

新聞稿

Press Release

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In-town Check-in Service at Airport Express Hong Kong Station Extends Service Hours to 11pm Introduces Comprehensive Self-service for a Seamless Travel Experience

The MTR Corporation announced today (29 January 2024) that the In-town Check-in Service at Airport Express (AEL) Hong Kong Station will be extended until 11:00 pm starting from 1 February (Thursday) after coordination with the relevant airline. Four self-service bag drop counters are being introduced from the same day, allowing passengers of designated airline to complete the check-in and baggage drop-off process on their own, along with smart check-in kiosks. Currently, the In-town Check-in Service at Hong Kong Station is only available for Cathay Pacific passengers. The Corporation will continue to coordinate with other airlines on their service arrangements.

Starting from Thursday, passengers can make use of the In-town Check-in service at Hong Kong Station from 6:00 am to 11:00 pm daily. They can use the smart check-in kiosks to complete the check-in process while those who have already completed online check-in can print their boarding passes and baggage tags at the smart check-in kiosks directly, then proceed to the self-service bag drop counters for baggage check-in. The one-stop self-service process aligns with that at Hong Kong International Airport, offering passengers a hassle-free ride on the Airport Express to the airport.

The In-town Check-in Service is available from one day before the scheduled departure time of flights until at least 90 minutes before the scheduled departure time. Please refer to the terms and conditions on the respective airline's website for details.

"The Airport Express connects the world. In view of the gradual recovery of air traffic, the Airport Express reopened its In-town Check-in service and fully resumed train service since July of last year. We continue to strive for service enhancement by introducing comprehensive one-stop smart self-services for seamless connection to the airport, providing a more relaxed and convenient travel experience for passengers. Moving forward, we will continue our commitment to improving the services and facilities thereby supporting Hong Kong's position as an international tourism hub," said Ms Jeny Yeung, Managing Director - Hong Kong Transport Services of the MTR Corporation.

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To accommodate the self-service facilities for In-town Check-in, Hong Kong Station has enhanced signage and station announcements, and deployed additional staff at the In-town Check-in Concourse to assist passengers and offer them the relevant service leaflet. Staff of Cathay Pacific are also available to assist passengers during service hours. In addition, porters have been introduced at Airport Express Hong Kong Station and Kowloon Station to assist passengers by offering help for luggage handling and gate access, etc.

The Airport Express has been serving Hong Kong for over 25 years, providing fast and comfortable airport transportation for both local and oversea passengers. The In-town Check-in Service has been particularly well received by passengers. As air traffic gradually recovers after the pandemic, the MTR Corporation will continue to communicate and coordinate with airline industry partners, providing full support for relevant service arrangements.

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About MTR Corporation

To Keep Cities Moving, MTR makes encounters happen and rendezvous for a more connected tomorrow. As a recognised world-class operator of sustainable rail transport services, we are a leader in safety, reliability, customer service and efficiency.

MTR has extensive end-to-end railway expertise with 45 years of railway projects experience from design to planning and construction through to commissioning, maintenance and operations. Going beyond railway delivery and operation, MTR also creates and manages dynamic communities around its network through seamless integration of rail, commercial and property development.

With more than 50,000 dedicated staff*, MTR carries over 10 million passenger journeys worldwide every weekday in Hong Kong, Mainland China, Australia, the United Kingdom and Sweden. Together, we Go Smart and Go Beyond.

For more information about MTR Corporation, please visit www.mtr.com.hk.

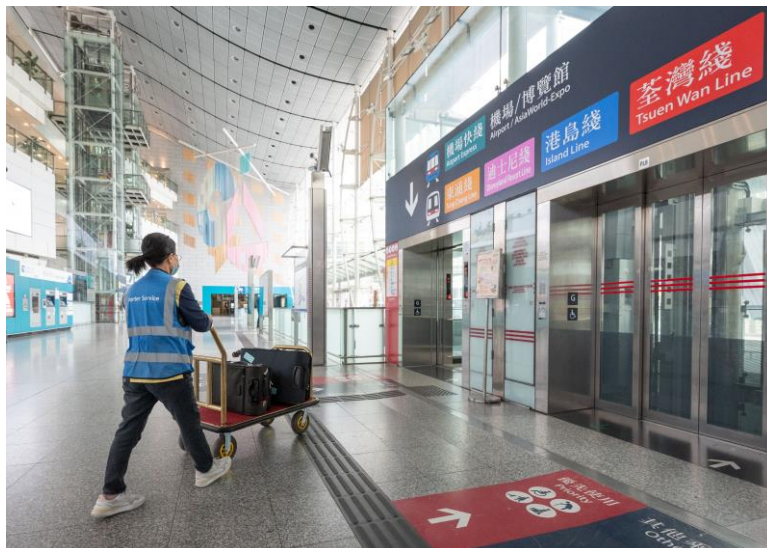
*includes our subsidiaries, associates and joint ventures in Hong Kong and worldwide

Photo Caption:


1. Passengers can use the smart check-in kiosks and self-service bag drop counters in a simple and convenient way.




2. Airport Express porters at Hong Kong Station and Kowloon Station will assist passengers in need.



3. In-town Check-in Service leaflet





 travel with a smile


In-Town Check-in Service


Smart Check-in Kiosk + Self Bag Drop


Instructions Applicable to Hong Kong Station and passengers of Cathay Pacific

- 01** Head to a Smart Check-in Kiosk at the In-town Check-in area of Hong Kong Station

Smart Check-in kiosks can only support electronic travel documents. Please check if your passport cover or travel document has this icon.



- 02** Select "Cathay Pacific" on the screen


- 03** Scan your passport or boarding pass to retrieve your flight information




04


Verify your personal information, enter your mobile phone number and email address




05


Acknowledge your baggage is free of controlled and forbidden items



- 06** Select the required number of luggage tag(s) and print them


- 07** Review or select your seat and print your boarding pass


* Passengers who have checked in already can change their seats here.


- 08** Attach the luggage tag to your baggage according to the instructions on the back of the luggage tag and keep the receipt part


- 09** Proceed to the Self Bag Drop Counter to drop your baggage



- 10**

Scan your face with the camera to verify your identity




11


Follow the instructions on the screen to confirm that your baggage is free of controlled and prohibited items



12

Use the handheld scanner to scan the luggage tag attached to your baggage


- 13** Collect the claim tag and keep it until you arrive at your destination and retrieve your baggage



Remarks:

1. Please speak to a Cathay Pacific staff if your travel document cannot be read by the Smart Check-in Kiosk.

2. You can check-in and drop your baggage as early as one full day in advance* and up to 90 minutes before your scheduled flight departure time during the In-town Check-in service hours from 6:00am to 11:00pm. (*For direct flights to US destinations, check-in can only start 24 hours before the scheduled flight departure time. For flights to other destinations, please refer to the Cathay Pacific website.)