

Notes to Passengers of High Speed Rail

1. High Speed Rail tickets are subject to the Real Name Ticket Policy and passengers must purchase tickets with their valid identification documents. Each valid identification document shall only be used to purchase one ticket for the same train on any given date of travel. The destination of tickets for sale must not be beyond the terminus station for the specific train.
2. Children who are aged 6 but below 14 shall purchase Child Tickets. Passengers who are aged 14 or above shall purchase Adult Tickets. Ages of the children are calculated based on the date of travel. A child who is aged below 6 and does not occupy a seat may travel free if accompanied by a passenger aged 18 or above and holding a valid ticket. He/she must declare to the railway transport enterprises and provide the valid identification document of the child upon purchase of the tickets. If more than one child is travelling with a single adult, Child Tickets must be purchased for the additional child(ren). A child who is eligible for free travel must purchase a ticket if he/she occupies a seat.
3. Hong Kong students studying in any tertiary education institutions in the Mainland China are entitled to purchase Second Class Student Tickets for four single journeys each academic year (1 October to 30 September the following year) for travel between their home town and the location of their institution (or the place where they are having an internship) with the relevant proof of discount.
4. Disabled Military Tickets are available for purchase by holders of a Certificate for Disabled Military of the People's Republic of China, Certificate for Disabled Policemen of the People's Republic of China or Certificate for State Integrated Fire and Rescue Team Disabled Members.
5. Passengers' proof of travel are the valid identification documents used for ticket purchase. Any accompanying children who are eligible for free travel, the proof of travel are their valid identification documents used for declaration upon ticket purchase. Passengers must travel on the date, train number, car number and seat number specified on their tickets.
6. Passengers may alter their tickets if seats are available during the advance sales period and subject to verification of their identities. Tickets can be altered once free of charge before the specific time and subject to the relevant rules. If the fare of the altered ticket is higher than that of the original ticket, passengers must pay the fare difference; if the fare of the altered ticket is lower than that of the original ticket, the fare difference will be refunded to the passengers. Passengers are required to present the identification documents used to purchase their tickets when requesting alterations.
7. Passengers may request a refund for their tickets before the specific time by paying a refund charge, subject to the relevant rules. Refund charges are calculated as follows: 50% of the ticketed fare for refunds made within 48 hours before the ticketed time of departure; 30% of the ticketed fare for refunds made between 48 hours and the 7th day before the ticketed time of departure; 5% of the ticketed fare for refunds made 8 days or more before the ticketed time of departure. Tickets are non-refundable after the specific times. Passengers are required to present their identification documents used to purchase their tickets when requesting ticket refunds.
8. Other than passengers who are unable to continue their journey due to physical injury or sickness and have obtained the consent from station staff or train crew to refund in accordance with the relevant rules, if any passengers exit their trains during the journey, the section not travelled will become invalid.
9. Passengers who have lost their identification documents used to purchase tickets shall use a re-issued identification document or other valid identification documents accepted by the railway transport enterprises to purchase a new ticket.
10. Passengers shall take proper care of their personal belongings. The maximum limits on the weight and size of carry-on items: 20 kg for adults; 10 kg for children; 35 kg for diplomatic personnel. The external dimensions (i.e. length plus width plus height) of each item shall not exceed 130 cm. High Speed Rail does not provide baggage or parcel consignments.
11. Passengers shall accept security checks in stations and on trains. Any dangerous goods or prohibited items are not allowed in stations or on trains.
12. Boarding gates will close before train departure. Passengers are advised to check the closing time of the boarding gates in respective stations and allow sufficient time for immigration formalities. Passengers must carry valid travel documents for immigration formalities.
13. Passengers should follow the signage and instructions of railway staff when entering or exiting stations and boarding trains. Passengers should pay attention to their personal safety.
14. Passengers must not activate any emergency brake valve, emergency stop button or other safety devices on trains unless during emergency. Smoking is strictly prohibited on trains.
15. In the event of emergency or safety threats to trains or to passengers, all passengers should follow the instructions of train crew and act in an orderly manner. Any emergency situations should be immediately reported to station staff or train crew.
16. These Notes serve as a summary of some relevant rules for passengers. For details, please refer to the "Rules for Guangzhou-Shenzhen-Hong Kong High Speed Rail Cross-Boundary Passenger Transport" and the notices posted at station and MTR website.