

High Speed Rail Ticketing Guide



Cross Boundary E-tickets for High Speed Rail

E-tickets can be used to travel between Hong Kong and the Mainland. Your identification document will become your ticket as the ticketing system will link up ticket information with your identification document. With an E-ticket, you simply pass through the gate using your identification document. This is eco-friendly and time-saving and eliminates any worries about losing your ticket. Coupled with one-stop real-name checking and ticket verification, your journey is even more convenient!

Multi-ticketing Channels for Buying Cross Boundary E-tickets

You can buy tickets and book seats up to 15 days before departure¹. Tickets bought through Hong Kong ticketing channels are sold in HKD. Tickets sold in RMB are available through all Mainland ticketing channels as well as Ticketing Counters in Hong Kong West Kowloon Station.

Ticketing Channels	Service Hours	Booking Cut-off Time (before train departure)	Payment Methods	
			Cash	e-Payments
12306 Online Ticketing Platform (www.12306.cn/ China Railway 12306 Mobile App)	05:00 am – 01:00 am (next day) ⁴	30 mins/ 45 mins ⁵	Not applicable	International credit cards (e.g. Visa and Mastercard), UnionPay and other Mainland designated payment methods
Ticketing Counters ² at Hong Kong West Kowloon Station	06:00 am – 23:00 pm	30 mins	HKD RMB	Visa, Mastercard, UnionPay, JCB and Octopus <u>Mobile Payment:</u> Alipay (HK & Mainland wallets), WeChat Pay (HK & Mainland wallets), Apple Pay, Google Pay, Huawei Pay and Samsung Pay
Ticketing Machines ³ at Hong Kong West Kowloon Station	06:00 am – 23:00 pm	30 mins	Not applicable	Visa payWave, Mastercard PayPass, UnionPay QuickPass and JCB Contactless <u>Mobile Payment:</u> same as the above
Designated Hong Kong Ticket Agents	Subject to the arrangements of the individual agents			
Ticketing Counters ² and Ticket Machines ³ in Mainland stations	Subject to the arrangements of the individual stations			
Designated Mainland Ticket Agents	Subject to the arrangements of the individual agents			

¹ If you want to buy tickets 15 days in advance, the ticket selling time will vary depending on the individual Departure Station. Tickets for trains departing from Hong Kong West Kowloon Station start selling at 08:00 am

² Please provide a valid identification document (including for any child eligible for free travel) when buying tickets at Ticketing Counters

³ Ticket Machines at Hong Kong West Kowloon Station only accept original Home Return Permits, Mainland Travel Permit for Hong Kong and Macao Permanent Residents (Non-Chinese Citizens), PRC Resident Identity Cards, Mainland Travel Permits for Taiwan Residents and valid Passports. The identification documents accepted by Ticket Machines in Mainland stations are subject to the arrangements of the individual stations. If your accompanied child is eligible for free travel, you must declare and register his/her information by clicking the respective function on the main page after ticket purchase

⁴ Service hours on Tuesdays are 05:00 am – 12:00 midnight. Ticket refund service is available 24 hours daily

⁵ If you want to buy tickets for trains departing from Hong Kong West Kowloon Station, the cut-off time is 45 minutes before the scheduled departure time

12306 Offers a Comprehensive Ticketing Service






12306 is the official **one-stop online ticketing platform** of China Railway and is available on both their website and mobile app. If you are a registered user you can **buy your Cross Boundary Tickets and Mainland Domestic Tickets online**. You can also **alter and obtain refunds for your tickets without going to a station**. This makes journey planning so much easier!

Loyalty Programme

Join the China Railway loyalty programme* and earn points for trips to redeem free tickets.

**The loyalty programme is available on the 12306 Chinese platform only*

Simple Steps to Buy a Ticket

- 1**  **Account Registration**
Set up an account with designated contact method and real-name verification. Holders of Home Return Permit, Mainland Travel Permit for Hong Kong and Macao Permanent Residents (Non-Chinese Citizens), and Mainland Travel Permit for Taiwan Residents can use a Hong Kong, Macao or Taiwan mobile phone number or an email address for account registration
- 2**  **Create a List of Passengers**
The registered user is the default passenger on the passenger list. If you wish to buy tickets for your family or friends, simply add their details to the list and complete the verification process. Details of children eligible for free travel can also be added to the list
- 3**  **Select Train**
Choose a departure date and Departure and Arrival Stations, then check the availability of trains and seats. After selecting the train, choose the Class of Travel and add any accompanying passengers from your passenger list. For accompanying children eligible for free travel, please register his/her information* after ticket purchase. You can buy a maximum of 9 single journey tickets or 9 round-trip tickets for each transaction. Children eligible for free travel are not counted in the transaction limit
- 4**  **Select Seat**
Seat preferences can be selected, however, this is subject to final availability
- 5**  **Payment**

* Click the "Order" section and open the "Paid" order page. Click "Declaration of children travelling for free" and select registration, then select the child from the "Passenger list" to complete the declaration. If the child is not on the "Passenger list", you can simply input his/her information directly. The declaration will be completed after real name verification.

Reminder

If you are a registered China Railway 12306 mobile app user, a QR Code Ticket will be generated by the app (Chinese platform only) after you buy your ticket. This QR Code can also be used to enter the gate



Learn more about
12306 online
ticketing platform



12306 ticketing
website



E-ticket video

Departing from Hong Kong West Kowloon Station

Passengers are required to use the Home Return Permit, Mainland Travel Permit for Hong Kong and Macao Permanent Residents (Non-Chinese Citizens), PRC Resident Identity Card, Mainland Travel Permit for Taiwan Residents or valid Passport that used to buy the ticket for boarding procedures¹.

1 Real-name Checking and Ticket Verification

Go directly to the Self-service Gate or the Staff Assistance Counter in the Ticketing Concourse (Level B1) and present identification document to complete real-name checking and ticket verification at the same time

2 Security Check and Immigration Formalities

Follow the instructions for baggage and security checks, then go to the Departure Concourse (Level B3) to complete both Hong Kong and the Mainland immigration formalities

3 Boarding

Enter the boarding gate on Level B3 using the identification document or the QR Code on 12306 mobile app² and board the train. The gates will open 15 minutes before departure time and close in the last 5 minutes

4 Arriving at a Mainland Station

Exit the gate using your identification document or the QR Code on 12306 mobile app²



Different document readers on the gates are installed for different identification documents. A QR Code Ticket² can also be used to enter the gate

Departing from Mainland Stations

If you are taking a train from Mainland station, simply follow these steps:

1 Real-name Checking and Ticket Verification

Enter the Self-service Gate or the staff assistance channel directly with your identification document for real-name checking and ticket verification

2 Boarding

Enter the boarding gate using your identification document or the QR Code on 12306 mobile app²

3 Arriving at Hong Kong West Kowloon Station

- After exiting the train at the platform (Level B4), follow signs to the Arrival Concourse (Level B2) for immigration formalities
- Exit the gate using your identification document or the QR Code on 12306 mobile app² to leave the station

Remarks:

¹ Passengers may proceed for real-name checking, security check, immigration and boarding procedures as early as 120 minutes prior train departure. Normally, these procedures can be completed in around 30 – 45 minutes. Passengers travelling on the last departure train; or during weekends, public holidays, festive seasons or summer holidays; or using traditional immigration counters; or passport holders should allow extra processing time.

² QR Code is only applicable to those registered users who have completed facial verification on the 12306 mobile app. After ticket purchase, a QR code will be generated for using at boarding gates and exit gates. QR Code function is only available on Chinese version of the 12306 mobile app

Please note that this is a dynamic QR Code and a screenshot is not acceptable. When using a QR Code, log in to 12306 mobile app and your QR Code can be located in the "My ticket" of booking record section

Different Ways to Check Your Booking after Purchase

Ticket details can be checked through the following two major channels:



12306 Account

Log in to your 12306 account and go to "Orders" or "My ticket" where you can view details of all your ticket information and paid orders for the previous **30** days



Trip Information Reminders

Trip Information Reminders with details of train journeys are available at the Ticketing Counters, Ticket Machines or Ticket Agents upon ticket purchase. Please keep it properly for offline processing of ticket alteration and refund

Reminders are not proof for travel and cannot be used to board the train. You can obtain the Reminders more than once before your train departs, however, if they are issued through Ticket Machines in a station, they can only be printed twice

中国铁路 China Railway

行程信息提示
Trip Information Reminders

開車時間: 2023 年 6 月 1 日 20:07
Depart Time: Y 6 M 1 D

香港西九龍站 G1234 福田站
HK West Kowloon Futian

02 車 02D 號 二等座 檢票口: 14A
Car Seat Second Class Gate

限乘當日當次車 Only valid for the specific date and train

姓名 陳大文
Name

H123456789 GN 港澳居民來往內地通行證

電子票號: 658967A252012090000092022
E-ticket No.

訂單號: 121W9506092
Order No.

票價: ¥68.0 支付: \$75.0
Fare Paid

註 Note

1. 此提示並非乘車憑證, 請持購票時所使用的證件正本或乘車碼乘車。
This slip is not a proof of travel. Please hold your original copy of identification document used for ticket purchase or QR code when boarding.

2. 有關更多票務及乘車資料, 可瀏覽12306應用程式或網站www.12306.cn。
For other ticketing and travel information, please refer to the 12306 app or visit the website www.12306.cn.

3. 有關高速鐵路(香港段)資料, 可瀏覽高速鐵路應用程式或網站www.mtr.com.hk/highspeed。
For the High Speed Rail (Hong Kong Section), please refer to the High Speed Rail app or visit the website www.mtr.com.hk/highspeed.

祝大家旅途愉快 We hope you have a pleasant journey
658967A252 2023-05-29 15:22:23

高速鐵路 High Speed Rail

MTR

Photo for reference

Flexible After-sales Service

Reimbursement Receipt

You can collect a Reimbursement Receipt from the following locations either before you travel or within 180 days of the date of travel:

- We suggest you collect your Reimbursement Receipt after completion of your train journey. If a Receipt is collected before you travel, tickets cannot be altered on the 12306 online ticketing platform and the refund procedure will also be affected. The Receipt must be returned upon ticket alterations and refunds
- Reimbursement Receipt is not a proof for travel and cannot be used to board the train

Ticketing Channels	Collection Points	
	Hong Kong West Kowloon Station	Mainland Stations
Hong Kong West Kowloon Station and Hong Kong Ticket Agents	Ticketing Counters and Ticket Machines	Not applicable
12306 Online Ticketing Platform, Mainland stations, and Ticket Agents	Reimbursement Receipt Collection Machines ¹	Ticket Machines and designated Ticketing Counters

¹ Accept original Home Return Permits, Mainland Travel Permit for Hong Kong and Macao Permanent Residents (Non-Chinese Citizens), PRC Resident Identity Card and Mainland Travel Permit for Taiwan Residents. Passport holders can collect Receipts at the Ticketing Counters operated by China Railway (Hong Kong) Holdings Ltd. A service fee of HKD10-30 per ticket applies according to fare tiers

Reminder

A ticket bought from Hong Kong West Kowloon Station or designated Hong Kong ticket agents and is altered through 12306 online ticketing platform, Mainland stations and designated Mainland ticket agents afterwards. It will be treated as ticket bought from these channels, and vice versa. Reimbursement Receipt should be collected from the above designated collection points

Alterations

Tickets can be altered once only for the departure date, train number or Class of Travel. Altered tickets are non-refundable. If a booking contains multiple tickets, alterations can be made for selected tickets. The cut-off time is 45 minutes before the train scheduled departure from Hong Kong and 30 minutes before the train scheduled departure from the Mainland. Cut-off times may vary with individual Ticket Agents. You may check with them for details.

Alteration channels and procedures for tickets bought in cash may differ from tickets paid by e-Payments. Tickets bought by Octopus at Hong Kong West Kowloon Station, or by any payment method with Hong Kong Ticket Agents will be treated as tickets bought in cash. Alteration can be processed through the following channels:

12306 Online Ticketing Platform

- Applicable to 12306 registered users
- Process alteration of tickets bought by e-Payments through any ticketing channels while Reimbursement Receipt has not been collected

Stations

- Process alteration of tickets bought from any ticketing channels
- Present the identification documents used to buy the tickets together with the order number
- The fare difference is using RMB when you top-up or obtain a refund. Alterations at Hong Kong West Kowloon Station will be processed either in HKD or RMB, subject to the currency used to buy the tickets. Alterations in Mainland stations will be processed in RMB only.
- If a Reimbursement Receipt has been collected, it must be returned when a ticket alteration is made

Hong Kong Ticket Agents

- Limited to tickets bought through the original Ticket Agent. Present the identification documents used to buy the tickets together with the order number

Refunds

You will receive a proportion of the fare as a refund for any unused or unaltered ticket you cancel, depending on the length of time from cancellation to departure. If your booking contains multiple tickets, refunds can be made for selected tickets. The cut-off time is 45 minutes before the train scheduled departure from Hong Kong and 30 minutes before the train scheduled departure from the Mainland. Cut-off times may vary with individual Ticket Agents. You may check with them for details.

Before Train Departure	Refund Ratio
Within 48 hours of the refund cut-off time	50% of paid fare
48 hours to 7 days	70% of paid fare
8 days or more	95% of paid fare

Note: Refund channels and procedures for tickets bought in cash may differ from tickets paid by e-Payments. Tickets bought by Octopus at Hong Kong West Kowloon Station, or by any payment method with Hong Kong Ticket Agents will be treated as tickets bought in cash. Refunds can be processed through the following channels:

12306 Online Ticketing Platform

- Applicable to 12306 registered users
- Process refund of tickets bought by e-Payments through any ticketing channels and Reimbursement Receipt has not been collected
- 12306 registered users who have already passed facial verification on the app can first apply for an online refund for tickets bought in cash or tickets with Reimbursement Receipts being collected. They can then bring their original identification documents used to buy the tickets and Reimbursement Receipt (if applicable) to any station within 180 days from the processing date to collect the refunded amount.

Stations

- Process refund of tickets bought from any ticketing channels
- Present the identification documents used to buy the tickets together with the order number
- For tickets bought in cash, refund will be processed either in HKD or RMB at Hong Kong West Kowloon Station, subject to the currency used to buy the tickets. Refund in Mainland stations will be processed in RMB only.
- For tickets bought by e-Payments, refund will be credited to the original payment means in original currency
- If a Reimbursement Receipt has been collected, it must be returned when a ticket is refunded

Hong Kong Ticket Agents

- Limited to tickets bought through the original Ticket Agent. Please present the identification documents used to buy the tickets together with the order number

Learn More Before You Travel

Real-name Policy

Personal identification documents must be presented and verified for all ticket purchases, after-sales services and upon request on trains.

Acceptable valid personal identification documents:

- Mainland Travel Permit for Hong Kong and Macao Residents (Home Return Permit)
- Mainland Travel Permit for Hong Kong and Macao Residents (Non-Chinese Citizens)
- PRC Resident Identity Card
- PRC Residence Permit for Hong Kong and Macao Residents
- PRC Residence Permit for Taiwan Residents
- PRC Foreign Permanent Resident Identity Card
- PRC Exit/Entry Permit for Travelling to and from Hong Kong and Macao*
- Mainland Travel Permit for Taiwan Residents
- Passports recognized by the PRC Government

** Not applicable for 12306 registered users*

Reminder: Each valid identification document can only be used to buy one ticket for the same train on the same date

Ticket Types

- Adult Ticket – Passengers aged 14 or above
- Child Ticket – Passengers aged 6 but below 14

Reminder: A child who is aged below 6 may travel free, provided that he/she is accompanied by a passenger aged 18 or above and does not need to occupy an additional seat. The valid identification document of the child must be provided upon ticket purchase. In the event that more than one child is travelling with a single adult holding a ticket, Child Ticket(s) shall be bought for the additional child(ren). Any child who is eligible for free travel occupies a seat, a Child Ticket shall be bought for him/her

Fares

- Two sets of fare are available, namely Published Fares and Implemented Fares. Published Fares are the original price while Implemented Fares are the actual selling price. Implemented Fares will not be higher than Published Fares. Child Ticket fares for High Speed Rail Train are about half the Adult Published Fares, while Child Ticket fares for EMU Sleeper Train will not be higher than Adult Implemented Fares
- Fares are set in RMB with the HKD fare being adjusted monthly subject to the prevailing exchange rate. Adjusted HKD fares will be announced on the first day of every month. For tickets sold in HKDs, the fare is the valid Implemented Fare for the current month, which may not be the same as the fare on the date of travel
- Example: A ticket for a train departing from Hong Kong to Guangzhounan on 5 February is sold at HKD260 on 28 January. Due to subsequent appreciation of RMB, the HKD fare is adjusted upward to \$265 on 1 February, which means a passenger buying a ticket from 1 February will pay an extra \$5 for the same journey
- Fares are different for different Classes of Travel: Second Class, First Class, Premium Class and Business Class are available. Premium Class and Business Class are only available on some Mainland trains. Second Class and Sleeper Class are available on EMU Sleeper Train connecting Hong Kong West Kowloon Station to Beijingxi Station and Shanghai Hongqiao Station. The latter also provides EMU Deluxe Sleeper Class



Fare
Charts

Mainland Domestic Tickets

Mainland Domestic Tickets are for journeys between Mainland stations, such as “Zhengzhoudong – Xi'anbei”. Tickets can be bought through the 12306 online ticketing platform, Ticketing Counters and Ticket Machines at Mainland stations and through Ticket Agents in the Mainland.

If you need to buy, alter or obtain a refund for your Mainland Domestic Ticket in Hong Kong, you should go to the Ticketing Counters operated by China Railway (Hong Kong) Holdings Ltd. in the Hong Kong West Kowloon Station. Handling fees will be applied.



Mainland
Domestic
Tickets

Multi-ride Tickets

Passengers, who have bought the 20-ride Ticket (20 rides within 90 days) or 30-day Ticket (60 rides within 30 days), can travel between Hong Kong West Kowloon Station and a fixed short-haul station in the Mainland. Tickets are available on China Railway 12306 online ticketing platform.



Learn
more



High Speed Rail
App