

Same-day

# Flexi-trip Arrangement

Hassel-free journey between  
West Kowloon and Futian or Shenzhenbei



Starting from 18 March 2024, in addition to using General Ticket Alteration to alter a ticket once, passengers traveling between Hong Kong West Kowloon Station and Futian Station or Shenzhenbei Station can make extra three last-minute changes to their train trips on the day of travel through the Same-day Flexi-trip Arrangement<sup>1</sup>. There is no service charge for this change.

## Applications of Flexi-trip Arrangement

Basic Rules	Details
Applicable journeys	Journeys between West Kowloon Station and Futian Station or Shenzhenbei Station
Allowable time-frame for ticket change	On the day of travel and within 1 hour after the train departs
Scope of change	Departure time only (Change of travel date, station or Class of Travel is not allowed)
New selected trains <sup>2</sup>	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
Number of changes allowed	Three times
Refund	Not available after processing Flexi-trip Arrangement

### Warm Reminders

- If a passenger's ticket is registered with a child who can travel for free, the system will automatically change the ticket for the free child passengers together when processing the Flexi-trip Arrangement.
- When changing the train trip, please allow sufficient time for travelling to West Kowloon Station, as well as completing the boarding procedures that include real-name checking, security checks, and immigration formalities, which usually take about 30 - 45 minutes.

### REMARKS

<sup>1</sup> If you have not altered your ticket before and it is not past the cut-off time for the General Ticket Alteration, you must first use the General Ticket Alteration to change your train trip. Check the details from the QR code on the right-hand side.

<sup>2</sup> When you change your train trip using Flexi-trip Arrangement, the system will automatically filter the eligible departures for you to select from.



General Ticket Alteration

## Flexi-trip Seat Arrangement

Under Flexi-trip Arrangement, you will be assigned a seat in the same Class of Travel as your original ticket. To increase the flexibility of last-minute changes, Non-reserved Seat Tickets are available in selected second class compartments, which may require standing during the journey. These tickets are available for Flexi-trip Arrangement before train departure\*.

\* If the second class seats are fully booked, the Non-reserved Seat Tickets will be available as early as 45 minutes before the northbound train departs, and 30 minutes before the southbound train departing to West Kowloon Station.

### Warm Reminders

- If you have a Non-reserved Seat Ticket and want to select another train through Flexi-trip, you will be assigned a seat in a Second Class if seats are still available on the train you want.
- There is no "Non-reserved Seat" arrangement for passengers holding First Class and above tickets.

## 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 (Chinese platform only)
- 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 Departure Concourse on Level B3)
- Futian Station and Shenzhenbei Station
  - Ticket Machines

### Warm Reminders

- Flexi-trip can also be processed at the Ticketing Counters of West Kowloon, Futian and Shenzhenbei stations.
- 12306 is available for registered users only. It processes Flexi-trip for tickets paid by e-Payments.
- Flexi-trip Self-service Points only accept Home Return Permit, Mainland China Resident Identity Card and Mainland China Passport. The Ticket Machines at Futian and Shenzhenbei stations, in addition to the abovementioned identification documents, also accept foreign passport in selected machines.
- When using Flexi-trip through Ticket Machines, Flexi-trip Self-service Points and Ticketing Counters, only one ticket can be handled at a time.
- Passengers who have collected the Reimbursement Receipt can only process Flexi-trip at the Ticketing Counters. You must return the Receipt when processing it. We suggest you to collect the Receipt after travel.



# Demonstration of Flexi-trip Arrangement

The followings are the key steps using Flexi-trip Arrangement through self-service methods, including the 12306 mobile app (with the similar flow on the 12306 website), Ticket Machines, and Flexi-trip Self-service Points.

## 12306 Mobile App (Flexi-trip Arrangement is only available on the Chinese platform of 12306)



**1** After logging into your account, click on " 訂單 " (Order) at the bottom right then click on " 已支付 " (Paid orders)

Select the order you want to change from the list



**2** Click on " 靈活行 " (Flexi-trip)

### NOTE

If it is not on the day of travel, or the ticket has not been altered yet and it is still within the allowable time-frame for General Ticket Alteration, the " 靈活行 " (Flexi-trip) button is disabled because you are still able to alter your ticket through General Ticket Alteration. If the " 靈活行 " button is enabled, that means you can use Flexi-trip now.



**3** Select the ticket you want to change and then click on “立即办理” (Proceed now)

### NOTE

Remaining number of times that you can use Flexi-trip for the selected ticket will be shown in the ticket information.



**4** Select new train (The screen will show you the trains that are eligible for this arrangement)



**5** Check your ticket details and select seat preference, then click on “提交订单” (Submit order)

### NOTE

If the second class seats are fully booked, Non-reserved Seat Tickets will be available before train departure



Check the details again and then click on “确认办理” (Confirm to proceed) to complete the process

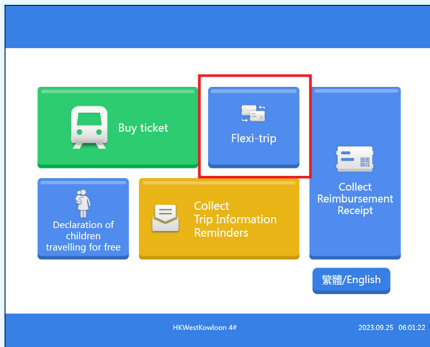
### NOTE

To check the details of the new ticket, go to the list of “已支付订单” (Paid order) under “订单” (Order) Section.

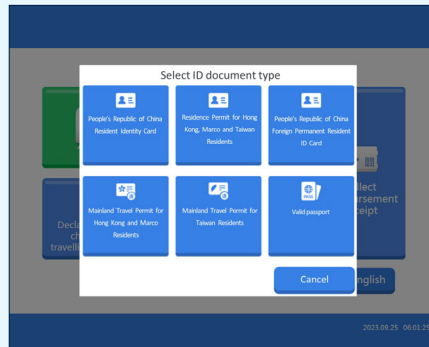


# Ticket Machines and Flexi-trip Self-service Points

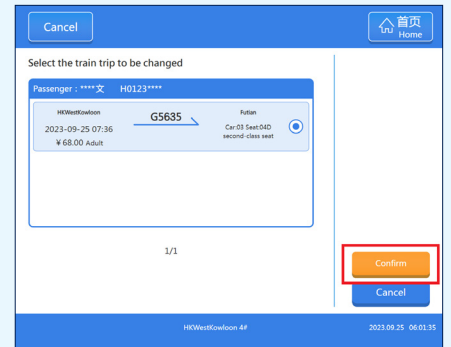
The followings are the key steps using Flexi-trip Arrangement through Ticket Machines at West Kowloon Station. The process is similar to that of Flexi-trip Self-service Points and Ticket Machines at Futian and Shenzhenbei stations.



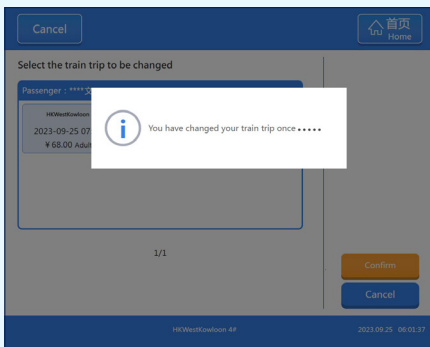
**1** Click on "Flexi-trip" on the home page



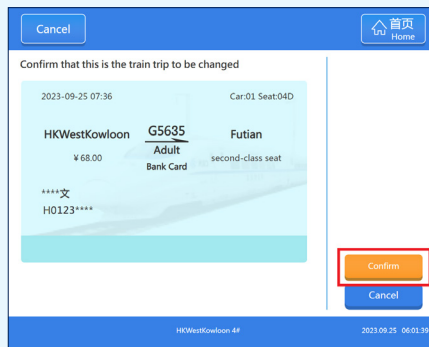
**2** Select the type of identification document and scan the document



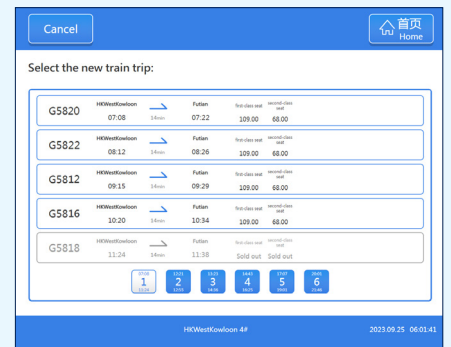
**3** Select the ticket you want to change and click on "Confirm"



The screen will display the number of remaining times that you can use the service



Check the ticket details again and click on "Confirm"



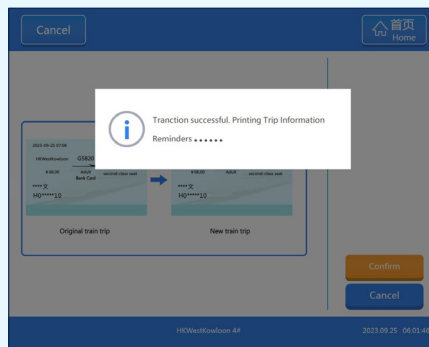
**4** Select a new train (Trains that are applicable to this arrangement will be displayed)



**5** Click on "Confirm" after verifying the information of original and new tickets.

## NOTE

Second Class Ticket holders may be assigned with a Non-reserved Seat Ticket if there are no more seats available on the Second Class of the newly selected train.



**6** After completing the procedure, the system will automatically print a "Trip Information Reminders" with your ticket details for easy boarding

## NOTE

- Only one ticket can be handled at a time when using Flexi-trip through Ticket Machines and Flexi-trip Self-service Points.
- The Self-service Points do not have printing function. Please take a photo of the new ticket information to facilitate boarding. You can also check the ticket information at the Ticketing Counter if necessary.

## Error Message

If Ticket Machines or Self-service Points display one of the following messages, it means that the system is unable to process the Flexi-trip Arrangement for you. Please contact station staff for assistance.

Error Message	Scenario
No relevant ticket was found. Please ensure that you have met the requirements of Flexi-trip Arrangement. You may contact our staff for assistance	<ol style="list-style-type: none"><li>1. The passenger does not have any ticket travelling between West Kowloon Station and Futian Station or Shenzhenbei Station today; or</li><li>2. The passenger has used the identification document of a child who can travel free as his/her ticket will be automatically changed based on the new train selected by the accompanied passenger</li></ol>
The valid time of Flexi-trip Arrangement for the current ticket is not yet reached	If you have not changed our ticket before and it is not past the cut-off time for the General Ticket Alteration on the day of travel, you must first use the General Ticket Alteration to change your train trip
The time limit of Flexi-trip Arrangement for the current ticket is exceeded	Cut-off time for Flexi-trip Arrangement is within one hour after the train departs
You have exceeded the maximum number of times you can change the train trip (up to three times)	You are not allowed to make any further changes to your departure as you have reached the maximum number of changes today with the Flexi-trip Arrangement
Reimbursement Receipt has been collected for the current ticket, please go to the designated Ticketing Counter	If you have collected the Reimbursement Receipt, Flexi-trip Arrangement can only be proceeded at the Ticketing Counters upon return of the Receipt



High Speed Rail  
Mobile App

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