

Cross Boundary Multi-ride Ticket



20-ride Ticket

30-day Ticket

From 25 January 2024 onwards, passengers may, based on their travel needs, opt for multi-rides on short-haul trains arriving at and from a fixed Mainland station via West Kowloon Station with a 20-ride Ticket or 30-day Ticket. Business travellers and commuters who frequently travel to and from the Mainland can now benefit from a more convenient ticketing arrangement that offers both time and cost savings.

Ticket Type	20-ride Ticket	30-day Ticket
Station Combination	For journeys between West Kowloon Station and a fixed Mainland station of your choice (Futian / Shenzhenbei / Guangmingcheng / Dongguannan / Changping / Dongguan / Humen / Qingsheng / Guangzhounan / Guangzhoudong)	
Time and Ride Limits	20 rides within 90 days	60 rides within 30 days
Discounts*	Up to about 11%	Up to around 36%

*Discounts are based on the calculation of using all trips for Guangzhoudong on First Class

5 Advantages that Meet Your Needs

Time-efficient experience

A single purchase for multiple rides saves you time and hassle

Station combination as desired

Buy short-haul rides to/from a fixed Mainland station (from a selection of 10 stations) via West Kowloon Station based on your travel needs

Flexible trip planning

Reservation for multiple train trips can be made concurrently within the validity period and cancelled for free as needed

Ticketing on-the-go

The ticket purchase and reservation can be completed online in one go through the China Railway 12306 online ticketing platform

Cost savings

Produce prices can be checked on 12306. The price and fare discount are determined according to ticket product types, station combinations and Classes of Travel

3 Steps towards Easy Travel

Step 1: Ticket purchase

Ticketing channels

Registered users of the China Railway 12306 online ticketing platform can buy tickets on its website and mobile app. Tickets are sold in renminbi

Station combination

Upon ticket purchase, a fixed station combination involving a journey via West Kowloon Station to/from a designated Mainland station must be chosen

Ticket type

Choose between First Class or Second Class Adult tickets

Refund

Refund for unused tickets can be processed on the 12306 official website or mobile app within 30 days from the date of purchase (the activation period). Product that is not used within the activation period will be invalidated automatically with full refund credited to the original payment means



Reminder

Passengers can buy multiple products with different departure/arrival stations, and up to two products with the same departure/arrival stations; passengers should confirm that the first product they hold has already been activated before buying the same product again

Step 2: Seat reservation

Upon ticket purchase, seat reservation must be made for boarding. The validity period of the ticket begins from the date of the first journey.

Travel date and train trip

- ◆ The first journey must be made within 30 days after purchase of the ticket
- ◆ Reservation can be made for trains departing within 15 days (travel date must fall within the validity period of the ticket)
- ◆ During reservation, the system will show available short-haul train trips based on the product and station combination bought

Number of reservations

- ◆ 4 train trips can be reserved concurrently for 20-ride Tickets
- ◆ 10 train trips can be reserved concurrently for 30-day Tickets

Reservation channels

Reservation for departure from West Kowloon Station or Mainland stations can be made through the following channels:

- ◆ **12306 official website and mobile app:** Ticket information can be retrieved in 12306 account
- ◆ **Ticket machines at Mainland stations:** Trip Information Reminders with details of train journeys are available after reservation

Moreover, passengers departing from Mainland stations can also board the trains through the following channel:

- ◆ **Boarding gate at Mainland stations*:** Seats can be obtained simply by entering the gate with the identification document used for ticket purchase, and ticket information** will be sent to the passenger's pre-set notification channel in their 12306 account or the registered mobile phone number via SMS

* When a passenger holds multiple 20-ride Tickets or 30-day Tickets or Single Journey Tickets that are applicable to the current boarding gate, a seat can only be obtained for boarding by selecting the ticket concerned at the Staff Assistance channel

** Please seek assistance from station staff if you do not receive the ticket information

Reservation cut-off time

- ◆ **For 12306:** 45 minutes before departure at West Kowloon Station/30 minutes before departure at Mainland stations
- ◆ **For ticket machines and boarding gates at Mainland stations:** subject to the arrangements at individual stations

Reservation cancellation

- ◆ Reservations can be cancelled for free before departure, whereas passengers who have not cancelled their reservations will be deemed as boarded and the remaining counts of rides will be deducted
- ◆ For both 20-ride Tickets and 30-day Tickets, if 5 reservations are cancelled within 48 hours before departure, the number of train trips that can be reserved will reduce to 1 until all rides are used up or until the validity period expires. In addition, if holders of 30-day Tickets with seat reservations fail to get on board for 5 times, they will then be allowed to make reservation for 1 train trip only

Step 3: Boarding

- ◆ After a seat reservation is made*, passengers can proceed with the regular process and complete real-name checking, baggage check, immigration formalities and boarding with their identification documents
- ◆ Passengers are only allowed to board the reserved train with a designated seat and must embark at the specified station. Alighting beyond or before the designated station will be treated as travelling without a ticket

* At Mainland stations, real-name checking and baggage check can be completed first before getting your seat directly at the boarding gate



Reminder

20-ride Tickets and 30-day Tickets are not applicable to the Same-day Flexi-trip Arrangement



Product descriptions



Ticket Purchase with 12306 (Chinese platform only)

The following are the key steps for buying 20-ride Tickets with 12306 mobile app. The purchase at 12306 website or of 30-day Tickets follows similar steps.



1 After logging into your account, click on “计次·定期票” (Multi-ride tickets). Select the station combination and ticket on the 通勤差旅 (Commute & Travel) page and click on “立即查询” (Enquire now)

2 The system will list suitable products. Select a product and click on “去下单” (Order)



3 Select the Class of Travel and passenger*, and click on “去下单” (Order)

4 After confirming order information, click on “立即支付” (Pay now**) and follow the payment instructions

* Note

- ◆ You can either select from a list of passengers, or add a new passenger and complete the verification

** Note

- ◆ Visit the “订单” (Order) section of the “计次·定期票” (Multi-ride tickets) page for order information
- ◆ Each passenger may buy a maximum of two products with the same station combination. An additional purchase can only be made after the product purchased has been activated
- ◆ An application for a refund of unused products can be made within 30 days after purchase by clicking on “申请退款” (Apply for refund) on the “订单详情” (Order information) page under “计次·定期票” (Multi-ride tickets) and following the instructions. A full refund will be credited to the original payment means

Demonstration of Seat Reservation

Seats can be reserved via 12306 Chinese platform and ticket machines at Mainland stations, or obtained simply at the Mainland boarding gates. Please note that the first journey must be made within 30 days after purchase of the ticket.

12306 Official Website or Mobile App

The following are the key steps for seat reservation and cancellation with 12306 mobile app. Processing on 12306 website follows similar steps.

1. Seat Reservation



- 1 After logging into your account, click on “計次·定期票” (Multi-ride tickets) and select the ticket to be used from “已購產品” (Product bought) section (the remaining counts of seat reservation available will be shown on the screen). Then click on “去使用” (To use)

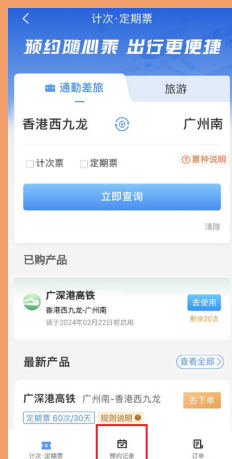


- 2 The System will list available dates and trains. Select and click “立即預約” (Reserve now)
- 3 Choose your seat preference and click on “確認” (Confirm) to complete the reservation

Note

Visit the “預約紀錄” (Reservation record) section on the “計次·定期票” (Multi-ride tickets) page for reservation details

2. Reservation Cancellation



- 1 Click on “計次·定期票” (Multi-ride tickets) on the homepage and then “預約紀錄” (Reservation record) to select the reservation order to be cancelled



- 2 Click on “確認” (Confirm) to cancel the reservation
- 3 Successful page is shown after cancellation

Ticket Machines at Mainland Stations

The following are the key steps for seat reservation and cancellation using ticket machines at Mainland stations.

1. Seat Reservation



- 1 Click on “計次·定期票”(Multi-ride tickets) on the homepage and click on “席位預約”(Seat reservation)
- 2 Select the travel document type and scan the identification document



- 3 Select the product for seat reservation and the remaining counts of seat reservation available will be shown on the screen. Then click on “點擊預約” (Click to make a reservation). Select the travel direction and date



- 4 Select the train trip (The screen will display train trips suitable for the travel arrangement)
- 5 Check carefully the ticket information and click on “確認預約” (Confirm the reservation)
- 6 After completing the reservation, the ticket machine will automatically print out a Trip Information Reminders which shows ticket information for boarding



Note

Reservation information can be viewed at Ticket Machines. Click on “計次•定期票” (Multi-ride tickets) on the homepage and then “預約查詢” (Query for reservation). Follow the instructions to view relevant details

2. Reservation Cancellation



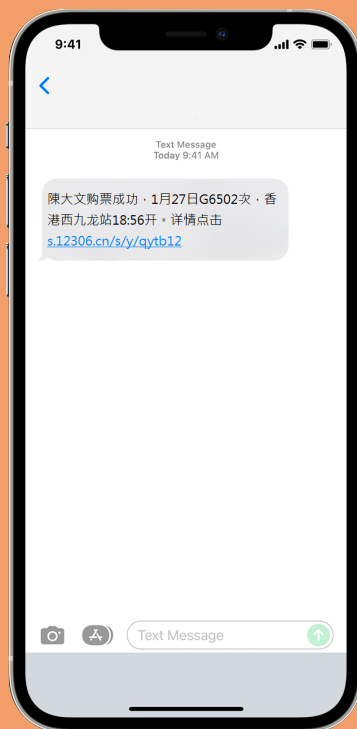
- 1 Click on “計次/定期票” (Multi-ride tickets) on the homepage and click on “取消預約” (Cancel reservation)
- 2 Select the travel document type and scan the identification document



- 3 Select the train trip to be cancelled and click on “取消預約” (Cancel reservation)

Boarding Gates at Mainland Stations

When travelling from the Mainland to Hong Kong West Kowloon Station, passengers who have completed the real-name check and ticket inspection before the inspection closing time at the boarding gate can obtain their seats simply by entering the boarding gate with the identification document they have used for ticket purchase. No reservation is required.



1 Enter the boarding gate* with the identification document used for ticket purchase

2 Ticket information will be sent to the pre-set notification channel in passenger's 12306 account or registered mobile phone number via SMS. It is also displayed in the 12306 account

Note

- * When a passenger holds multiple 20-ride Tickets or 30-day Tickets or Single Journey Tickets that are applicable to the current boarding gate, a seat can only be obtained for boarding by selecting the ticket concerned at the Staff Assistance channel



High Speed Rail Mobile App