

High Speed Rail E-tickets

Buy at Ease

Ticketing system links up ticket information with your travel document. Simply pass through the gates just with your travel document. It is eco-friendly and time-saving.



E-tickets

Ticketing Channels

- 1 China Railway 12306 Website and Mobile App
- 2 Designated Ticket Agents
- 3 Ticket Counters in stations
- 4 Ticketing Machines in stations

12306



Steps of Ticket Purchase

1



Account registration

- Hong Kong residents can register with Home Return Permit
- Fill in the name in Simplified Chinese

2



Passenger list

Provide a mobile phone no. with SMS service (accept Mainland, Hong Kong, Macao and Taiwan no.)

3



Train selection

A maximum of 5 round-trip tickets for each purchase

4



Seat selection

5



Payment



Other Mainland designated payment methods

High Speed Rail E-tickets

Ride at Ease



Travel Process with E-tickets

Level B1

① Real-name checking at the gates

Use a valid travel document passing through the Self-service Gate or Staff Assistance Counter

② Security checks

Verify nucleic acid test result here

Level B3

③ Customs, immigration and quarantine

- Show Mainland health declaration here
- Use travel document to enter the boarding gate after completion of clearance process

Level B4

④ Boarding train

* Boarding procedures normally takes around 30 minutes. Due to additional requirement for nucleic acid test result verification and Mainland health declaration, please allow extra time for the procedures. *

Have a happy journey!

For assistance, please call Service Hotline at (852) 2120 0888.

Learn more:

