

# Same-day Flexi-trip Arrangement

Hassle-free journey between  
West Kowloon and Futian or Shenzhenbei

## Introduction

- 1 Applicable for passengers travelling between West Kowloon Station and Futian or Shenzhenbei Station who wish to change their train trip for the same day on the day of travel
- 2 Allow to change your train trip up to 3 times. Change of station is not allowed
- 3 Must be processed no later than 1 hour after train departs
- 4 Select a new departure from the trains with Shenzhenbei or Futian Station as a terminal station. Passengers for Futian can also select Shenzhenbei trains that make a stopover at Futian
- 5 A ticket with the same Class of Travel as the original ticket will be arranged

## When to use Flexi-trip

Any changes made to the originally purchased ticket before?

No

Less than 45 minutes\*  
before train departure?

Yes

Use Flexi-trip  
on the day of travel

No

Make the change using General  
Ticket Alteration (Thereafter,  
additional changes via Flexi-trip  
Arrangement on the day of travel)



\* Cut-off time for General Ticket Alteration: 45 minutes before train departure from Hong Kong or 30 minutes before train departure from Mainland




## Flexi-trip Seat Arrangement for Second Class

- If the second class seats are fully booked, Non-reserved Seat Tickets are available in selected compartments, which may require standing during the journey
- These tickets are available before train departure



## Recommended ways to change ticket through Flexi-trip

The most convenient way to process Flexi-trip is through self-service. It only takes a few steps to complete.

	12306 official mobile app and website
West Kowloon Station	Before entering the gate: Ticket Machines (at the Ticketing Concourse on Level B1) After immigration: Flexi-trip Self-service Points (at the opposite to the Gate no. 11 in the Departure Concourse on Level B3)
Futian and Shenzhenbei stations	Ticket Machines

Remark: Flexi-trip can also be processed at the Ticketing Counters of West Kowloon, Futian and Shenzhenbei stations /12306 is available for registered users only on Chinese platform



## General Ticket Alteration Channels

- 12306 Official Mobile App and Website
- West Kowloon Station:  
Ticketing Counters on Level B1
- Ticketing Counters in Mainland stations
- Designated ticket agents



## Warm Reminders:

- Refunds are not available for tickets that have been changed through Flexi-trip Arrangement or General Ticket Alteration



Flexi-trip



Details on General Ticket Alteration