



## Hong Kong Airlines Relocation to Terminal 2 (T2)

### Frequently Asked Questions

For information regarding check-in and departure procedures at T2, please refer to [Check-In Services](#).

**1. When will the check-in counters be relocated to Terminal 2 (T2)?**

The relocation will take effect from 04:00 am on 27 May 2026.

**2. What are the operating hours of the check-in counters?**

The check-in counters open 3 hours prior to the scheduled departure time of the first flight of the day, and close 60 minutes before the scheduled departure time of the last flight. We strongly recommend that passengers allow ample time to complete their check-in procedures. Boarding gates will close 20 minutes before the flight departure time.

**3. Where are the check-in counters located in Terminal 2 (T2)?**

The check-in counters in T2 are located at Aisle Q. Passengers may also use the self-service facilities at Aisle R and other aisles.

**4. After completing check-in at T2, where should I proceed with security screening and immigration clearance?**

If you complete check-in between 05:30 am and 00:15 am, you may proceed with security screening and immigration clearance at T2. You will then take the Automated People Mover (APM) to the Midfield Concourse of Terminal 1 (T1M) for boarding.

If you complete check-in between 00:15 am and 05:15 am, you will need to proceed to Terminal 1 (T1) for security screening and immigration clearance, and then continue to the Midfield Concourse (T1M) for boarding. The walking time from T2 to the T1 Departures Hall is approximately 15 to 20 minutes. Passengers are advised to allow ample time for transit.

**5. What public transport options are available to reach T2 directly?**

Various public transport services provide direct access to T2. For details, please visit the [To & From Airport](#) section on Hong Kong International Airport website.

**6. If I have completed online or mobile check-in and do not have checked baggage, can I proceed directly to T1 for departure?**

Yes. Please ensure you have downloaded your e-boarding pass or QR code. You may proceed directly to T1 for security screening and immigration clearance, and then take the Automated People Mover (APM) to Midfield Concourse of Terminal 1 (T1M) for boarding.

**7. How long does it take to travel from the T2 check-in counters to the boarding gate?**

The total journey takes approximately 30 minutes, including security screening, immigration clearance, and travel on the Automated People Mover (APM).

**8. Are there dining, banking, and other facilities available at T2?**

For details on available facilities, please visit the [Shop & Dine](#) on Hong Kong International Airport website.

**9. If my flight departs in the early hours of 27 May, where should I check in?**

If you arrive at the airport before 01:50 am on 27 May, please proceed to Aisle K at T1 for check-in. If you arrive at or after 04:00 am, please proceed to Aisle Q at T2. In-town check-in services remain unchanged and are available from 24 hours before departure.

**10. What should I note if I am transferring in Hong Kong on or after 27 May?**

If both sectors of your journey are operated by Hong Kong Airlines, or if your baggage is through-checked and you already hold your onward boarding pass, your transfer process remains unchanged. You do not need to clear immigration and may proceed directly to your boarding gate. If you do not have your onward boarding pass or require to re-check your baggage, please proceed to the check-in counter of the operating airline to complete check-in and drop-off procedures. Please note that all boarding gates are located in T1. Transfer information is available at [Transit & Transfer](#).

Hong Kong Airlines' Airport Transfer Desk service hours are as follows:

- W1 Transfer Desk: 06:00 – 23:00
- M1 Transfer Desk: 09:00 – 02:00

**11. How can I arrange to check in sports equipment or medical devices?**

You may pre-advise for the carriage of sports equipment or medical devices at least 72 hours before your flight via the [Travel Assistance and Special Meal Application Form](#). If your request is within 72 hours of departure, please contact us via our [Live-Chat](#) online service, [WhatsApp](#), or [Contact Us](#). To ensure smooth handling, passengers are strongly advised to arrive at airport T2 at least 120 minutes before departure to complete check-in and bag drop procedures.

**12. What should I do if I require special assistance (e.g. wheelchair service, unaccompanied minor, or meet and assist service)?**

You may submit your request at least 72 hours before departure via the [Travel Assistance and Special Meal Application Form](#). If your request is within 72 hours of departure, please contact us via our [Live-Chat](#) online service, [WhatsApp](#), or [Contact Us](#). To ensure a smooth check-in process, passengers are strongly advised to arrive at airport T2 at least 120 minutes before departure.

