

## 新聞稿

### Press Release

PR032/24  
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#### **In-town Check-in Service at Airport Express Kowloon Station Resumes Hong Kong Airlines Check-in Added at Hong Kong Station**

MTR Corporation announced today (3 June 2024) that after coordination with the relevant airline, the In-town Check-in Service at Kowloon Station will resume starting from this Thursday (6 June). In its initial phase, it will be available only for Cathay Pacific passengers. In addition, starting from this Friday (7 June), the In-town Check-in Service at Hong Kong Station will be expanded to include Hong Kong Airlines.

The In-town Check-in Service is a dedicated check-in and baggage handling arrangement offered by MTR for Airport Express passengers, with services provided by participating airlines. Since the resumption of services at Hong Kong Station on 5 July last year, the Corporation has actively coordinated with airlines to provide faster, more convenient, and comfortable train services for passengers traveling between the airport and the city.

The In-town Check-in Service at Kowloon Station, in its initial phase, will be available only for Cathay Pacific passengers and will operate from 6:00 am to 3:00 pm daily. The station has installed six smart check-in kiosks and two self-service bag drop counters. Starting from this Thursday, passengers can use the smart check-in kiosks and self-service bag drop counters within the service hours to complete their check-in procedures and baggage drop in a one-stop self-service manner. They can then conveniently board the Airport Express to the airport. Passengers who have completed online check-in can directly print their boarding passes and baggage tags at the smart check-in kiosks and then proceed to self-drop their luggage.

As for the newly added Hong Kong Airlines In-town Check-in service at Hong Kong Station, it will be available from 6:00 am to 7:00 pm daily, starting this Friday. (Please refer to the attachment for the service hours of airlines.)

"MTR Corporation is committed to creating a better service experience for passengers. The Airport Express continues to improve its In-town Check-in service and introduce smart services. After completing the necessary procedures through one-stop smart self-services at the station, passengers can then easily take the Airport Express directly to the airport for boarding, offering greater flexibility for their journey. Besides, as air travel recovers, we welcome more airline partners to offer In-town Check-in Service to passengers. Our team will continue to discuss service arrangements with other airlines and fully support so to benefit more travelers," said Ms Jeny Yeung, Managing Director – Hong Kong Transport Services of the MTR Corporation.

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Meanwhile, the Corporation will launch a special promotion from 6 June to 5 July 2024, offering a complimentary MTR Domestic Single Journey ticket to each passenger who completes In-town Check-in and baggage drop-off procedures at Hong Kong Station or Kowloon Station. Please refer to the attachment for more details.

The In-town Check-in Service is available for use from one day /24 hours until at least 90 minutes prior to passengers' scheduled flight departure time. Please refer to the terms and conditions on the respective airlines' websites for details. Hong Kong Station and Kowloon Station will enhance signage and station announcements, and airlines will also assign staff to assist passengers during service hours.

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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](http://www.mtr.com.hk).

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

Photo Captions:

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



2. [In-town Check-in Service leaflet](#)

Annex 1

**Airport Express In-town Check-in Service**

<b>Station</b>	<b>Service Hours</b>
<b>Hong Kong Station</b>	Cathay Pacific : 6:00 am to 11:00 pm  Hong Kong Airlines (Starting from 7 June 2024): 6:00 am to 7:00 pm
<b>Kowloon Station</b>	Cathay Pacific : (Starting from 6 June 2024): 6:00 am to 3:00 pm

## Annex 2

MTR offers a complimentary single journey ticket to Airport Express passengers who utilise the In-town Check-in Service.



### Free MTR Single Journey Ticket for Using the In-town Check-in Service

- Promotion Period: 6 June to 5 July 2024.
- Passengers who have completed the check-in process and dropped off their baggage at the In-town Check-in area at Hong Kong or Kowloon Station can receive a free MTR Single Journey Ticket for Domestic Ride ("free ticket") from the station staff at the Self Bag Drop Counters, each passenger can receive one free ticket each time. The free tickets are valid for one month from the date of issue.
- Passengers must collect the free tickets in person at the Self Bag Drop Counters; claims made after leaving the counters will not be accepted.
- Passengers can use the free ticket for one MTR single journey (except Airport Express, Light Rail, East Rail Line First Class, Lo Wu and Lok Ma Chau journeys, MTR Bus, and MTR Feeder Bus) within the validity period. If changing lines between Tsim Sha Tsui and East Tsim Sha Tsui Station, passengers have to exit and re-enter the system, therefore a new ticket must be purchased for the second leg of the journey.
- The free tickets are non-refundable and cannot be exchanged for cash.