed to leave the airport once their travel companions have obtained a negative PCR nucleic acid test result. The stool sample from the young children/infants will have to be submitted separately for testing afterwards.

Q13 When will I be allowed to leave the airport after submitting the specimen for testing? How long does it take to obtain the test result?

A13 In general, travellers will receive the PCR nucleic acid test result within four hours counting from the time of specimen collection. If they are tested negative, they would be allowed to leave the airport.

Q14 How can I obtain the test result without a smartphone?

A14 As travellers have to obtain the result of the post-arrival test to be conducted at the airport via the Internet, all ATB travellers, or their travel companions, visiting Hong Kong must bring along an electronic device which enables web browsing such as a smartphone or an electronic tablet, etc.

Q15 What will happen if travellers are tested positive?

A15 Travellers have to wait at a designated location in the restricted area of the airport for the test results. If a traveller is tested positive for the PCR nucleic acid test, the testing institution will inform the Department of Health. The relevant staff will contact the traveller concerned and arrange his/her admission to hospital for medical treatment. His/her travel companion(s) and close contacts will be sent to quarantine centres for quarantine (even if their test results are negative). If the traveller who is tested positive is not a Hong Kong resident, he/she will be charged the

medical fee applicable to non-eligible persons.

In Hong Kong

Q16 After obtaining a negative result for the PCR nucleic acid test and leaving the airport, can travellers use public transport or leave their accommodation?

A16 As soon as the travellers receive a negative result for the PCR nucleic acid test, they can leave the airport. There are no restrictions on their itinerary under normal circumstances. They should however observe Hong Kong's regulations on prevention and control of disease as well as the relevant social distancing measures.

Arrangement for return journey

On travelling to Singapore under the ATB, please refer to the relevant website⁴ of the Singapore Government for details.

Q17 How to travel back to Singapore under the ATB and be exempted from the Stay Home Notice (SHN)?

A17 Any person, regardless of nationality, would be eligible to board a designated flight to Singapore under the ATB and be exempted from SHN if he/she has not visited any country or region other than Singapore or Hong Kong in the last 14 days, has obtained a valid negative COVID-19 PCR nucleic acid test result prior to departure⁵, and has met the normal immigration requirements.

⁴ <https://safetravel.ica.gov.sg/arriving/overview>

⁵ Travellers can take a COVID-19 PCR test at a testing institution in Hong Kong recognised by the HKSAR Government or a clinic or testing centre in Singapore designated by the Singapore Government. The specimen has to be collected within 72 hours prior to the scheduled time of departure of the designated flight.

They have to fill in and submit the SG Arrival Card⁶ within three days before arriving at Singapore.

For travellers who are non-Singapore Citizens, and at the same time, non-Singapore Permanent Residents or non-Long-Term Pass holders, apart from the above requirements on travel history, testing, and submission of SG Arrival Card, they must also –

- (i) Air Travel Pass: apply for an Air Travel Pass⁷; and
- (ii) TraceTogether app: carry with them a mobile device which is compatible with the TraceTogether app⁸, download the app and register⁹.

In the case of Long-Term Pass holders, apart from the above travel history, testing, and submission of SG Arrival Card requirements, they have to seek entry approval from the relevant Singapore Government agencies, without which they may be refused entry into Singapore.

Q18 Having undergone the PCR nucleic acid test upon arrival in Hong Kong, if a traveller is returning to Singapore within 72 hours after providing a specimen for the aforementioned test, is he/she required to take another test before boarding the designated flight?

A18 Not required.

⁶ <https://eservices.ica.gov.sg/sgarrivalcard/>

⁷ <https://safetravel.ica.gov.sg/hongkong/atp/apply-now>

⁸ <https://www.tracetoegether.gov.sg/>

⁹ The following groups are not required to meet this requirement: (i) children aged 12 or younger travelling with a parent or guardian, and (ii) those unable to use a mobile device due to a certified disability and/or special need.

II. Travel to Singapore

On travelling to Singapore under the ATB, please refer to the relevant website¹⁰ of the Singapore Government for details.

Eligibility

Q19 Who are eligible to travel to Singapore under the ATB? Is the ATB reserved for HKSAR Passport holders only?

A19 Any person, regardless of nationality, would be eligible to board a designated flight to Singapore under the ATB and be exempted from SHN if he/she has not visited any country or region other than Singapore or Hong Kong in the last 14 days, has obtained a valid negative COVID-19 PCR nucleic acid test result prior to departure¹¹, and has met the normal visa and immigration requirements. They have to fill in and submit the SG Arrival Card¹² within three days before arriving at Singapore.

For travellers who are non-Singapore Citizens, and at the same time, non-Permanent Residents or non-Long-Term Pass holders, apart from the above requirements on travel history, testing, and submission of SG Arrival Card, they must also –

- (i) Air Travel Pass: apply for an Air Travel Pass¹³; and
- (ii) TraceTogether app: carry with them a mobile device which is compatible with the TraceTogether app¹⁴, download the app

¹⁰ <https://safetravel.ica.gov.sg/hongkong/atp/requirements-and-process>

¹¹ Travellers can take a COVID-19 PCR nucleic acid test at a testing institution in Hong Kong recognised by the HKSAR Government or a clinic or testing centre in Singapore designated by the Singapore Government. The specimen has to be collected within 72 hours prior to the scheduled time of departure of the designated flight.

¹² <https://eservices.ica.gov.sg/sgarrivalcard/>

¹³ <https://safetravel.ica.gov.sg/hongkong/atp/apply-now>

¹⁴ <https://www.tracetogether.gov.sg/>

and register¹⁵.

In the case of Long-Term Pass holders, apart from the above travel history, testing, and submission of SG Arrival Card requirements, they have to seek entry approval from the relevant Singapore Government agencies, without which they may be refused entry into Singapore.

Q20 **Apart from business travel, may I travel to Singapore for sightseeing or family visit?**

A20 There are no restrictions on travel purpose under the ATB. Thus, travelling between the two places for sightseeing, family visit or business activities is possible.

Preparation before departure

Q21 **How to make an application? How much does it cost?**

A21 For travellers who are non-Singapore Citizens, and at the same time, non-Permanent Residents or non-Long-Term Pass holders, they must apply for an Air Travel Pass¹⁶. In the case of Long-Term Pass holders, apart from the above travel history and testing requirements, they have to seek entry approval from the relevant Singapore Government agencies, without which they may be refused entry into Singapore.

¹⁵ The following groups are not required to meet this requirement: (i) children aged 12 or younger travelling with a parent or guardian, and (ii) those unable to use a mobile device due to a certified disability or special need.

¹⁶ <https://safetravel.ica.gov.sg/hongkong/atp/apply-now>

Q22 Is application for visa required for sightseeing, family visit or business travel under the ATB for holders of travel documents which permit visa-free entry to Singapore?

A22 Not required.

Q23 Before departure from Hong Kong, where can I take a COVID-19 test? Which method of testing is acceptable? When should I take the test before departure? How long is the validity period of the test result? How long does it take to obtain the result? How much does it cost?

A23 Travellers can take a COVID-19 PCR nucleic acid test¹⁷ at one of the testing institutions recognised by the HKSAR Government or the four community testing centres (in operation from 15 November 2020). The specimen has to be collected within 72 hours prior to the scheduled time of departure of the designated flight. The time required for such testing varies among the testing institutions. In general, the test result will be available within 24 hours. Once the four community testing centres come into operation, the self-paid testing service should cost no more than HKD240. For the other testing institutions, the price ranges from around HKD700 to HKD2,000.

Q24 Apart from taking COVID-19 test, are there any other requirements or criteria?

A24 Travellers must not have travel history to any country or region other than Singapore or Hong Kong in the last 14 days. They have to fill in and submit the SG Arrival Card¹⁸ within three days before arriving at Singapore. For travellers who are non-Singapore Citizens, and at the same time, non-Permanent Residents or non-Long-Term Pass holders, they must also –

¹⁷ www.coronavirus.gov.hk/pdf/List_of_recognised_laboratories_RTPCR.pdf

¹⁸ <https://eservices.ica.gov.sg/sgarrivalcard/>

- (i) Air Travel Pass: apply for an Air Travel Pass¹⁹; and
- (ii) TraceTogether app: carry with them a mobile device which is compatible with the TraceTogether app²⁰, download the app and register²¹.

In the case of Long-Term Pass holders, apart from the above travel history, testing, and submission of SG Arrival Card requirements, they have to seek entry approval from the relevant Singapore Government agencies, without which they may be refused entry into Singapore.

Ticketing and check-in arrangement for designated flights

Q25 Which flights are designated flights? How to purchase the tickets? How many designated flights will there be per day? What is the capacity for each designated flight?

A25 Currently, the designated flights are operated by Cathay Pacific Airways and Singapore Airlines. For ticketing arrangement and other details, please refer to the websites of the airlines concerned. On the first 15 days upon the launch of the ATB arrangement (i.e. from 22 November 2020 to 6 December 2020), there would be one designated flight travelling from Hong Kong to Singapore and one from Singapore to Hong Kong respectively per day. The number of passengers on each designated flight would be no more than 200 (excluding air crew). Starting from the 16th day since the commencement of the ATB arrangement (i.e. 7 December 2020), unless there is alternative arrangement (see Section III of the Frequently Asked Questions), the daily number of designated flight from Hong Kong to Singapore and from Singapore to Hong Kong would be increased to two respectively, while the maximum

¹⁹ <https://safetravel.ica.gov.sg/hongkong/atp/apply-now>

²⁰ <https://www.tracetogogether.gov.sg/>

²¹ The following groups are not required to meet this requirement: (i) children aged 12 or younger travelling with a parent or guardian, and (ii) those unable to use a mobile device due to a certified disability and/or special need.

number of passengers on each designated flight would remain as 200.

Post-arrival Arrangement

Q26 Is a COVID-19 test required?

A26 Not required.

Staying in Singapore

Q27 Are there any restrictions on travellers' itinerary in Singapore? For instance, are travellers allowed to use public transport?

A27 There are no restrictions on their itinerary. Travellers should however comply with the local regulations on prevention and control of disease and relevant measures.

Arrangement for return journey

Q28 How to travel back to Hong Kong under the ATB and be exempted from the compulsory quarantine?

A28 Any person (except for holders of Work Permit or S Pass issued by the Ministry of Manpower of Singapore working in the construction, marine shipyard, or process sectors), regardless of nationality, would be eligible to board a designated flight to Hong Kong under the ATB if he/she has not visited any country or region other than Singapore or Hong Kong in the last 14 days, has obtained a valid negative COVID-19 PCR nucleic acid test result

prior to departure²², and has met the normal visa and immigration requirements. Upon arrival, he/she is required to be tested for COVID-19. If tested negative, he/she would be exempted from the compulsory quarantine.

Q29 I have taken a PCR nucleic acid test which yielded a negative result in Hong Kong before departing for Singapore. If I am going to take a designated return flight from Singapore to Hong Kong with a scheduled time of departure which is within 72 hours since the specimen was collected for the aforementioned test, do I need to take another test in Singapore before boarding the designated return flight?

A29 Not required.

²² Travellers can take a COVID-19 PCR nucleic acid test at a testing institution in Hong Kong recognised by the HKSAR Government or a clinic or testing centre in Singapore designated by the Singapore Government. The specimen has to be collected within 72 hours prior to the scheduled time of departure of the designated flight.

III. Expansion, suspension and resumption arrangement

Q30 Under what condition would the ATB be suspended? How would it be announced and implemented?

A30 If the seven-day moving average of the daily number of unlinked local cases (excluding dormitory resident cases for Singapore) is more than five for either Singapore or Hong Kong, the ATB will be suspended in two days' time (including the day on which the figure was announced) for two weeks. The two governments will notify the airlines and make relevant announcement.

Q31 If the ATB is suspended, will affected travellers be compensated?

A31 Whether the travellers will be compensated or receive refund depends on the terms and conditions of the air ticket and the travel products concerned (such as hotel accommodation or group tour package). Please check with the relevant airline, hotel or travel agency. The two governments will not provide any compensation for the losses incurred by travellers due to the suspension or resumption of the ATB arrangement.

Q32 If ATB travellers would like to extend the length of stay in Hong Kong, how do they apply?

A32 Generally speaking, visitors must depart Hong Kong for their place of origin before the expiry of their limit of stay. If there is a special reason or difficulty resulting in a need to stay longer, visitors may make an extension of stay application within seven days before their limit of stay expires. Applications will be considered based on individual circumstances.

Q33 If the ATB is suspended, can travellers return to the place of origin by non-designated flights?

A33 Travellers who are Hong Kong residents can return to Hong Kong

from Singapore by non-designated flights. However, they will be subject to the prevailing health quarantine measures and testing arrangements that are applicable to inbound travellers from overseas upon their return to Hong Kong. For Singapore Citizens, Permanent Residents or Long-Term Pass holders, they can return to Singapore from Hong Kong by non-designated flights. They will however be subject to the quarantine arrangements implemented by the Singapore Government (e.g. serving the SHN).

Q34 How can designated flights be resumed?

A34 On the last day of the two-week suspension, if the seven-day moving average of the daily number of unlinked local cases (excluding dormitory resident cases for Singapore) is not more than five for both Singapore and Hong Kong, the suspension will automatically lapse on the next day. Travellers should contact the relevant airlines for the exact date and time of resumption of designated flights.

Q35 When will the two governments consider increasing the number of designated flights?

A35 The number and capacity of the designated flights will be subject to review by the two governments taking into account the actual circumstances for the implementation of the ATB.
