

Section 4 Important Notes

- 1) You are eligible for a refund if your tickets are:
 - Unused tickets for travel by High Speed Rail between Hong Kong West Kowloon Station and the Mainland stations from 24 January 2020 onwards; and
 - Purchased through any MTR ticketing channel by credit card and have already been collected (they have the word "香港售" at the bottom of the ticket); and
 - Having the words "卡", "電卡" or "網卡" printed above the QR code.
- 2) You should provide the following supporting documents:
 - **Original tickets** (Photocopies or photos are not accepted. Lost or damaged tickets cannot be refunded); and
 - **Photocopies of identification documents used for each passenger.**
- 3) The amount refunded will be the value of the returned tickets. Refunds will be made to the credit card used for purchase.
- 4) The completed Refund Request Form, tickets and supporting documents can be sent by ordinary or registered mail or by courier at the sender's own risk. Please ensure that sufficient postage has been paid before posting.
- 5) The deadline for application is 15 April 2020 (subject to the date of postmark, "Deadline").
- 6) Refund requests will not be considered if accurate information and all the required documents are not provided before the Deadline.
- 7) If any information or document provided is found to be false or inaccurate, the MTR Corporation Limited shall have the right to stop the refund and this will be treated seriously.
- 8) The MTR Corporation Limited reserves the right to make the final decision in the event of any dispute.
- 9) For enquiries, please call the High Speed Rail Ticketing and Service Hotline on 2120 0888.

Personal Information Collection Statement

This statement is made by the MTR Corporation Limited ("MTR") to explain our collection of your personal information in respect of the High Speed Rail Ticket Refund Request arrangements.

1. Purpose of collection of personal information
The personal information provided in this Refund Request Form will be used by the MTR for the purpose of processing the refund request for unused High Speed Rail train tickets between Hong Kong West Kowloon Station and the Mainland stations from 24 January 2020 onwards, which were purchased through any MTR ticketing channel by credit card and which have already been collected. If you do not provide all the relevant personal information, the application will not be processed.
2. Information to be provided
MTR will collect and process the following personal information:
 - **Personal identity and contact information:** name, contact number, email address, photocopies of identification documents and ticket information
 - **Credit card information:** card holder's name and credit card number
3. Retention of personal information
MTR will destroy all the related data and documents after the refund is completed.
4. Transfer of personal information
Personal information will only be transferred to the relevant credit card organization for their further processing.
5. Requester's right
Under the law, you have the right to request access to and correction of your personal information. Such requests may be made in writing to MTR Corporation Limited, MTR Headquarters Building, Telford Plaza, Kowloon Bay, Hong Kong (Attention: Legal – General Department, Personal Data Privacy Officer).

I have read, understood and agreed to the provisions of the "Important Notes" and "Personal Information Collection Statement" on this Refund Request Form, and confirm that the information, documents and representation provided herein are true, accurate and correct.

Signature: _____

Date: _____

To be completed by MTR Staff

Date:		Staff No.:		Serial No.:	
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