How to Book Ticket Online

Apart from checking real time train availability and fares, you can also enjoy further convenience with order enquiry and alteration through Online Ticketing System.

1. Online Ticket Purchase

- **1. Train Enquiry**
- **2. Train Selection**
- **3. Ticket Information**
- **4. Real-name Checking**
- **5. Real-name Ticket**
- **6. Payment**
- **7. Transaction Completed**

**Step 1: Train Enquiry**

You can check the available trains by using “Search by Station” function of Ticket Enquiry.

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Step by Step

Choose single journey or round trip

Input departure and arrival stations
(One should be Hong Kong West Kowloon Station)

Choose departure date
(Normally, tickets are available 30 days in advance)

Input train number
(optional if do not know the train number)

Input departure time range (optional)

Input number of tickets
(Maximum of 8 tickets per transaction. Child Ticket must be bought together with Adult Ticket.)

Input verification code

Click ticket enquiry button

* Child Ticket applies to travellers aged below 18 and at height between 1.2 and 1.5 metre.
Step 2: Train Selection

1. Single Journey

Display all available departures according to the request
(Those departures have been fully booked or closed for online booking will not be displayed.
Online booking is closed 120 minutes before scheduled departure of each train.)

Click the "+" to check adult fares of different class of travel. Child fares will be shown after choosing the train you wish to take

Click train number will display the arrival and departure times of intermediate stops

Click the green button on the right to choose your train and class of travel
2. **Round Trip**

If you wish to buy a round trip ticket, please choose your train for the outbound journey first, and then follow the instruction to input the return date, choose your desired departure and class of travel. Please note that departure and arrival stations of the return journey must be the reverse direction of the outbound journey. Same list of travellers applies to both the outbound journey and return journey.
Step 3: Ticket Information

- Confirm the fares, seat, train information and ticket quantity and proceed to purchase.
- Child fares will be shown if applicable.
Step 4: Real-name Checking

1. Single Journey
Acceptable travel documents:
- Mainland Travel Permit for Hong Kong and Macao Residents (Home Return Permit)
- PRC Resident Identity Card
- PRC Exit/Entry Permit for Travelling to and from Hong Kong and Macao
- Mainland Travel Permit for Taiwan Residents
- Foreign passports recognized by the PRC Government

* Travellers who use “PRC Resident Identity Card” must provide Chinese name. English name is required if travellers use other types of personal identity document. Only first 10 Chinese characters (including space) or 20 characters (including space) can be input in the name field. Please input the first 20 characters if your name exceeds the word limit.
2. **Round Trip**

- Personal information will be auto-filled to the return trip after filling the information for the outbound trip.

3. **Ticket order with both adult and child tickets**

- Child ticket(s) must be attached to one of the adult tickets.
- Only adult tickets will be displayed in the first place. You must add the child tickets to the attached adult by using the "+".
- Personal information of Child tickets is auto-filled with the attached adult’s information. If you wish to use child’s travel document, please click the box next to “use child’s personal document”.

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![Ticket Information](image)

**Order Information:**
- Outbound Ticket: 2016-09-21 HK West Kowloon——Shenzhen (Adult: 1 Child: 2)
- Return Ticket: 2016-09-25 Shenzhen——HK West Kowloon (Adult: 1 Child: 2)

![Ticket Details](image)

**Order Information:**
- Single Journey Ticket: 2016-09-23 HK West Kowloon——Shenzhen (Adult: 1 Child: 2)
Step 5: Real-name Ticket

- You must create a ticket collection password for order enquiry*, ticket alteration* or ticket collection at ticket machine*.
- It is optional to fill in additional information.

Input Ticket Collection Password for order enquiry, online ticket alteration service and ticket collection at ticket machine

Input email address to receive order confirmation

Input mobile phone number to receive latest information regarding your train

*also need to provide the order number
Step 6: Payment

*Please get your VISA, Mastercard or UnionPay Online Payment ready

Tick the box to accept terms and conditions

Confirm all information

Payment

Transferring to a third party payment platform

Select payment method and input the required information

*Please get your VISA, Mastercard or UnionPay Online Payment ready
Step 7: Transaction Completed

- Please write down the order number after completing the transaction for order engaging, ticket alteration or collection.
- You can choose to print your order confirmation. You will also receive the confirmation notice if you provided you email address.

Friendly reminders:
1. Only ticket enquiry service can be provided during daily system upgrade between 11.30 p.m. and 6 a.m. the next day.
2. High Speed Rail fares are set according to the Renminbi fare, with the Hong Kong Dollar (HKD) fare being adjusted on the first day of every month subject to any change in the exchange rate. Tickets available through this website are sold at the HKD fare on the transaction date.
3. Tickets purchased from Online Ticketing must be collected at Hong Kong West Kowloon Station 30 minutes before train departs.
2. **Online Order Enquiry**

- You can check your order here if you have set up password when you made the online purchase

**Step 1: Go to the Order Enquiry section**

- Choose “Order Enquiry”
Step 2: Input Order Information

- After input all the required information including order number, password type, password and verification code, press “Submit” and scroll down to read your order.

Step 3: Check Your Order

- If you have altered an order with round trip tickets, tickets will not be categorized by outbound and return tickets when you make an order enquiry after the alteration.
3. **Online Ticket Alteration**

- You can alter your ticket here if you have set up password when you made the online purchase

**Step 1: Go to Ticket Alteration Section**

- **Choose “Alteration”**

  - After input of all the required information including order number, ticket collection password and verification code, click “Submit”.
  - Ticket can be altered only one time. Altered ticket cannot be refunded.
Step 2: Choose the Tickets to be Altered

- Order information is displayed at the lower part of the page. Please choose the tickets to be altered.
  - You can choose to alter all or some of the tickets.
  - Outbound and return journeys of a round trip booking must be altered in separate transactions.
  - Only departure date, train number and class of travel can be altered
  - Press the right button if you wish to alter one ticket only.
  - If you wish to alter more than one ticket, please tick the box of the selected tickets and press the “Alter Selected Ticket(s)” on the left.
  - When a Child Ticket is registered with an adult’s personal identity document, you still have to present the original registered adult personal identity document to collect the Child Ticket even if the adult is no longer traveling with the child after ticket alteration.
Step 3: Choose Departure

- You will be transferred to the “Ticket Enquiry” page. Please input the required information and click “Ticket Enquiry”.

- Press the green button to select your preferred train from the list on the right.
Step 4: Check Alteration Information

1. Go to ticket alteration section
2. Choose the tickets to be altered
3. Choose the departure
4. Check alteration details
5. Confirmation
6. Alteration completed

- Click “Confirm” after checking the fare and information of the new ticket.
Step 5: Confirmation (payment applies to those transactions with the fare of new ticket being higher than the original one)

- Fare difference will be refunded to your credit card account if the fare of original ticket is higher than the new one.
• If the fare of new ticket is higher, you will be transferred to a third-party payment platform to pay the new ticket while the fare of the original ticket will be refunded to your credit card account. The transaction will be processed through the same credit card you booked the tickets.

Attention: High Speed Rail fares are set according to the Renminbi fare, with the Hong Kong Dollar (HKD) fare being adjusted on the first day of every month subject to any change in the exchange rate. Ticket alteration through this website is based on the HKD fare on the transaction date.
Step 6: Alteration Completed

1. No fare difference between new and original ticket
2. Fare of new ticket is lower than the original one
3. Fare of new ticket is higher than the original one

<table>
<thead>
<tr>
<th>Order Enquiry</th>
<th>Ticket Selection</th>
<th>Alteration Detail</th>
<th>Confirmation</th>
<th>Alteration Completed</th>
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**Original Ticket Information**

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<tbody>
<tr>
<td>07:30</td>
<td>07:19</td>
<td>CHAN TAN*</td>
<td>Valid Passport</td>
<td>A007****</td>
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<tr>
<td>HK$344.0</td>
<td>Service Charge</td>
<td>HK$30.0</td>
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- You can choose to print the alteration confirmation after transaction has been completed. You will also receive the confirmation notice if you have provided your email address.