

Arriving at the Hong Kong International Airport

Visa Formalities

You must present your printed e-Visa along with your passport/travel document at a staffed immigration counter (do not use the automated e-Channel for your first entry). Upon clearance, a landing slip will be issued to you, and your student visa status will be officially activated.

Please immediately check the landing slip and ensure it states “**Student - Permitted to remain until [DD-MM-YYYY]**”.

Important Reminders:

Keep both your printed e-Visa and the landing slip safe throughout your stay in Hong Kong. We highly recommend stapling the landing slip to your passport.

[\[Sample of the landing slip can be found here.\]](#)

If you accidentally entered Hong Kong as a tourist (the slip says "Visitor") or if the permitted stay date does not cover your entire exchange period, please contact the [HKU Student Visa team](#) or the [Hong Kong Immigration Department](#) immediately.

Making Phone Calls

Courtesy Phones at the Airport

Over 50 courtesy phones are available throughout the terminals for passengers to make local calls for free. Please refer to the [Airport Facilities and Services](#) for details.

Getting a Phone Card

Hong Kong's mobile networks operate primarily on **4G LTE and 5G** standards. You can explore a wide range of mobile packages offered by different service providers.

To sign a monthly post-paid contract, you will generally need to provide your passport (or Hong Kong Identity Card) and a proof of residential address.

Alternatively, you can easily purchase a **local prepaid SIM card** (such as SoSIM or Birdie) at convenience stores, supermarkets, or online. Please note that by Hong Kong law, **all prepaid SIM cards require mandatory real-name registration** (using your passport or HKID) before they can be activated.

Main mobile operators in Hong Kong includess:

- | | |
|---|---|
| ○ Birdie | ○ SmarTone |
| ○ China Mobile Hong Kong (CMHK) | ○ SoSIM (by 3HK) |
| ○ CSL (csl / 1010) | ○ Three Hong Kong (3HK) |

Settling into HKU

Arrival Checklist

- ✓ Check in to your accommodation
 - If you are staying in HKU residences, proceed directly to your assigned hall to check in. Please refer to **Annex I** for hall contact details and information on the Hall Buddy Team.
- ✓ Report to your host Faculty Office
 - Collect registration package.
 - Complete the student registration procedures.
 - Finalise your course selection and enrolment.
- ✓ Visit the visa sponsor office (*only if you have outstanding or unsettled visa matters prior to arrival*)
- ✓ Purchase room and daily essentials
 - Acquire bedding (pillow, pillowcases, bed sheets), toiletries, and necessary stationery items at nearby shops or supermarkets.

Campus Life in HKU

Explore [A Glimpse of Student Life @ HKU](#) for practical pre-arrival tips, and use the [Campus Map](#) to help you get around campus.

Group Personal Accident (GPA) Insurance

Registered incoming students are covered under the [HKU Group Travel Insurance](#) (HKU Portal login required) when travelling from Hong Kong to overseas destinations for activities officially arranged by the University.

Important Insurance Reminder for Incoming Students:

HKU **does not** provide general medical, health, or travel insurance to incoming students.

You are **strongly advised to purchase comprehensive travel and medical insurance** at your own expense before arriving in Hong Kong. Your personal policy should cover:

- General medical expenses and hospitalisation in Hong Kong
- Leisure travel outside of HKU activities
- Emergency medical evacuation/repatriation
- Personal property, cash, and baggage (as the University will not insure personal belongings under any circumstances)

University Health Services

As a registered full-time incoming student, you are eligible for health services provided by the [University Health Service \(UHS\)](#) located on the main campus.

- **Primary Medical Care:** Free consultations and basic medications at the UHS clinic. (Some specialised medications or preventive services may incur a charge).
- **Specialist & Hospital Care Referrals:** UHS physicians can refer you to public specialist clinics or public Government hospitals if needed.
- **Physiotherapy:** Available at the UHS clinic at a subsidised charge upon referral by a UHS physician.
- **Dental Service:** Comprehensive dental care is available at the on-campus dental clinic at a competitive, subsidised charge (appointments are required).
- Medical aids, equipment and appliances may be provided at a charge.

University Health Service (UHS)
Emergency Medical Services

Address: 2/F, Meng Wah Complex
Mon to Fri: 8:40am – 5pm ; Sat: 8:25am – 12:45pm
Emergency no.: (852) 3917 1999
Email: uhealth@hku.hk
Website: www.uhs.hku.hk

When the clinic is closed, please go to the nearest Accident and Emergency Department at Queen Mary Hospital, 102 Pokfulam Road, Hong Kong.



24-hour Security Control Centre

[HKU Estates Office](#) provides the 24-hour hotline for campus emergency contact.

Estates Office
24-hour Security Control Centre

Address: Room 310, 3/F, Pao Siu Loong Building
Tel: (852) 3917 2882
Email: security@estates.hku.hk
Website: www.estates.hku.hk/our-services/facility-management/security

Living in Hong Kong

Hong Kong Identity Card (HKID Card)

By law, any person who is permitted to stay in Hong Kong for **more than 180 days** (which generally applies to **year-long exchange students**) is required to register for a Hong Kong Identity Card (HKID) within 30 days of their arrival.

One-semester exchange students staying for less than 180 days are not eligible and do not need to apply.

For details, please refer to the website of the [Hong Kong Immigration Department](#).

Weather and Extreme Weather Precautions

Hong Kong's typhoon and rainy season runs from **April to September**. The government operates warning systems for various weather conditions, including Tropical Cyclone, Rainstorm, Cold Weather, and Very Hot Weather Warnings.

- **Tropical Cyclone Warning Signals** are graded by numbers (Signals No. 1, 3, 8, 9, and 10 being the highest).
- **Rainstorm Warning Levels** are color-coded in three levels (Amber, Red, and Black being the highest).

General Class & Exam Arrangements:

When Typhoon Signal No. 8 (or above), "Extreme Conditions," or the Black Rainstorm Warning is in force:

- **In-person classes and examinations:** Suspended or postponed depending on the timing of the warning (e.g., if warnings are in force at/after 6:00 AM, 11:00 AM, or 3:00 PM).
- **Online classes and examinations:** Will continue as scheduled under all weather conditions.

For exact suspension cut-off times and rescheduling policies, please refer to the [HKU Examinations Office Website](#).

To stay updated, we highly recommend downloading the "**MyObservatory**" mobile app or visiting the [Hong Kong Observatory \(HKO\)](#).

Public Clinics and Hospitals

When specialist care and hospitalisation are required, you are eligible to use the subsidised medical services provided at public clinics and general wards of government hospitals.

To enjoy these subsidised rates, you must present the following documents at registration:

- **For stays of less than 180 days (one-semester students):** You must present your valid passport/travel document along with your activated student visa (e-visa and landing slip).
- **For stays of more than 180 days (year-long students):** You must present your Hong Kong Identity Card (HKID). *(Note: If you have not yet received your physical HKID, you can present your passport and student visa in the interim).*

For the detailed and up-to-date schedule of fees, please visit the [Hong Kong Hospital Authority Fees and Charges page](#) (under *Services Guides - Fees and Charges*).

Off-campus Housing

If you do not wish to reside in the university student residences, or if you do not receive a university housing offer, you can choose to find your own private apartment or share a flat with friends or other HKU students.

To assist with your search, you are highly encouraged to explore the off-campus housing information and resources provided by CEDARS Housing:

- [Private Student Living Collaboration and Referral Scheme](#)
- [Non-University Accommodation Options](#)

For housing enquiries, please contact CEDARS Housing at cedars.housing@hku.hk.

Useful Applications

Campus Life



HKU App

The [HKU App](#) is designed to enhance communication between students, staff, visitors, and the University. It provides convenient mobile access to the latest campus information, including news, maps, learning facilities, student life resources, timetables, and emergency services.

Android



IOS



HKU uPrint App

The [HKU uPrint App](#) offers a quick and convenient way for staff and students to purchase printing units using various mobile payment methods for the uPrint service, supported by Information Technology Services. Users can also easily check their printing unit balance and purchase history directly through the app.

Android



IOS



Public Transport



MTR Mobile

The **MTR Mobile** app provides essential journey-planning information to help you travel around Hong Kong effectively. You can easily plan your route by selecting your origin and destination stations on the interactive MTR system map. Additionally, the app delivers real-time traffic news and informs passengers of special train service arrangements during festive holidays or tropical cyclones.

Android



IOS



App1933 - KMB . LWB (Bus)

KMB (Kowloon Motor Bus) operates cross-harbour routes and services across Kowloon and the New Territories, while **LWB (Long Win Bus)** serves North Lantau Island and Hong Kong International Airport.

This multi-functional app helps with journey planning by providing users with real-time estimated bus arrival times, service updates, and the latest route information.

Android



IOS



Citybus (Bus)

Citybus operates extensive bus routes across Hong Kong Island, Kowloon, and the New Territories, as well as cross-harbour services.

The Citybus app offers user-friendly route-searching features, real-time estimated arrival times, and the latest service updates to help you plan your journey effectively.

Android



IOS



Local News Update



RTHK On The Go

[Radio Television Hong Kong \(RTHK\)](#) is Hong Kong's public broadcasting service. The **RTHK On The Go** app delivers the latest local and traffic news, featuring real-time, timestamped updates so you can easily follow events as they unfold.

Android



iOS



Weather Information



MyObservatory

MyObservatory is a personalised weather service app developed by the [Hong Kong Observatory](#). It provides real-time local weather conditions, forecasts, and official weather warning alerts to keep you safe and informed.

Android



iOS



Contacts and Useful Links

HKU Resources

- [Website for Non-local Students](#): Comprehensive guide by CEDARS on settling into HKU.
- [A Glimpse of Student Life @ HKU](#): Practical information on living costs, campus life, and activities.
- [Key University Offices & Contacts](#): Directory of academic and student support offices, compiled by the [Academic Advising and Scholarships Office \(AASO\)](#).
- [University Health Service \(UHS\)](#): Details on on-campus medical, dental, and health services.

Hong Kong Public Services & News

- [Hong Kong Immigration Department](#): Official guidelines on student visas and HKID registration.
- [Hong Kong Observatory](#): Real-time weather updates, forecasts, and extreme weather warning signals.
- [RTHK News Updates](#): Current local news and traffic updates provided by Hong Kong's public broadcaster.

Annex I – HKU Residences Contact Information

General Housing Enquiry

Name	Email Address	Telephone No.	Website
CEDARS (General Enquiry for Housing)	cedars.housing@hku.hk	+852 3917 2305	housing.cedars.hku.hk
CEDARS (Enquiry for Postgraduate Housing)	pghousing@hku.hk	+852 3917 2305	housing.cedars.hku.hk

Residential Halls

Name	Email Address	Telephone No.	Website
University Hall	uhall@hku.hk	+852 2595 0966	www.uhall.hku.hk
Swire Hall	swarden@hku.hk	+852 3917 0320	www.swire.hku.hk
Simon K.Y. Lee Hall	skyhall@hku.hk	+852 3917 0300	www.skylee.hku.hk
R.C. Lee Hall	rcldhall@hku.hk	+852 2986 5250	www.rcldhall.hku.hk
Lee Hysan Hall	lhhall@hku.hk	+852 2986 5110	www.leehysan.hku.hk
Wei Lun Hall	weilun@hku.hk	+852 2986 5300	www.weilun.hku.hk
Starr Hall	starr@hku.hk	+852 3910 2127	www.starr.hku.hk
Lady Ho Tung Hall	lhthall@hku.hk	+852 3910 2136	www.lhth.hku.hk
Morrison Hall	jockeyv2@hku.hk	+852 3910 2349	www.morrison.hku.hk
Lee Shau Kee Hall	jockeyv2@hku.hk	+852 3910 2360	hkulskh.wixsite.com/lskh
Suen Chi Sun Hall	jockeyv2@hku.hk	+852 2817 7102	suenchisunhall.wixsite.com
Ricci Hall	riccihal@hku.hk	+852 2546 9201	www.ricci.hku.hk
St John's College	stjohns@hku.hk	+852 2291 9600	www.stjohns.hku.hk

Residential Colleges

Name	Email Address	Telephone No.	Website
Shun Hing College	jockeyv3@hku.hk	+852 3917 1419	www.shunhingcollege.hku.hk
Chi Sun College	jockeyv3@hku.hk	+852 3917 1419	www.chisuncollege.hku.hk
Lap-Chee College	jockeyv3@hku.hk	+852 3917 1419	www.lapcheecollege.hku.hk
New College	jockeyv3@hku.hk	+852 3917 1419	www.newcollege.hku.hk
Phoenix Yuen College	jcsv4c1@hku.hk	+852 3917 3940	college1.hku.hk
College 2	jockeyv4@hku.hk	+852 3917 3940	jcsv4c2.hku.hk
Karson Choi College	karsoncc@hku.hk	+852 3917 3940	karsonchoicollege.hku.hk
D.H. Chen College	dhcc@hku.hk	+852 3917 3940	CEDARS D.H. Chen College Page
High West Student Village	hwsv@hku.hk	+852 3917 2305	CEDARS High West Page

Residences

Name	Email Address	Telephone No.	Website
Ching Lin Terrace Residence	chinglin@hku.hk	+852 3917 0133	CEDARS Ching Lin Terrace Page
Graduate House	gradhse@hku.hk	+852 3917 1810	www.gradhse.hku.hk
Mui Fong House	mfssr@hku.hk	+852 3910 3620	CEDARS Mui Fong House Page
Student Flats	pflac@hku.hk	+852 3917 7543	CEDARS Student Flats Page