

High Speed Rail Ticketing and Travel Information





1. General Information

- 1.1 This Ticketing and Travel Information is to provide information for High Speed Rail passengers departing from Hong Kong West Kowloon Station. For the relevant rules, please refer to the Rules for Guangzhou-Shenzhen-Hong Kong High Speed Rail Cross-Boundary Passenger Transport. If you are travelling from a Mainland station, please refer to the notices published by the relevant Mainland railway transport enterprise(s).
- 1.2 The Contracts (Rights of Third Parties) Ordinance does not apply to this Information.
- 1.3 This Information may be amended from time to time. MTR Corporation Limited ("MTR") reserves the right to make the final decision in the event of any dispute.
- 1.4 For information about High Speed Rail services, you may also call our Enquiry Hotline at 2106 3888.

2. Ticketing Information

2.1 Ticket Types and Class of Travel

- a. Adult Ticket – for passengers aged 18 or above or whose height exceeds 1.5 m.
- b. Child Ticket – for passengers aged under 18 and whose height is between 1.2 m and 1.5 m. A Child Ticket must be purchased together with the ticket of an accompanying adult. A child whose height is under 1.2 m may travel free if accompanied by a passenger who is aged 18 or above and holding a valid ticket provided that the child does not occupy a seat. A separate ticket must be purchased for any additional child. A ticket must be purchased for any child who is eligible for free travel if he/she occupies a seat.
- c. Special ticket types:
 - Student Ticket – for Hong Kong students enrolled in any higher education institution in Mainland China who do not receive any wages or income. Such students are entitled to purchase second class Student Tickets for 4 single journeys each year, for travel between their home and the location of their institution (or the place where

they are undertaking an internship), during summer break (from 1 June to 30 September) and winter break (from 1 December to 31 March the following year);

Disabled Military Ticket – for holders of a Certificate for Disabled Military of the People's Republic of China or Certificate for Disabled Policemen of the People's Republic of China with no restriction on class of travel.

For specific requirements, please refer to the Rules for Guangzhou-Shenzhen-Hong Kong High Speed Rail Cross-Boundary Passenger Transport.

- d. Different classes of travel are available for passengers to choose from. Upon selecting the date, train number and class of travel, a seat number will automatically be assigned by the ticketing system. Passengers should sit according to their assigned seat number.

2.2 Fares

- a. For fares, please refer to the fare information posted on the MTR website and at Hong Kong West Kowloon Station.
- b. Fares are set in Renminbi ("RMB") with the Hong Kong Dollar ("HKD") fare being adjusted monthly subject to the prevailing exchange rate. Adjusted HKD fares will be announced on the first day of every month. For tickets sold in HKD, the fare is the valid Implemented Fare for the current month, which may not be the same as the fare on the date of travel.
- c. Tickets available for sale in Hong Kong can be purchased in HKD or RMB. The fare printed on the ticket will be in the payment currency. For tickets purchased at any Ticket Agent in Hong Kong, the fare in HKD will be printed on the ticket regardless of the payment currency.
- d. The MTR may provide promotional offers from time to time, subject to the relevant terms and conditions. For more information, please refer to the relevant promotion materials.

2.3 Real-name Policy

- a. Valid identification documents are required for ticket purchase, collection, alteration and refund. Each valid identification document can only be used to purchase one ticket for the same train on any given date of travel, except for an adult passenger using his/her identification document to purchase a ticket for an accompanying child. The passenger's name (in whole or in part) and partial identification document number will be printed on the ticket.

- b. A child's own identification document or that of his/her accompanying adult may be used when a Child Ticket is purchased. If a ticket is purchased using the accompanying adult's identification document, the adult's name (in whole or in part) and partial identification document number will be printed on the ticket.
- c. Before passing through an entry gate, and before boarding and during the journey, MTR staff and/or the staff of the relevant Mainland railway transport enterprise(s) may request that passengers produce their original personal identification documents for verification of the information printed on their tickets.
- d. The acceptable valid identification documents for ticketing are as follows:

Ticketing Channel	Identification Document Type
Hong Kong West Kowloon Station Ticketing Counter/ Ticket Agent (Original or photocopy)	<ul style="list-style-type: none"> ▪ Mainland Travel Permit for Hong Kong and Macao Residents ▪ People's Republic of China Resident Identity Card ▪ People's Republic of China Exit/Entry Permit for Travelling to and from Hong Kong and Macao ▪ Mainland Travel Permit for Taiwan Residents ▪ Foreign passports recognized by the PRC Government
Online Ticketing/ Tele-ticketing (Identification information)	<ul style="list-style-type: none"> ▪ Mainland Travel Permit for Hong Kong and Macao Residents ▪ People's Republic of China Resident Identity Card ▪ People's Republic of China Exit/Entry Permit for Travelling to and from Hong Kong and Macao ▪ Mainland Travel Permit for Taiwan Residents ▪ Foreign passports recognized by the PRC Government
Hong Kong West Kowloon Station Ticket Machine (Original only)	<ul style="list-style-type: none"> ▪ Mainland Travel Permit for Hong Kong and Macao Residents ▪ People's Republic of China Resident Identity Card (limited to second-generation version)

2.4 Buying Tickets

- a. Tickets are available for sale 30 days in advance through MTR Online Ticketing, Tele-ticketing, and Ticket Agents, and 28 days in advance at Ticketing Counters and Ticket Machines in Hong Kong West Kowloon Station. Any changes to the advance sales period will be announced by MTR by notice.

- b. Passengers can buy tickets for journeys between Hong Kong and Mainland China by visiting Hong Kong West Kowloon Station in person, through Online Ticketing, Tele-ticketing or Ticket Agents. Details are as follows:

Ticketing Channel	Service Hours	Sales Cut-off Time
Hong Kong West Kowloon Station Ticketing Counter	06:00-23:00	45 minutes before train departure
Hong Kong West Kowloon Station Ticket Machine	06:00-23:00	45 minutes before train departure
Online Ticketing (www.mtr.com.hk/highspeed) [#]	06:00-23:00	120 minutes before train departure
Tele-ticketing (2120 0888)	07:00-21:00	120 minutes before train departure
Ticket Agent	Subject to individual Ticket Agents' arrangements	

[#] Only supports desktop PC or laptop PC with selected browsers (Chrome, Internet Explorer and Firefox)

- c. Different payment methods are available with details as follows:

Hong Kong West Kowloon Station	
Ticketing Counter	Ticket Machine
<ul style="list-style-type: none"> Cash in HKD and cash in RMB Credit card (Visa and Mastercard) UnionPay card (credit card and debit card) Octopus* EPS Mobile payment (Apple Pay, Google Pay, Samsung Pay, Alipay, Alipay HK, WeChat Pay, WeChat Pay HK) 	<ul style="list-style-type: none"> Cash in HKD Credit card (Visa payWave and Mastercard contactless)* Octopus*
Online Ticketing	
Credit card (Visa, Mastercard and UnionPay Online Payment)	
Tele-ticketing	
Credit card (Visa and Mastercard)	
Ticket Agent	
Subject to individual Ticket Agents' arrangements	

* Octopus and contactless payments have a limit of HKD1,000 for each transaction

- d. Special tickets are available for sale at China Railway (Hong Kong) Holdings Ltd.'s counters at Hong Kong West Kowloon Station. For details, please contact China Railway (Hong Kong) Holdings Ltd.

- e. Passengers who require wheelchair space may visit the Ticketing Counters at Hong Kong West Kowloon Station or call our Tele-ticketing Hotline to make arrangements.

2.5 Ticket Collection

- a. Tickets purchased online, or through Tele-ticketing or Ticket Agents must be collected at the Ticketing Counters or Ticket Machines at Hong Kong West Kowloon Station by producing a valid identification document and/or other proof of purchase and information no later than 45 minutes before train departure:

Hong Kong West Kowloon Station		
	Ticketing Counter	Ticket Machine
Identification document required	Original identification document used to purchase the tickets	Original identification document used to purchase the tickets (limited to Mainland Travel Permit for Hong Kong and Macao Residents or People's Republic of China Resident Identity Card (second generation version))
Other proof and information	–	Tickets purchased online or through Tele-ticketing: Credit card used for purchase of tickets, or the booking number along with the customized password Tickets purchased through Ticket Agents: Booking number together with the customized password

- b. Tickets purchased through MTR ticketing channels can only be collected at Hong Kong West Kowloon Station. Mainland stations do not provide a collection service for such tickets.

2.6 Alteration

- a. Only the date, train number and class of travel can be altered. Alteration of departure station and arrival station will not be accepted.
- b. Tickets can be altered once during the advance sales period if seats are available and upon verification of the passengers' identification. Alteration cut-off times are as follows:

Hong Kong West Kowloon Station Ticketing Counter	Online Ticketing
60 minutes before train departure	120 minutes before train departure
Tele-ticketing	Ticket Agent
120 minutes before train departure	Subject to individual Ticket Agents' arrangements

- c. For tickets purchased through MTR ticketing channels and already collected, alteration must be processed at the ticketing counters at Hong Kong West Kowloon Station. If tickets are not yet collected, they can be altered online, or through Tele-ticketing or Ticket Agents. Details are as follows:

Ticket Channel \ Alteration Channel	Ticket collected	Ticket not collected		
	Hong Kong West Kowloon Station Ticketing Counter ¹	Online Ticketing	Tele-ticketing	Ticket Agent
Hong Kong West Kowloon Station Ticketing Counter	✓	—	—	—
Hong Kong West Kowloon Station Ticket Machine	✓	—	—	—
Online Ticketing	✓	✓ ²	—	—
Tele-ticketing	✓	—	✓ ³	—
Ticket Agent	✓	—	—	✓ ⁴

¹ Original or photocopy of the passenger's identification document must be produced

² Booking number and customized password are required. For the terms and conditions of alteration, please visit the ticketing website

³ Booking number is required and only one ticket can be altered each time

⁴ At the original Ticket Agent only; booking number is required and the original or photocopy of the passenger's identification document must be produced

- d. Tickets purchased through MTR ticketing channels and already collected can also be altered at a Mainland station provided that:
- the departure station of the tickets is a Mainland station; and
 - the tickets are purchased in cash or paid by Octopus, EPS, Alipay, Alipay HK, WeChat Pay or WeChat Pay HK; tickets purchased at any Ticket Agents will be treated as purchased in cash; or
 - the tickets are purchased by non-cash payment with no fare difference after alteration.
- e. Tickets purchased through Mainland ticketing channels and already collected can also be altered at Hong Kong West Kowloon Station provided that:
- the departure station of the tickets is Hong Kong West Kowloon Station; and
 - the tickets are purchased in cash; or
 - the tickets are purchased by non-cash payment with no fare difference after alteration.

- f. If alteration results in a higher fare, passengers are required to pay the difference; if alteration results in a lower fare, passengers will be refunded the difference. For tickets purchased with a credit card or a UnionPay card, please refer to Section 2.7e for details of the payment or refund of the fare difference after alteration.
- g. For alteration of tickets purchased in HKD through MTR ticketing channels, the fare difference (if any) will be calculated based on the HKD fare prevailing on the date of alteration. Passengers will be required to pay or be refunded the fare difference in case of a change of fare due to exchange rate fluctuations.
- h. Altered tickets are non-refundable.

2.7 Refund

- a. Tickets purchased through MTR ticketing channels (whether collected or not) can only be refunded at the Ticketing Counters at Hong Kong West Kowloon Station. Tickets purchased through Ticket Agents and not yet collected can also be refunded at the original Ticket Agent.
- b. Subject to verification of identity, any unused tickets can be refunded no later than 60 minutes before train departure at the Ticketing Counters in Hong Kong West Kowloon Station. Passengers should contact the Ticket Agent through which their tickets were purchased for the cut-off time for refunds.
- c. Partial fares will be refunded according to the following time scale:

Before train departure	Refund ratio
Within 48 hours to cut-off time of respective channels	50% of fare paid
48 hours to 14 days	70% of fare paid
15 days or above	95% of fare paid

Amount refundable will be rounded up to the nearest whole HKD or RMB.

- d. When claiming a refund, passengers must produce their original identification documents used to purchase the tickets. For a refund claimed by any person on behalf of the passenger without the passenger's original identification document used to purchase the ticket, a photocopy of such document can be accepted provided that the person's original identification document is produced. Ticket Agents will also request for the booking number when processing a refund.
- e. Means of refund in Hong Kong:
 Tickets purchased through MTR ticketing channels: if paid by cash in HKD, or by Octopus, EPS, Alipay, Alipay HK,

WeChat Pay or WeChat Pay HK, refunds will be paid in cash in HKD; if paid in cash in RMB, refunds will be paid in cash in RMB; if paid by a credit card or UnionPay card through Online Ticketing or Tele-ticketing, refunds will be paid to the original credit card or UnionPay card; if paid by a credit card or UnionPay Card by swiping the card through a mobile device or contactless payment, passengers are required to present the card used for payment when claiming a refund. For tickets purchased at any Ticket Agents, refund will be settled in HKD regardless of the payment currency and method. Please contact the respective Ticket Agents for details;

Tickets purchased through Mainland ticketing channels in cash will be refunded in RMB in cash.

- f. Tickets purchased through MTR ticketing channels and already collected can be refunded at a Mainland station provided that:
 - i. the tickets are purchased in cash (or paid by Octopus, EPS, Alipay, Alipay HK, WeChat Pay and WeChat Pay HK); or
 - ii. the tickets are purchased at any Ticket Agents, which will be treated as purchased in cash.
- g. For refund of tickets in the Mainland, the amount refundable will be calculated by reference to the fare chart posted at stations, and in RMB in cash.
- h. For tickets purchased by non-cash payment, refunds can only be processed where the tickets were purchased (i.e. in Hong Kong or in the Mainland) regardless of whether the tickets have been collected or not.
- i. Unless otherwise specified, expired tickets are non-refundable under any circumstances.

2.8 Handling of Lost Tickets

- a. Lost Tickets
 - i. Passengers who have lost their tickets may file a report for loss and obtain re-issued tickets once only. No ticket re-issue will be processed if any of the following occurs:
 - the passenger is unable to produce the valid, original identification document used to purchase the ticket;
 - there is no record of purchase of the ticket;
 - the ticket purchased has already expired, been refunded or been recorded as already used to exit from a station;
 - the identification document, the person's identity and the ticket purchase record are not consistent with one another;

- the claimed date of travel and train number are inconsistent with the record;
 - the actual travelled section exceeds the ticketed section.
- ii. Passengers who find that they have lost their tickets before entering the paid area of Hong Kong West Kowloon Station and before the sales cut-off time for the train of travel should proceed to the Ticketing Counters in the Ticketing Concourse to report loss and obtain re-issued tickets. The passenger will be required to produce the original identification documents used to purchase the ticket, provide the name of the station where the tickets were purchased (or collected), date of travel, train number, departure station and arrival station. Upon verification of such information, the passenger will be required to purchase a new ticket with the same departure date, train number and seat number. The re-issued ticket will be denoted "loss reported and re-issued". The passenger should notify the train crew of their use of the re-issued ticket. Prior to arrival at the destination, once the information on the ticket, original identification document used to purchase the ticket and identity of the passenger has been verified as consistent and the lost ticket is confirmed as not used, the train purser will issue a Record of Operations to the passenger to use to request a refund of the re-issued ticket at their destination station. Upon arrival, the passengers should notify station staff and co-operate with the station staff during inspection.
- iii. Passengers who find that they have lost their tickets at the platform or after boarding the train should notify any staff at the platform or train crew. Upon verification of the identity of the passenger, verification of the original identification document used to purchase the ticket and ticket purchase information, the passenger will be issued with a ticket with a note "lost ticket" after paying a handling charge. Prior to arrival at the destination, once the lost ticket is confirmed as not used, the train purser will issue a Record of Operations to the passenger. Upon arrival, the passenger should notify station staff and co-operate with the station staff during inspection. The passengers should use the ticket marked "lost ticket", Record of Operations and the original identification document used to purchase the ticket to exit from the station. The handling charge paid will not be refunded. If the ticket purchase information could not be retrieved on board the train, the passenger will be required to purchase a ticket with the same train number and seat number. Prior to arrival at the destination, once the lost ticket is confirmed as not used, the train purser will issue a Record of Operations to the passenger to use to request a refund of their re-issued ticket. Upon arrival, the passenger should notify station staff and co-operate with the station staff during inspection.

- iv. Passengers who find that they have lost their ticket before exiting from a station should notify station staff and cooperate with the station staff during inspection. If it is confirmed that no circumstances under Section 2.8a.i occur, the passengers will be allowed to exit from the station; otherwise, the passenger will be treated as having travelled without a ticket.
- b. Re-issued tickets must be purchased using cash.
- c. If the original ticket is altered, loss reporting and ticket re-issue will only be processed for the altered ticket. A re-issued ticket cannot be altered.
- d. Any ticket reported lost and re-issued will become invalid and cannot be used for real-name verification, alteration, refund or as proof to travel.
- e. Refund of unused re-issued tickets must be processed at the ticketed departure station and the original ticket will regain its validity after such refund.
- f. Passengers must complete the refund of re-issued ticket procedures at the ticketing counters of the ticketed departure station, arrival station or any station along the route within 24 hours after arrival with the Record of Operations, used re-issued ticket and original identification document used to purchase the ticket. Late requests for refund will not be accepted. Upon verification of the passenger's identity and the ticket purchase information and confirmation of the record of purchase and validity of the re-issued ticket, station staff will refund the fare with the applicable handling charge deducted.
- g. If the lost ticket is found to have been improperly used or refunded, the re-issued ticket cannot be refunded.

2.9 Payment of Excess Fares on Board

- a. Passengers on a train departing from Hong Kong West Kowloon Station who wish to travel beyond the ticketed arrival station can extend their journey by paying an excess fare and a handling charge provided that there are seats available. If the train is already full, the passengers must exit at the ticketed arrival station.
- b. Passengers who wish to upgrade their class of travel after boarding the train must pay the difference in fare and a handling charge; passengers who wish to downgrade their class of travel must pay a handling charge, but any difference in fare will not be refunded.
- c. A valid ticket is required for handling any payment of excess fare. Any excess fare must be paid in cash.

3. Conditions of Travel

- 3.1 Unless under special circumstances, passengers should travel according to the ticketed date, train number and stations. If any passenger exits from their train mid-journey or cannot complete a journey, the section not travelled will become invalid.
- 3.2 Passengers must produce the original identification documents used to purchase the ticket or they will not be allowed to enter the station and board the train.
- 3.3 Passengers are reminded to ensure that they have the valid travel documents with them while travelling. Passengers are recommended to arrive at Hong Kong West Kowloon Station at least 45 minutes before their train departure time to complete the relevant entry and exit formalities. The gates at level B3 will close 5 minutes prior to departure.
- 3.4 Passengers found travelling without a ticket or on an invalid ticket shall be handled in accordance with the relevant rules.
- 3.5 Passengers should take proper care of their tickets throughout the journey.
- 3.6 Children who are eligible to travel free or travel on a Child Ticket must be accompanied by an adult.
- 3.7 Passengers can be prohibited from boarding if they are deemed unfit for travel under the relevant laws or regulations; are deemed by the railway transport enterprise(s) as a threat to public health or safety; have violated the relevant laws or regulations, disrupted the public order of stations or trains, or caused a nuisance to others; or have boarded a train in violation of the relevant rules and refused to pay excess fares. Passengers can request a refund of an unused ticket at the departure station. Please refer to Section 2.7c for the amount refundable. Passengers who have exited from the train mid-journey will not have the fare refunded for the section from the exit station to the original arrival station.

4. Carry-on Items

- 4.1 The maximum limits on the weight and size of carry-on items for each passenger (wheelchairs for disabled passengers used for travelling are not counted in these limits): 20 kg for adults; 10 kg for children; 35 kg for diplomatic personnel. The total external dimensions of each item should not exceed 130 cm (length + width + height). High Speed Rail does not provide baggage or parcel consignments. Passengers may contact the service provider for parcel consignment and delivery services which is located in the Ticketing Concourse at level B1 (next to the Ticketing Counter).
- 4.2 Passengers may be denied boarding if their carry-on items exceed the weight and/or size limits. Passengers will have to pay a fee if they are found carrying any overweight carry-on items on board in accordance with the relevant rules.
- 4.3 Passengers are not allowed to bring any animals (except guide dogs) on to the trains. Passengers travelling with guide dogs must comply with the relevant railway regulations, and the Hong Kong and Mainland import and export inspection and quarantine regulations and the dogs must not cause any hygiene or safety problems. The passenger must take care of their guide dog and is liable for any damage caused by the guide dog to the railway or any third party.
- 4.4 Bicycles and all kinds of motorised wheeled vehicles (excluding the electric wheelchair used by a disabled passenger), which have not been properly packaged in a cardboard box or other rigid package are not allowed on to trains.
- 4.5 For more information on the prohibited and restricted items in stations and on trains, please refer to the Rules for Guangzhou-Shenzhen-Hong Kong High Speed Rail Cross-Boundary Passenger Transport and to the notices in stations.
- 4.6 Passengers are fully liable for any responsibilities and consequences arising from carriage of any prohibited items.

