

Notice on Real-name Policy

Passengers should note that the Real-name Policy has been implemented for the High Speed Rail services. All passengers purchasing High Speed Rail tickets will be required to provide, in addition to the travelling information (such as departing and arriving stations, train times and train fares etc.), his/her full name and the identification number as shown on a valid identification document. Passenger's name (in whole or in part) and partial identification document number will be printed on the tickets. Passengers must produce his/her own relevant identification document which matches the name and number (and likeness where applicable) printed on the ticket to travel on the High Speed Rail, failing which passengers will not be allowed to board the train. During the journey, staff of MTR Corporation Limited and/or Mainland Railway Operators may also verify passengers' identities against passengers' identification documents. Passengers who fail to produce his/her identification document which matches the name and number printed on the ticket will be treated as travelling without a ticket. Without prejudice to other rights or remedies the Corporation may have, adult passengers found travelling with an invalid ticket or without a ticket shall pay an excess fare of the full fare of the whole journey and surcharge. As the tickets will contain passengers' personal data, all passengers should keep their tickets in a safe place, and should not discard the tickets without first removing the personal data from the tickets.