

Frequently Asked Questions

Q1: What is an electronic liquor licence (e-Liquor Licence)?

A1: E-Liquor Licence is a liquor licence issued by the Liquor Licensing Board (the Board) in electronic format and is applicable to liquor licence and club liquor licence. The layout of e-Liquor Licence follows the format of the paper-form licence at present with the following two features:

- (a) the licensee's photograph will be shown as a digital image on the e-Liquor Licence; and
- (b) the addition of digital signature and QR code to show the latest information of the licence.

Q2: What are the advantages of e-Liquor Licence?

A2: When the applicant learns that his/her application has been approved and has successfully paid the prescribed fee in the "Online Licence Services" system, he/she can download the e-Liquor Licence through the system on his/her own without having to visit the Licence Issuing Offices in person to pick up the licence.

Q3: After the implementation of e-Liquor Licence, will the Board only issue e-Liquor Licences to applicants?

A3: No. E-Liquor Licences will be issued to applicants who have made the payment online. The arrangement of picking up a paper-form licence by using other payment methods will remain unchanged.

Q4: Is the physical liquor licence I am holding still valid? Do I have to replace it with an e-Liquor Licence?

A4: After the implementation of e-Liquor Licence service, depending on the applicant's payment method, the Board will issue either a paper-form liquor licence or an e-Liquor Licence. The paper-form liquor licence issued will remain valid.

Q5: After confirmation of online payment, how do I pick up the e-Liquor Licence?

A5: After an applicant has successfully made the payment online, the e-Liquor Licence will be sent to the "Online Licence Services" system where the applicant can download the relevant licence. Please note that the e-Liquor Licence will be in vxf (e-Form) format. To open and assess the e-Liquor Licence, applicants must first download and install the e-Form Filler software.

Q6: What should I do if I accidentally delete/lose my e-Liquor Licence?

A6: You are required to apply to the respective Liquor Licensing Office of your licensed liquor premises for the replacement of e-Liquor Licence and pay the required fees.

Q7: How should the information on an e-Liquor Licence be verified?

A7: E-Liquor Licence features a digital signature to confirm whether it is issued by the Board. It has also added a QR code to provide the latest information of the licence.

Q8: How do I present the e-Liquor Licence for inspection by law enforcement officers?

A8: A licensee is required to save a soft copy of the e-Liquor Licence in an electronic device, such as personal computer or other mobile device, and present the e-Liquor Licence on the electronic device for inspection by law enforcement officers.

Q9: Can I present a printout of the e-Liquor Licence to law enforcement officers, instead of presenting it in electronic format?

A9: No. An e-Liquor Licence issued must be presented in electronic format.

Q10: Having opted for an e-Liquor Licence, will I still receive a notice denoting the premises' licensed status in paper form?

A10: After an applicant has made the payment online, the e-Liquor Licence and the notice denoting the premises' licensed status will be sent together to the "Online Licence Services" system. Applicants may download the notice from the system, print it in colour on an A4 white paper at the ratio of 1:1 and exhibit it at the main entrance of the premises.

Q11: What should I do if I accidentally delete/lose the electronic version of the notice denoting the premises' licensed status?

A11: Applicants may download the notice again in the "Online Licence Services" system.

Q12: Where should I seek assistance when running into technical difficulties in downloading the e-Liquor Licence?

A12: Please call the technical support hotline at (852) 2186 8167 between 9 a.m. and 5 p.m. from Monday to Friday (except public holidays).

Q13: Where can I make other enquiries on e-Liquor Licence?

A13: You may make enquiries at the following Liquor Licensing Offices:

Hong Kong and Islands Liquor Licensing Office Tel.: 2879 5779 / 2879 5728

Kowloon Liquor Licensing Office Tel.: 2729 1293 / 2729 1237

New Territories Liquor Licensing Office Tel.: 3183 9220 / 3183 9255