

Guangzhou-Shenzhen-Hong Kong High Speed Rail Rules for the 20-ride Ticket and 30-day Ticket

I. General Provisions

1. The Guangzhou-Shenzhen-Hong Kong High Speed Rail 20 ride Ticket and 30-day Ticket are a new ticket products ("ticket") introduced by Railway Transport Enterprises. Passengers who have purchased this ticket can travel for a fixed number of times based on the selected departure and arrival stations and class of travel specified on the ticket, within a set validity period. Passengers may either reserve a seat in advance, or directly obtain a seat by scanning their valid identification documents used for purchase at the entry gate.
2. Seat Reservation: Purchasers of this ticket or passengers (who must be registered 12306 users) can reserve a seat in advance through the 12306 Website (including the "铁路12306" mobile application) or at a ticket machine using the valid identification document used for purchase. Passengers must use the same document to enter the gate and travel once the reservation is made.
3. Obtaining a Seat by Scanning Identification Document at the Entry Gate: Passengers using this ticket can obtain a seat for travel based on the departure and arrival stations and class of travel specified on the ticket by directly scanning their valid identification document used for purchase at the entry gate or manual gate as long as a seat is available. (This option is not available in Hong Kong West Kowloon Station).
4. Activation Period: The purchased ticket is considered activated upon the first instance of boarding gate entry, the deduction of a ride at a ticketing counter or on board, or the reservation of a seat, even if it is not used. It must be activated within 30 days (including the day of purchase). Failure to activate the ticket within this period will result in it becoming invalid, with the ticket price for the invalid ticket refunded accordingly.
5. Validity Period: The validity period for the ticket is calculated from the first day of activation.
6. Applicable Trains: Subject to the trains available for seat reservation on the 12306 Website (including the "铁路12306" mobile application).
7. Applicable Class of Travel: Subject to the classes available at the time of purchase.
8. Fare: There is no fare differentiation for different trains. The fare is calculated based on the implemented fares of all trains in the same class with the corresponding discounts applied. Actual fares are determined at the time of purchase.

II. Conditions of Purchase

1. Ticketing Channel: 12306 Website (including the "铁路12306" mobile application).
2. Purchase Requirement: This ticket shall be purchased and used under the real-name policy, and is only available for purchase by registered 12306 users or passengers registered under the same account and as long as they have completed identity verification.
3. Purchase Quantity: Each passenger is allowed to hold a maximum of 2 tickets for the same departure and arrival stations and multiple tickets with different departure and arrival stations at one time.
4. Refund Policy: This ticket is non-refundable once activated. Purchasers of this ticket can apply full refund for non-activated tickets through the original ticketing channels. The refund amount shall be returned by the original payment method within 7 working days.

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III. Terms of Use

1. Usage Requirement: This ticket shall only be used by the passenger specified on the purchased ticket. It cannot be transferred or used by any other passenger. It is valid for use only for the designated departure and arrival stations and class of travel specified on the ticket. Travel beyond the designated arrival station, disembarkation mid-journey, or travel in other class is not allowed.
2. Requirements for Seat Reservation:
 - (1) A maximum of 10 seats can be reserved at the same time under each ticket.
 - (2) Passengers who have not yet activated their ticket can only reserve seats for the dates that fall within the activation period.
 - (3) When there are changes to a passengers' itinerary, no fare will be charged as long as seat reservations are cancelled before the train departure time. Failure to cancel the seat reservation before the train departure time will count as one completed ride.
 - (4) The maximum seat reservation will be limited to one if cancellations made within 48 hours of the train departure time reaches a cumulative total of 5 times.
 - (5) The seats available for reservation are the same as those available on the 12306.
3. Requirements for Obtaining a Seat by Scanning Identification Document at the Entry Gate:
 - (1) The seat reservation confirmation will be sent to the passenger's registered mobile number by SMS.
 - (2) If the passenger has already purchased a single journey ticket for the same train, priority shall be given to the use of that ticket.
 - (3) Passenger who holds multiple tickets applicable for the current train must go to the manual ticket gate and choose the corresponding ticket for entry.
 - (4) The available seats obtained at the entry gates are the same as the those available on 12306.
4. Travel Requirement: Passengers must use the valid identification document used for ticket purchase to enter or exit the gate; to board the train according to their seat reservation or seat obtained; and to co-operate with ticket inspections upon the request of any official or staff.

IV. Handling of Special Circumstances

1. During a ticket inspection, if a passenger is found to be travelling according to the departure and arrival stations and class of travel specified on the ticket but does not have an entry record, the train staff will update the electronic travel record after verification. If the passenger's travelled section or class of travel does not match the information specified on the ticket, the passenger will be treated as travelling without a ticket and liable to pay a surcharge.
2. If the passenger is found without a seat reservation record, entry record, or electronic travel record when exiting the gate at the designated station specified on the ticket, he/she will be treated as travelling without a ticket and liable to pay a surcharge.
3. If the passenger fails to exit at the arrival station specified on the ticket, he/she shall pay the fare for the travelled section at the ticketing counter. (It will be treated as travel without a ticket if the passenger exits at Hong Kong West Kowloon Station) If the passenger has already had the ticket verified, the number of ticket rides used may be restored subject to the actual situation.

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4. If the ticket cannot be fully utilized within its validity period due to force majeure or the liability of Railway Transport Enterprises, the ticket purchaser can apply for a refund which will be returned by the original payment method. The refund amounts shall be calculated as:
Refund amount = Original fare × (Remaining number of rides ÷ Maximum rides allowed).

V. Supplementary Provisions

1. Ticket Product Enquiries or Information: Purchasers of this ticket or passengers (who must be registered 12306 users) can check the information for their purchased tickets through the 12306 Website (including the “铁路12306” mobile application); or at ticket machines in the stations using the valid identification document they used for purchase.
2. E-invoice: Passenger can process the e-invoices from the date of activation until 180 days after the expiration of the validity period through the 12306 Website (including the “铁路12306” mobile application), ticketing counters or ticket machines. Alternatively, purchaser of the ticket may obtain a QR code slip for processing the e-invoice using the order number and the valid identification document of either the purchaser or the passenger at the station. (E-invoice is not available for tickets bearing Hong Kong West Kowloon Station as the departure or arrival station. Reimbursement receipt in paper format will be provided.)
3. Points Accumulation: 12306 Loyalty Programme Members can earn points for activated tickets. Points shall be calculated as: Points = Ticket price (RMB) × 5; elderly members can earn 3 times the standard rate and young members aged between 14-28 can earn 2 times the standard rate. Points will automatically be credited to the member’s account within 5 days after the end of the validity period or 5 days after tickets have been fully utilized.
4. Flexi-trip Arrangement: This ticket cannot be used for Flexi-trip Arrangement. Passengers may also risk not being able to make seat reservations or obtain a seat by scanning their valid identification document used for purchase upon entering the gate due to unavailability of seats for the specific train. Passengers are advised to plan their journeys ahead, and make seat reservations in advance.
5. Railway Transport Enterprises have the right to amend the above rules and announce any changes to passengers in their operating locations, through their websites, and any other channels. Based on the circumstance, they also have the right to refuse the sale of this ticket to any passenger who engages in activities that harm the legitimate rights and interests of Railway Transport Enterprises.
6. Any matters not addressed herein are governed by “The Regulations for Railway Passenger Transport of the China State Railway Group Co., Ltd.”, “The Rules for Guangzhou-Shenzhen-Hong Kong High Speed Rail Cross-Boundary Passenger Transport” and other relevant provisions.
7. Enquiries: Please contact the Railway Transport Enterprises customer service hotline: Mainland: 86-city area code-12306, Hong Kong: 852-21200888.