

Notes to Travellers of High Speed Rail

1. Travellers must purchase tickets to travel. Tickets shall be in the form of paper tickets or E-tickets. High Speed Rail tickets are subject to the Real-name Policy and must be purchased with travellers' 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. Child Tickets purchased using the identification document of an accompanying adult are not subject to this restriction. The destination of tickets for sale must not be beyond the terminus station for the specific train.
2. Travellers who are aged under 18 and between 1.2-1.5 metres in height shall purchase Child Tickets. Travellers who are over 1.5 metres in height shall purchase Adult Tickets. A child who is under 1.2 metres in height and does not occupy a seat may travel free if accompanied by a traveller aged 18 or above and holding a valid ticket. 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. A child eligible for free travel and a traveller eligible for travelling on a Child Ticket must travel in company of an adult.
3. Hong Kong students enrolled in any higher education institutions in Mainland China who do not receive wages or income can purchase second class Student Tickets for 4 single journeys each academic year for travel between their home and the location of their institution (or the place where they are undertaking an internship) during summer break (from 1 June to 30 September) and winter break (from 1 December to 31 March the following year) with the relevant proof of discount.
4. Disabled Military Tickets are available for travellers holding 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. Travellers must travel with the valid, original identification documents used to purchase the tickets and on the date, train and class of travel specified on their tickets. Railway transport enterprise(s) will conduct inspections on travellers' identity, their original identification documents used to purchase the tickets and their paper tickets (if any). Travellers will be allowed to enter the station and to board train provided that their tickets, their identification documents and their identity match.
6. Travellers may alter their tickets if seats are available during the advance sales period and subject to verification of their identity. 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, travellers 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 travellers. Travellers are required to produce the identification documents used to purchase their tickets when requesting alteration of tickets.
7. Travellers may request a refund of 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. Travellers are required to produce the identification documents used to purchase their tickets when requesting refunds of tickets.
8. Other than travellers 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 travellers alight from their train mid-journey, the section not travelled will become invalid.
9. Travellers who use paper tickets shall take proper care of their tickets. Defaced tickets or tickets with incomplete information shall not be used to enter a station or for boarding, or for alteration or refunds. Travellers who have lost their tickets may file a report for loss and obtain re-issued tickets in accordance with the relevant rules. Travellers who have lost their identification documents used to purchase E-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. Travellers shall take proper care of their personal belongings. The maximum limits on the weight and size of traveller's 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. Travellers shall accept security checks in station and on board. Travellers are not allowed to bring into station or on board any dangerous goods and prohibited items.
12. Boarding gates will close before train departure. Travellers are reminded to check the closing time of the boarding gates of the respective stations and allow sufficient time for completion of immigration formalities. Travellers must carry valid travel documents for immigration clearance.
13. Travellers should follow the wayfinding signage and instructions of railway staff when entering and exiting station and boarding train. Travellers should pay attention to their personal safety.
14. Travellers must not activate any emergency brake valve, emergency stop button and other safety devices on trains unless during emergency. Smoking is strictly prohibited on board the train.
15. In the event of emergency or safety threats to the train or to travellers, travellers 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 brief summary of some of the relevant rules for travellers. For the specific rules, please refer to the Rules for Guangzhou-Shenzhen-Hong Kong High Speed Rail Cross-Boundary Passenger Transport and the notices posted at stations and MTR website.