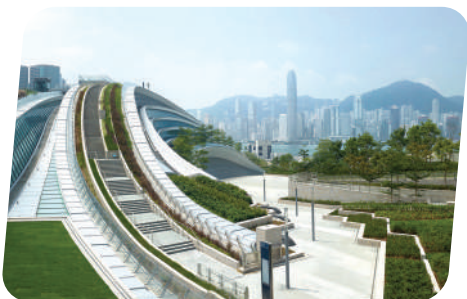


High Speed Rail Service Guide



Enjoy a new travel experience with High Speed Rail



The 26km High Speed Rail (Hong Kong Section) runs from West Kowloon connecting Hong Kong with the Mainland's national high speed rail network. Whether you are travelling for business or leisure, you can explore more destinations with the reliable and comfortable High Speed Rail service.

Fast



Running at 200km/h in the Hong Kong Section and up to 350km/h in the Mainland Section, the High Speed Rail is the fastest way to cross the boundary.

Direct



Connects Hong Kong with various major Mainland stations with no interchanges.

Reliable



Punctual and reliable - less affected by traffic conditions.

Caring



Different classes of travel, convenient on-board facilities and a wide range of station and shopping facilities ensure every journey is comfortable and convenient.

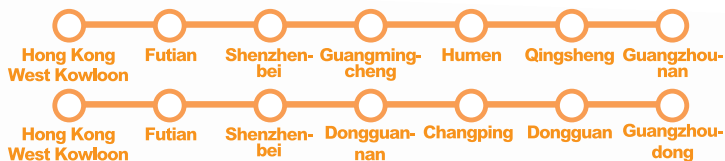
Connect with 93 Mainland High Speed Rail stations

Some of the destinations



Coverage

High Speed Rail connects Hong Kong with 93 major Mainland stations without any interchanges. Apart from short-haul destinations namely Shenzhen, Dongguan and Guangzhou, long-haul destinations such as Chaoshan, Ximen, Shanghai and Beijing are also covered. With changes, you can easily connect to other destinations in the national high speed rail network.



Short-haul train routes

Train Service

The first and last trains depart from Hong Kong West Kowloon Station¹ at around 7 a.m. and 11 p.m. respectively every day. There are 25 pairs² of long-haul trains per day going to different destinations. More frequent services are available for short-haul trains. Some train trips will stop at intermediate stations, so journey times for the same destination may vary according to the number of intermediate stations of the selected train.

Remarks: Actual number of trains will be adjusted according to operational needs

1 Hong Kong West Kowloon Station is open between 6 a.m. and 12 midnight

2 Each pair of trains refers to a round trip

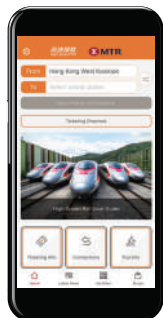
Train Trip Planner



Smart tips for taking the High Speed Rail

Train service information

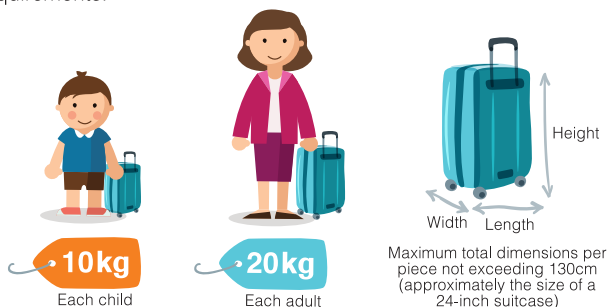
For the latest train information, and promotions, download the High Speed Rail Mobile App. In the event of incidents, updates will be provided by SMS, through the website, by mobile app and station broadcasts.



Download
High Speed Rail
Mobile App

Hand-carry luggage

You can take luggage on board, but not exceeding the following requirements:



Prohibited items

Items affecting the safety of human beings, the stations or trains are prohibited in trains, stations and anywhere on the railway premises.



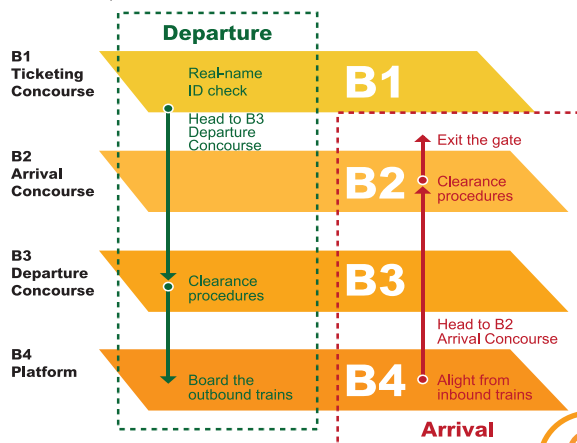
Prohibited or
Restricted Items

Immigration and boarding

Passengers are required to present the identification documents that used to buy the ticket for boarding procedures. Passengers may proceed for real-name checking, security checks, immigration and boarding procedures as early as 120 minutes prior to train departure. Normally, these procedures can be completed in around 30 - 45 minutes. Passengers travelling during weekends, public holidays, festive seasons or summary holidays; or using traditional immigration counters; or passport holders should allow extra processing time.

Easy steps to start your journey when leaving Hong Kong:

- 1 Complete the real-time checking and ticket verification via Self-service Gate or at Staff Assistance Counter at the Ticketing Concourse on Level B1. Afterward, proceed with luggage and security check. The relevant procedures will cease 30 minutes prior to train departure.
- 2 Descend to the Departure Concourse on Level B3 to complete both the Hong Kong and Mainland clearance procedures in one go.
- 3 Wait at the Departure Concourse and follow the directions to the boarding gate to Level B4 platform. The gates will open 15 minutes before departure time and close in the last 5 minutes.



Reminder: Returning to Hong Kong

Simply board the train at your Mainland station without going through any immigration. When you arrive in Hong Kong you will be on Level B4, get off the train and go to the Arrival Concourse on Level B2 to complete both the Mainland and Hong Kong clearance procedures. Once cleared you can then pass through the exit gates and leave the station.

The Vibrant Express Journey



The Vibrant Express is run by the MTR on the Guangzhou-Shenzhen-Hong Kong High Speed Rail along with Mainland trains. Long-haul services are provided by Mainland railway operators only. Each Vibrant Express has a stylish design with vivid seat colours to provide a bright and energetic cabin environment. It has eight cars; six for second class with a total of 511 seats, and two for First class, at the front and rear of the train, with a total of 68 seats.



On-board facilities

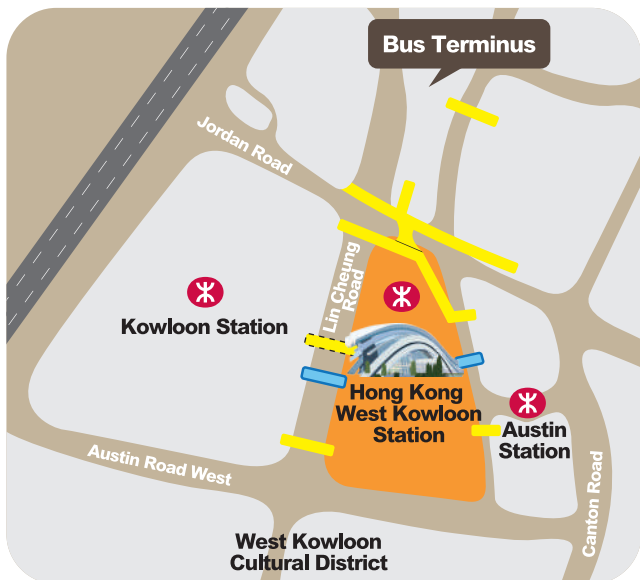
- First class seats provide an individual audio output socket with in-train TV channel. Just plug in your earphones to listen to the television broadcasts during the journey. Each seat is equipped with an adjustable backrest and an individual power socket.
- Second class seats are equipped with an adjustable backrest and power sockets in each row.



- Free Wi-Fi
- Complimentary hot water for those with their own bottle or cup
- Two wheelchair areas in car 7
- Toilets throughout the train. There is also a toilet with wheelchair - accessible and baby care facilities in car 7
- Racks for small suitcases in each car and overhead racks for hand-carry luggage



Hong Kong West Kowloon Station is easy to reach



Yellow line: Footbridges

Dashed yellow line: Open later

Blue line: Subways

The station has 11 entrances and exits and is connected to the Tuen Ma Line, Tung Chung Line, Airport Express and other modes of transport via footbridges and subways.

- Seven footbridges and two subways link to Austin and Kowloon MTR stations, the Elements shopping mall and the surrounding area
- Hong Kong West Kowloon Station is just a 4-minute walk to Austin MTR station and 12-minute to Kowloon Station. You can also take the Airport Express at Kowloon Station
- Hotel shuttle service is available for certain hotel guests travelling to or from Hong Kong West Kowloon Station
- Bus and minibus stops as well as a bus terminus are located nearby
- Taxi drop-off and pick up areas are located at the station
- The station car park has about 500 parking spaces and a Park and Ride offer



Transport Connection



Park and Ride

Thoughtfully designed station facilities

Facilities tailored to different needs

- Free Wi-Fi
- Free mobile charging service
- Drinking water facility
- Priority Lane**
- Baby care rooms
- Smoking rooms
- Banking services and ATMs
- Left luggage service
- Tourist services

*For First Class, Premium Class and Business Class passengers

**Also for persons in need like elderly, wheelchair users and passengers travelling with babies or children



Barrier-free facilities take care of passengers in need

The station is equipped with the following barrier-free facilities for the convenience of the elderly, passengers carrying babies or young children, and passengers with disabilities or special needs. Our staff will always be delighted to assist if you need help.

- Passenger lift / ramp
- Wide gate
- Accessible toilets
- Tactile guide path
- Escalator audible warning signals
- Tactile station layout map
- Facilities with braille plates
- Audible lift messages
- Passenger information display system
- Help line



A broad array of F&B and shopping facilities

Whether you are coming to the station to take the train, or just for leisure, you can enjoy new dining and shopping experiences. In addition to food and beverage outlets and souvenir shops, exciting new local and international brands and some of your all-time favorites are available in a one-stop shopping hotspot.

- Diverse dining and light meal options offer local, Asian and international gourmet selections before entering the gates
- Hong Kong and international gift shops at the Ticketing Concourse
- The first Hong Kong Disneyland Magic Gateway provides hotel in-town check-in, purchase of park tickets, and general information enquiry for the guests at the Arrival Concourse after passing through the exit gates
- Passengers may check in (designated airline) and drop off their baggage at the "Hong Kong International Airport" counter at the Arrival Concourse after passing through the exit gates
- International duty-free brands are available in the restricted areas. Shoppers can pre-order their goods online and collect them at the store



Hong Kong West Kowloon Station – a new landmark with a green design



Hong Kong West Kowloon Station is conveniently located next to the West Kowloon Cultural District. Its unique architecture and beautiful landscape make it a new hotspot for visits and photos.

Architectural elements

- The giant curtain wall comprises over 4,000 irregular glass panels to maximize daylight and conserve energy
- The curved ceiling is made of over 8,000 tonnes of steel which is almost the weight of the Eiffel Tower
- The spectacular structure of the station is supported by nine sets of massive columns of different heights. The tallest one rises 45m from Level B3 up to the curved ceiling
- There are three hectares of public space outside the station including the Green Plaza and Sky Corridor. You can enjoy stunning views of the Victoria Harbour by walking along the Sky Corridor to the station rooftop
- Creative artworks in the station enrich your journey

Some of the art pieces:



Station Artworks



High Speed Rail
Mobile App

Website: www.mtr.com.hk/highspeed
Service Hotline: (852) 2120 0888