



IMPORTANT INFORMATION BEFORE BOOKING AN APPOINTMENT

Request email:

Before booking an appointment, you need to send to cog.hongkong@maec.es an email with the information below:

- **Attach a copy of the applicant HKID or passport. Request emails without the corresponding copy will be ignored.**
- **Write your HKID or Passport number** in the message body
- **Name and surname of the applicant in capital letters**
- **Phone number and e-mail** of the applicant
- Purpose of the trip to Spain (tourism, business, studies, etc.)
- Title of e-mail: Visa appointment or NIE appointment + name and surname of the applicant

Consulate staff will check the information and if it is correct, **you will receive an automatic e-mail with your account info** (sent from noreponse@citaconsular.es. This email address will not return any response if written to) to book an appointment. **ALL APPLICANTS MUST SCHEDULE AN APPOINTMENT BY THEMSELVES.** Emails requesting information on the next available appointment will be ignored, as this information is available through our appointment system. Appointments cannot be scheduled by phone.

Applications cannot be made in the name of a third party. **Every applicant is required to have a separate email address, including children.** If your child or relative needs an appointment, you must make it using their identification details.

Our computer system does not allow you to book an appointment for anyone other than the person who is booking it. If the password is introduced wrongly **three times**, the account will be blocked.

Tourism trips will not be considered urgent. Flights or hotel bookings that have already been paid for will not entitle the applicant to any appointment booking or preferential treatment. Conference, study or school trips must be applied for with at least two months in advance; otherwise, there will be no guarantee of a visa appointment, especially during busy travel seasons. **We strongly recommend study tours to be notified to the Consulate in advance by the coordinating organization (School, university, etc) to ensure a smooth visa processing.**

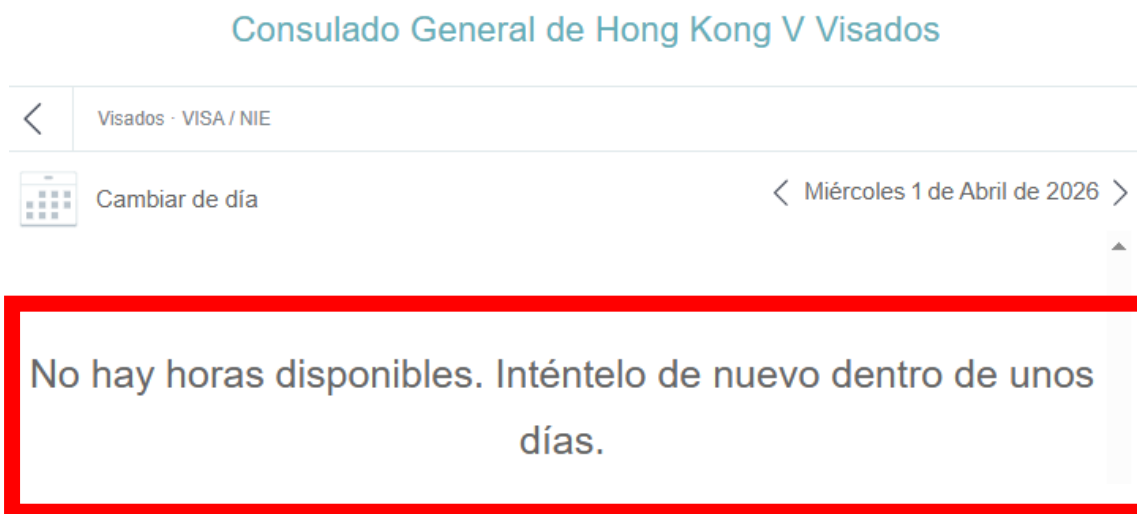
System Login:

The confirmation email will be sent in Spanish, and will contain the following important data: Usuario (Your name) and Matrícula: (Your system ID). By default, the password will be the same as “Matrícula”, but the applicant may choose to modify it once registered. In the [booking system link](#), you will be given two options for logging in:

- Email address
- Matrícula.

The system only allows appointments to be made 8 weeks in advance. Visa applications must be submitted between 6 months and 15 days before the scheduled date of travel. **It is important to book well in advance, especially during high travel seasons.**

If the system is **completely booked** during these 8 weeks, the scheduling screen will **show the following message:**



If the scheduling system is completely booked, you may try again later or in the following days to find new available timeslots.

Appointment cancellation:

Please take precautions and **DON'T CANCEL YOUR APPOINTMENT BY MISTAKE**; this will not entitle you to a new appointment. You can cancel your appointment (Cancelar Cita) up to **three (3) days** before the visit.

Cancelar cita

After this deadline, it is **NOT POSSIBLE TO CANCEL YOUR APPOINTMENT**. You can check and cancel your appointments by clicking on 'Historial y cancelaciones' at the bottom right of the screen once you have accessed the appointment system. If you do not cancel an appointment, thus preventing others from exercising their right to be heeded, it will be considered as an appointment that you will attend to.

Please note that applicants who fail to attend an appointment without cancelling it will not be able to request a new appointment for two (2) months after the date on which they failed to attend to the Consulate.

Applicants may cancel/reschedule their appointments up to **three times**.

Consulate staff cannot cancel or change any appointments, even if you send them an email. **Any correspondence regarding this matter will not be processed.**

All requirements must be submitted by the time of appointment.

Thank you very much for your cooperation.

CONSULATE GENERAL OF SPAIN IN HONG KONG AND MACAO