

# Notes of Futian Same-day Flexi-trip Arrangement

In addition to any one-time ticket alteration made before the specific time, and in accordance with the “Rules for Guangzhou-Shenzhen-Hong Kong High Speed Rail Cross-Boundary Passenger Transport”, passengers already holding valid tickets for journeys between Hong Kong West Kowloon Station and Futian Station can change to take any other designated trains on the date of travel specified on his/her current ticket under the Flexi-trip Arrangement (hereinafter referred to as “the Arrangement”). Details are as follows:

- Passengers can change his/her train trip up to three times on the date of travel specified on his/her current ticket. He/she can take any other designated train <sup>#</sup> directly travelling between Hong Kong West Kowloon Station and Futian Station as long as it is on the same date, and seats are available <sup>^</sup> (trains with Futian Station as intermediate station are not included)
- Passengers must change his/her train trip before the departure of the train specified on his/her current ticket, or not later than one hour after the departure, and 15 minutes before the selected train departs
- Passengers may not change his/her date of travel, departure/terminal stations, class of travel or ticket type
- Channels for changing train trips under the Arrangement are:
  - 12306 official website (12306.cn) or mobile app
  - Ticket Machines or Flexi-trip Self-service Points at stations
  - Designated Ticketing Counters at stations
- Tickets are non-refundable once the train trip has been changed under the Arrangement
- Any Reimbursement Receipt already collected for a current ticket must be returned when changing the train trip. A new Reimbursement Receipt will be issued for the newly issued tickets under the Arrangement
- The Arrangement is available daily (including Saturdays, Sundays and Public Holidays)

For other ticketing and travelling rules, please refer to the “Rules for Guangzhou-Shenzhen-Hong Kong High Speed Rail Cross-Boundary Passenger Transport” displayed in stations or visit the 12306 official website or High Speed Rail website ([www.mtr.com.hk/highspeed](http://www.mtr.com.hk/highspeed))

# Refer to the Flex-trip Arrangement train schedule

<sup>^</sup> A limited number of “Non-reserved Seat Ticket” will be arranged if there are no remaining seats on some designated trains; and passengers may be required to stand inside the assigned train car throughout the journey