

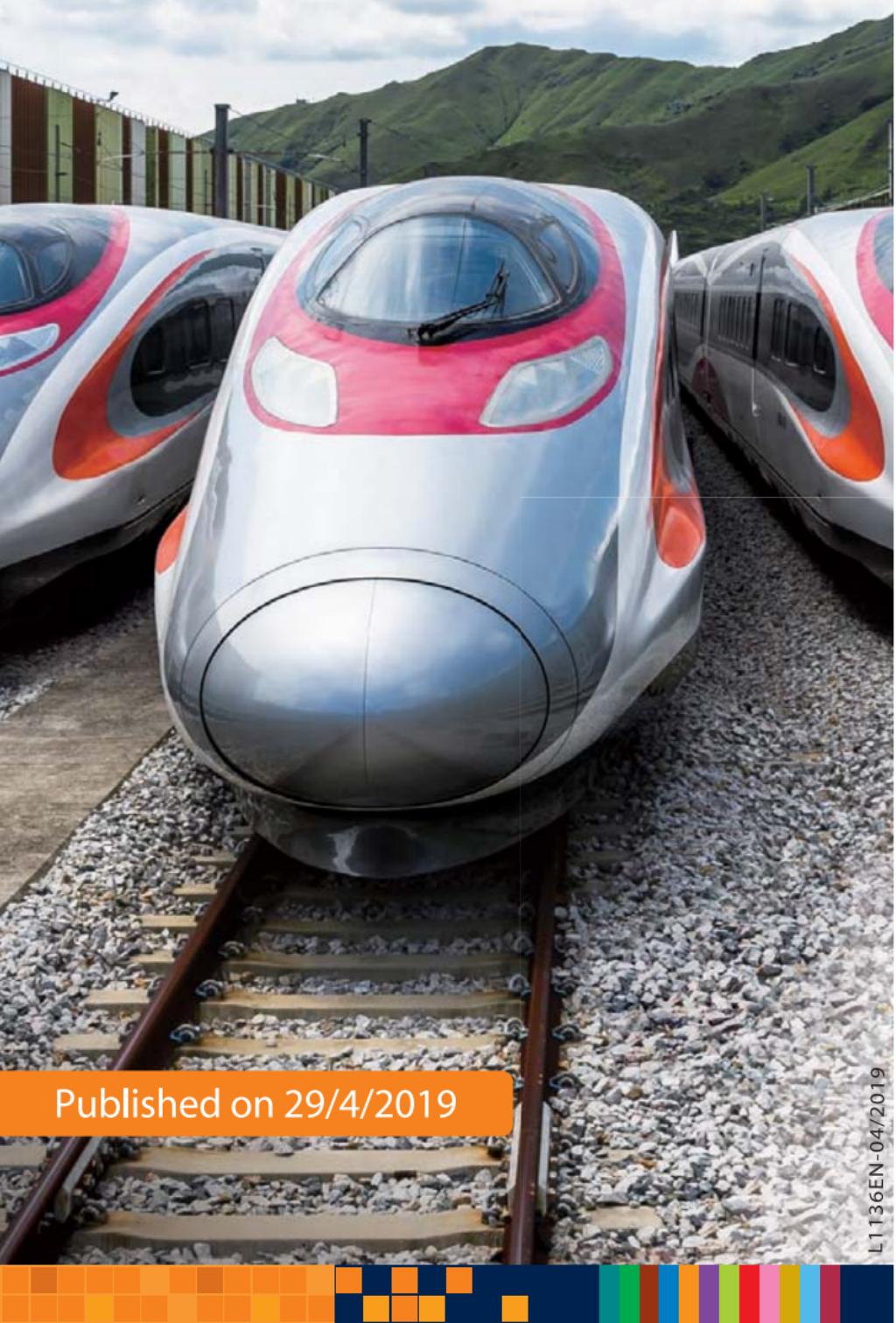
高速鐵路
High Speed Rail



caring for life's journeys

GO FASTER! GO FURTHER!

High Speed Rail User Guide



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Enjoy a new travel experience with High Speed Rail



The 26km High Speed Rail (Hong Kong Section) runs from West Kowloon connecting Hong Kong with the Mainland's national high speed rail network. Whether you are travelling for business or leisure, you can explore more destinations with the reliable and comfortable High Speed Rail service.

- Fast** ►►►
- Direct** ►►►
- Reliable** ►►►
- Caring** ►►►

Running at 200km/h in the Hong Kong Section and up to 350km/h in the Mainland Section, the High Speed Rail is the fastest way to cross the boundary.

Connects Hong Kong with 44 major Mainland stations with no interchanges.

Punctual and reliable - less affected by traffic conditions.

Different classes of travel, convenient on-board facilities and a wide range of station and shopping facilities ensure every journey is comfortable and convenient.

Connect with 44 Mainland High Speed Rail stations



Coverage

High Speed Rail connects Hong Kong with 44 major Mainland stations without any interchanges. Apart from the Guangzhou-Shenzhen-Hong Kong High Speed Rail for short-haul destinations, long-haul destinations such as Shanghai and Beijing are also covered. With changes, you can connect easily to all other destinations in the national high speed rail network.



Frequency

The first and last trains depart from Hong Kong West Kowloon Station¹ at around 7 a.m. and 11 p.m. respectively every day. There will be 13 pairs² of long-haul trains per day. For the Guangzhou-Shenzhen-Hong Kong High Speed Rail, the train frequencies will be adjusted to suit the travelling demand on weekdays, weekends (Fridays to Sundays) and peak periods³. During peak periods, there will be 114 pairs² of trains a day. Some train trips will stop at intermediate stops, so journey times for the same destination may vary according to the number of intermediate stops of the selected train.

Remarks: Actual number of trains will be adjusted according to operational needs

1 Hong Kong West Kowloon Station is open between 6 a.m. and 12 midnight

2 Each pair of trains refers to a round trip

3 Peak periods: Hong Kong general holidays, Mainland public holidays, summer holidays in July and August and the Spring Festival travel season in the Mainland



Train Trip Planner

Ticketing at a glance

Real-name policy

Real-name ticketing means travellers should present their personal identity documents to verify their identity when they purchase, collect their tickets, and for after-sales service. There is an option for child passengers to use their own personal identity documents or those of an accompanying adult for the ticketing services. With real-name ticketing, lost tickets can be replaced and reselling can be prevented.

Accepted personal identity documents:

- Mainland Travel Permit for Hong Kong and Macao Residents (Home Return Permit)
- PRC Resident Identity Card
- PRC 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

Your name and part of your identity document number are printed on the ticket



Ticket types

- **Adult ticket** - travellers aged 18 or above or of a height over 1.5 metres
- **Child ticket** - travellers aged below 18 and of a height between 1.2 and 1.5 metres

Fares

- There are two sets of fares, which are the Published Fare and Implemented Fare. Implemented Fares will not be higher than the Published Fares. The Child Ticket Implemented Fare is about half of the Adult Ticket Published Fare.
- 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 HKDs, 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.
- For example: If you bought a ticket on 15 January for HKD 260 for departure on 5 February. Due to the subsequent appreciation of the RMB, the HKD fare is adjusted upward to \$265 on 1 February. So if you bought your ticket for the same journey on or after 1 February you would pay HKD 5 more.
- There are four different ticket price levels: Second Class, First Class, Premium Class and Business Class. Premium Class and Business Class may only available on some Mainland trains.



Fare Charts

Purchase Cross Boundary Tickets through different channels

Ticket purchase and collection

Cross Boundary Tickets are tickets with Hong Kong West Kowloon Station as the departure point or destination. You may purchase these tickets through the following ticketing channels provided by the MTR:

Ticketing Channel	Advance Sale	Cut-off Before Train Departure	Service Hours	Payment Method		
				Cash	Electronic Payment ³	Mobile Payment
Hong Kong West Kowloon Station: Ticketing Counter (23 counters)	28 days	45 mins	0600-2300	HKD, RMB	Visa, Mastercard, UnionPay, Octopus, EPS	Apple Pay, Google Pay, Samsung Pay, Alipay, Alipay HK, WeChat Pay, WeChat Pay HK
Hong Kong West Kowloon Station: Ticket Machine ¹ (39 machines)	28 days	45 mins	0600-2300	HKD	Visa payWave, Mastercard contactless, Octopus	N.A.
Online Ticketing ²	30 days	120 mins	0600-2300	N.A.	Visa, Mastercard, UnionPay, Online Payment	N.A.
Ticket Agent	30 days				Subject to the individual agent's arrangement	
Tele-ticketing (852-2120 0888)	30 days	120 mins	0700-2100	N.A.	Visa, Mastercard	N.A.

• Seats will be assigned by the system automatically

• Wheelchair space is available on trains. If you wish to buy tickets with wheelchair space, please approach the ticketing counter or call the tele-ticketing hotline to make arrangements

- **Ticket collection:** Tickets sold online, through tele-ticketing or ticket agents, for both single outbound or return journeys, should be collected at a ticketing counter or ticket machine¹ at Hong Kong West Kowloon Station no later than 45 minutes prior to train departure. Each traveller must present original personal identity documents that match their ticket upon collection.

¹ Ticket machines accept Home Return Permit and second-generation PRC Resident Identity Card

² Online Ticketing: www.mtr.com.hk/highspeed (Supports desktop and laptop computers with selected browsers including Chrome, Internet Explorer and Firefox)

³ Maximum amount for Octopus and contactless credit card is HKD1,000 per transaction



After-sales service

You can **change your ticket or get a refund before your departure** and before entering the gate. The cut-off time as well as the terms and conditions may vary for individual ticketing channels. Please refer to the website for details.

- **Alteration:** You can change the departure date, time and class of your ticket once, free of charge. If your new ticket costs more*, you can top up the amount, if it costs less, you can get a refund. However, a ticket that has been changed is non-refundable. Changes are allowed at any time before departure and according to the cut-off times for different channels. For ticket alterations in Hong Kong, the latest would be 60 minutes before train departure at the Ticketing Counter of the Hong Kong West Kowloon Station.

*Including the fare difference arising from HKD fare adjustment subject to the prevailing exchange rate.

- **Refund:** If you wish to refund your ticket in Hong Kong, you should go to the Ticketing Counter of the Hong Kong West Kowloon Station at least 60 minutes before the train departure, or to the agent you purchased the ticket from if you haven't yet collected your ticket. Partial fares will be refunded as follows:

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



Know more about ticket purchase in Hong Kong



Mainland Ticketing Channels



Alterations and Refunds

Reminder: Purchase of Mainland Domestic Tickets in Hong Kong



Mainland Domestic Tickets are for journeys starting and ending at Mainland stations, such as from Zhengzhoudong to Xi'anbei. Mainland Domestic Tickets are available at ticketing counters operated by China Railway (Hong Kong) at Hong Kong West Kowloon Station. Tickets will be issued upon purchase. Ticket alterations and refund services are also available. For alterations, a handling fee of HKD20 per ticket will be charged.

Fares	Ticket Purchase / Collection Handling Fee (Each)
Below RMB200	HKD10
RMB200 to below RMB300	HKD20
RMB300 or above	HKD30

Remark: Ticket alteration and refund arrangements for Mainland Domestic Tickets are different from Cross Boundary Tickets. Please visit www.12306.cn for details

Purchasing tickets from Mainland online channels for collection in Hong Kong

Mainland Domestic or Cross Boundary Tickets, which are purchased from Mainland online ticketing channels such as the 12306 website or mobile app, can be collected from the 12306 Ticket Collection Machines at Hong Kong West Kowloon Station or from the above designated counters for a handling fee. Only Simplified Chinese is available on the 12306 Ticket Collection Machines. These machines accept 2nd generation Home Return Permits, PRC Resident Identity Cards and 2nd generation Mainland Travel Permit for Taiwan Residents. For PRC Resident Identity Card holders, real-name verification can be processed at ticketing counters in Mainland stations or at ticketing counters 1 to 10 at Hong Kong West Kowloon Station.

Smart tips for taking the High Speed Rail

Train service information

For the latest train information, and promotions, download the High Speed Rail Mobile App. In the event of incidents, updates will be provided by SMS*, through the website, by mobile app and station broadcasts.

*Please provide a Hong Kong mobile phone number when you buy tickets from Hong Kong ticketing channels



Download
High Speed Rail
Mobile App

Hand-carry luggage

You can take luggage on board, but not exceeding the following requirements:



High Speed Rail does not provide baggage or parcel consignments. If your luggage exceeds the limits, you can contact the service provider for parcel consignment and delivery services at the Ticketing Concourse on Level B1 (next to the Ticketing Counter), Hong Kong West Kowloon Station.

Prohibited items

The following items are prohibited in trains, stations and anywhere else on the railway premises:



Explosives



Dangerous items



Compressed gases



Flammable liquids



Poisons



Corrosive items



Prohibited or
Restricted Items

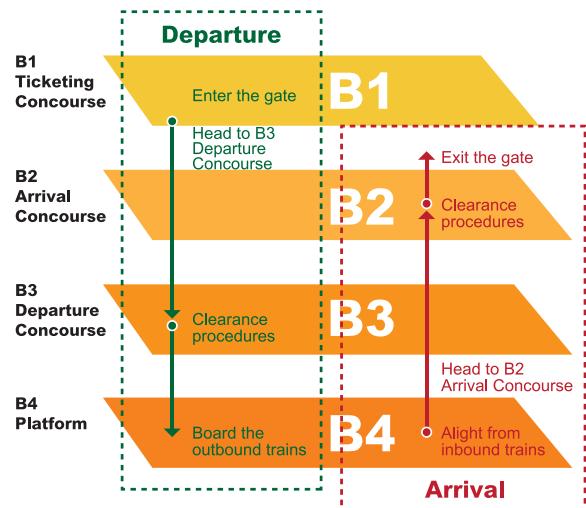
Immigration and boarding

The first gate opens 120 minutes before train departure. Please allow more time to complete immigration formalities. Each passenger should bring their own personal identity documents to verify that the name is the same as those printed on their ticket for real-name ticket checking, together with valid travel documents for immigration.

Follow these 3 easy steps when leaving Hong Kong:

- 1 After you have passed the real-name ID check for your ticket at the Ticketing Concourse on Level B1, you then go through the first set of gates for your luggage and security check. The gate will be opened 120 minutes prior to train departure.
- 2 Descend to the Departure Concourse on Level B3 to complete both the Hong Kong and Mainland clearance procedures.
- 3 Wait at the Departure Concourse and follow the directions to the second set of gates to Level B4. The gates will be closed 5 minutes before departure time.

Remark: For those who depart to Chaoshan, Xiamen or Fuzhou, please refer to the blue signages at the platform for the car no.



Reminder: Returning to Hong Kong

Simply board the train at your Mainland station without going through any immigration. When you arrive in Hong Kong you will be on Level B4, get off the train and go to the Arrival Concourse on Level B2 to complete both the Mainland and Hong Kong clearance procedures. Once cleared you can then pass through the exit gates and leave the station.



The Vibrant Express Journey



The Vibrant Express is run by the MTR on the Guangzhou-Shenzhen-Hong Kong High Speed Rail along with Mainland trains. Long-haul services are provided by Mainland railway operators only. Each Vibrant Express has a stylish design with vivid seat colours to provide a bright and energetic cabin environment. It has eight cars; six for second class with a total of 511 seats, and two for First class, at the front and rear of the train, with a total of 68 seats.



On-board facilities

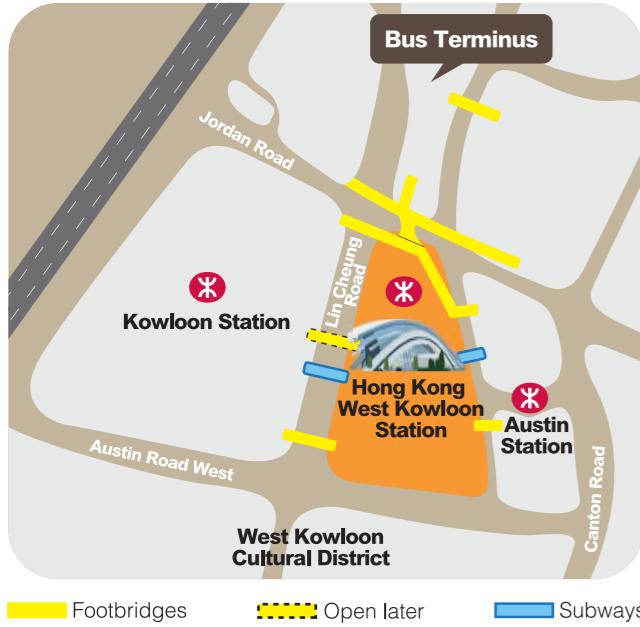
- First class seats provide an individual audio output socket with music and in-train TV channels. Just plug in your earphones to enjoy music or listen to the television broadcasts during the journey. Each seat is equipped with an adjustable backrest and an individual power socket.
- Second class seats are equipped with an adjustable backrest and power sockets in each row.



- Free Wi-Fi
- Complimentary hot water for those with their own bottle or cup
- Two wheelchair areas in car 7
- Toilets throughout the train. There is also a toilet with wheelchair-accessible and baby care facilities in car 7
- Racks for small suitcases in each car and overhead racks for hand-carry luggage



Hong Kong West Kowloon Station is easy to reach



The station has 11 entrances and exits and is connected to the West Rail Line, Tung Chung Line, Airport Express and other modes of transport via footbridges and subways.

- Seven footbridges and two subways link to Austin and Kowloon MTR stations, the Elements shopping mall and the surrounding area
- Hong Kong West Kowloon Station is just a 4-minute walk to Austin MTR station and 12-minute to Kowloon Station. You can also take the Airport Express at Kowloon Station
- Free Airport Express Shuttle Bus services take you to and from Kowloon Station and nearby areas
- Bus and minibus stops as well as a bus terminus are located nearby
- Taxi drop-off and pick up areas are located at the station
- The station car park has about 500 parking spaces and a Park and Ride offer



Transport Connection



Park and Ride

Thoughtfully designed station facilities

Facilities tailored to different needs

- Free Wi-Fi
- Free mobile charging service
- Drinking water facility
- Business Lounge*
- Baby care rooms
- Smoking rooms
- Banking services and ATMs
- Left luggage service
- Tourist services

*For travellers in first class or higher classes



Barrier-free facilities take care of travellers in need

The station is equipped with the following barrier-free facilities for the convenience of the elderly, travellers carrying babies or young children, and travellers with disabilities or special needs. Our staff will always be delighted to assist if you need help.

- Passenger lift / ramp
- Wide gate
- Accessible toilets
- Tactile guide path
- Escalator audible warning signals
- Tactile station layout map
- Facilities with braille plates
- Audible lift messages
- Passenger information display system
- Help line



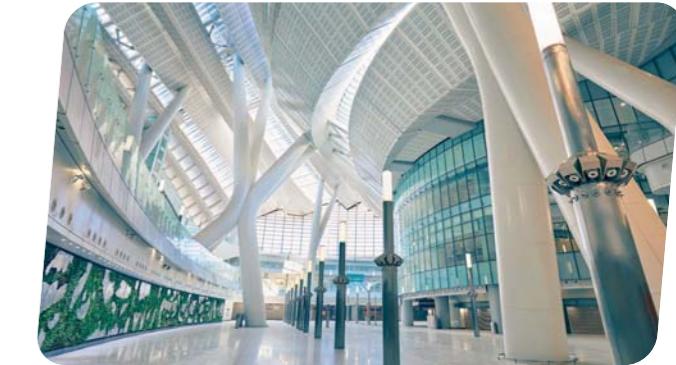
A broad array of F&B and shopping facilities

Whether you are coming to the station to take the train, or just for leisure, you can enjoy new dining and shopping experiences. In addition to food and beverage outlets and souvenir shops, exciting new brands and some of your all-time favourites are available in a one-stop leisure and shopping hotspot.

- Diverse dining and light meal options offer local, Asian and international gourmet selections before entering the gates
- Hong Kong and international gift shops at the Ticketing Concourse
- The first Hong Kong Hotels Association counter in the city centre provides shuttle services for hotel guests at the Arrival Concourse after passing through the exit gates
- New local and international brands
- International duty-free brands in the restricted areas



Hong Kong West Kowloon Station – a new landmark with a green design



Hong Kong West Kowloon Station is conveniently located next to the West Kowloon Cultural District. Its unique architecture and beautiful landscape make it a new hotspot for visits and photos.

Architectural elements

- The giant curtain wall comprises over 4,000 irregular glass panels to maximize daylight and conserve energy
- The curved ceiling is made of over 8,000 tonnes of steel which is almost the weight of the Eiffel Tower
- The spectacular structure of the station is supported by nine sets of massive columns of different heights. The tallest one rises 45m from Level B3 up to the curved ceiling
- There are three hectares of public space outside the station including the Green Plaza and Sky Corridor. You can enjoy stunning views of the Victoria Harbour by walking along the Sky Corridor to the station rooftop
- Creative artworks in the station enrich your journey

Some of the art pieces:



Station Artworks



High Speed Rail
Mobile App

Website: www.mtr.com.hk/highspeed
Ticketing and Service Hotline: (852) 2120 0888