



IMPORTANT INFORMATION BEFORE BOOKING AN APPOINTMENT

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

- **Title of e-mail:** Visa appointment or NIE appointment + name and surname of the applicant
- **Name and surname of the applicant**
- **Phone number and e-mail** of the applicant
- **Purpose** of the trip to Spain (tourism, business, studies,...)
- Attach a **copy** of the applicant HKID or passport

Consulate staff will check the information and if it is correct you will receive an automatic e-mail with your account info to book an appointment.

Applications cannot be made in the name of a third party. 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. Each procedure requires an appointment.

You can cancel your appointment up to three (3) days before the visit. 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.

You can cancel up to three times.

Please note that citizens 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.

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

Please, attend to your appointment with all the requirements.

Thank you very much for your cooperation.

CONSULATE GENERAL OF SPAIN IN HONG KONG AND MACAO