

Futian Same-day

Flexi-trip Arrangement



Introduction

- 1 Applicable for passengers travelling between West Kowloon Station and Futian Station who wish to make changes to their train trip on the day of travel
- 2 Allow to change your train trip up to 3 times on the day of travel
- 3 Must be processed no later than 1 hour after train departs
- 4 Select new departures from the 38 direct trains running between West Kowloon and Futian (excluding trains with Futian as an intermediate stop)
- 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

Yes

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	Ticket Machines: at the Ticketing Concourse (before entering the gate) Flexi-trip Self-service Points: at the opposite to the Gate no. 11 in the Departure Concourse (after immigration)
Futian Station	Ticket Machines: at the Ticketing Concourse

Remark: Flexi-trip can also be processed at the Ticketing Counters of West Kowloon and Futian 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

Note

- 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