

# HKG - Hong Kong International Airport

## Hong Kong Customs and Excise Department



### Carnet & Customs Instructions

Carnet users must have their carnets validated both when arriving and departing.

- 1) Bring Carnet and items to Public Office located on the Departure Level, Level 7, in Terminal 1, or to
- 2) Level 3 in Terminal 2.

Hours of operation: **Terminal 1: 24/7;**  
**Terminal 2: 7 am-2 am**

**Note: A Terminal 2 map was not available.**

Information is accurate as of May 1st, 2016 but can change at any time.

Please allow sufficient time to locate customs and get your carnet validated should the location of customs change due to conditions beyond our control.

### Language Aid

Present this language aid to be directed to the nearest Customs area in this Airport.

Please direct me to the nearest Customs area. (English)

請指引我到這個機場中最近的海關辦事區。 (Traditional Chinese)

### Airport Information

#### Website

[www.hongkongairport.com/eng/index.html](http://www.hongkongairport.com/eng/index.html)

**Customs Service +49 (0)351 / 44834-510**

**Parking Customer Service +852 2183 4360**

BCL International HelpLine..... 0808 189 3400 E-Mail ..... [carnets@boomerangcarnets.co.uk](mailto:carnets@boomerangcarnets.co.uk)  
U.S. Corporate Headquarters ..... 847-852-3100 Website ..... [www.boomerangcarnets.co.uk](http://www.boomerangcarnets.co.uk)

