

Notice on Real Name Ticket

Passengers should note that the Real Name Ticket Policy is implemented for the High Speed Rail services. All passengers purchasing High Speed Rail tickets, whether in electronic or physical form, will be required to provide, in addition to the travelling information (such as Departure and Arrival Stations, train numbers, times and classes, etc.), his/her original valid identification document with full name, date of birth, nationality, type, full identification document number and validity period shown or a photocopy thereof (as the case may be). Passenger's full name, partial identification document number and type of identification document will be recorded within or printed on the tickets and any additional passenger documents issued for electronic tickets for recording details of travel and/or as receipts. Passengers must produce his/her own relevant identification document which matches their likeness, as well as the name and number recorded within the electronic ticket or printed on the physical ticket (as the case may be) to travel on the High Speed Rail, failing which passengers will not be allowed to enter the station 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 their likeness, as well as the name and number recorded within the electronic ticket or printed on the physical ticket (as the case may be) may be treated as travelling without a ticket. Without prejudice to other rights or remedies MTR Corporation Limited 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 and additional passenger documents issued for electronic tickets will contain passengers' personal data, all passengers should keep such documents in a safe place, and should not discard them without first removing the personal data from them.