

Notes of 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/Shenzhenbei 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 directly travelling between Hong Kong West Kowloon Station and Futian/Shenzhenbei (trains with Futian as intermediate station are also included) Station as long as it is on the same date, and seats are available[^]
- 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/arrival 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)

[^] 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