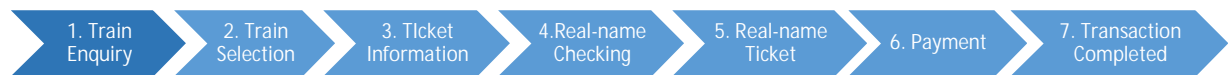


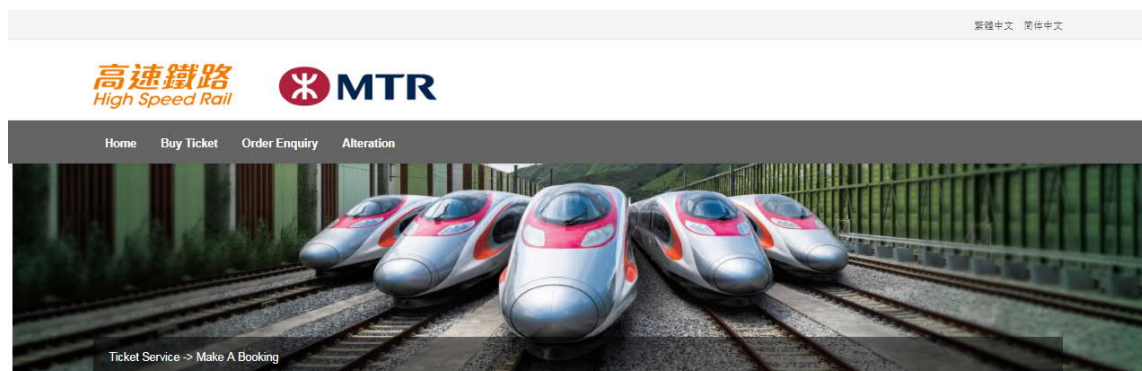
# How to Book Ticket Online

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



### Step 1: Train Enquiry



### Ticket Enquiry

Search By Station

☒ Single Journey ☐ Round Trip

From

HK West Kowloon

To

Departure Date

2018-09-10

Train No.

Time Range

00:00

--

24:00

Adult

1

+

Child

0

+

Verification Code

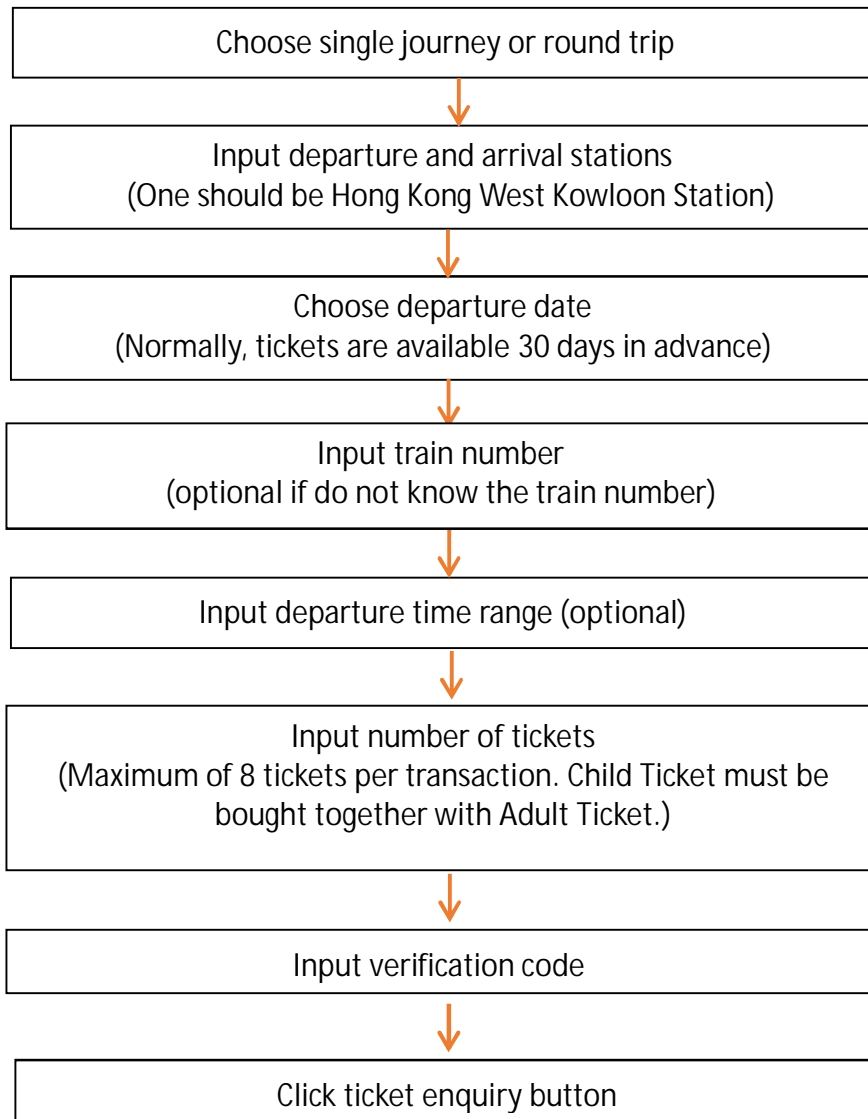
7d9d

Ticket Enquiry

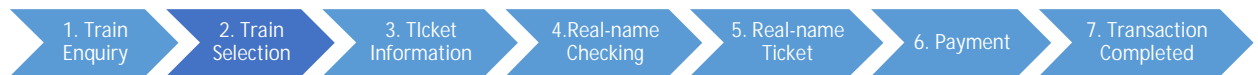
No.	Train No.	From	To	Departure Time	Arrival Time	Select Train
<div>Remarks:</div> <div>1. Please note that online ticketing supports desktop PC or laptop PC with selected browsers (Chrome, Internet Explorer and Firefox).</div> <div>2. Tickets booking online must be collected at Hong Kong West Kowloon Station. For advance ticket collection before service inauguration on 23 September 2018, ticket collection service is available from 17 to 19 September between 8am and 7pm. Please bring all original personal identity documents.</div> <div>3. Fares are set in Renminbi with the Hong Kong Dollar (HKD) fare being adjusted monthly subject to the prevailing exchange rate. Adjusted HKD fares will be announced on the first day of every month. For tickets sold in HKDs, the fare is the valid implemented fare for the current</div>						

- You can check the available trains by using "Search by Station" function of Ticket Enquiry.

- Step by Step



\* 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.)

No.	Train No.	From	To	Departure Time	Arrival Time	Select Train
1	G5736	HK West Kowloon	Shenzhenbei	07:00	07:19	+
2	G5710	HK West Kowloon	Shenzhenbei	07:13	07:37	+
3	G5738	HK West Kowloon	Shenzhenbei	08:20	08:39	+

### Check train information

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

No.	Train No.	From	To	Departure Time	Arrival Time	Select Train
1	G5736	HK West Kowloon	Shenzhenbei	07:00	07:19	<div>First Class HK\$138</div> <div>Second Class HK\$86</div>
2	G5710	HK West Kowloon	Shenzhenbei	07:13	07:37	+
3	G5738	HK West Kowloon	Shenzhenbei	08:20	08:39	+
4	G5724	HK West Kowloon	Shenzhenbei	09:05	09:23	+

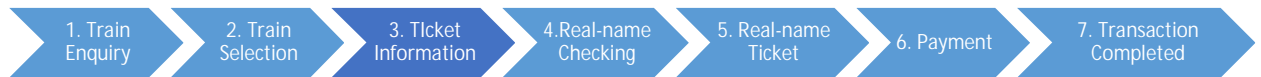
- Click train number will display the arrival and departure times of intermediate stops

No.	Train No.	From	To	Departure Time	Arrival Time	Select Train
1	G5736	HK West Kowloon	Shenzhenbei	07:00	07:19	<div>First Class HK\$138</div>

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

[繁體中文](#) [簡體中文](#)

Home
Buy Ticket
Order Enquiry
Alteration

Ticket Enquiry
Train Information
Real-name Checking
Real-name Train Ticket
Payment
Transaction Completed

Single Journey

Cancel

<input type="checkbox"/> G5736	HK West Kowloon → Shenzhenbei	Adult	Second Class	Car: 05 Seat: 005A
2018-09-28	07:00 07:19		HK\$86.0	Service Charge: HK\$0.0
<input type="checkbox"/> G5736	HK West Kowloon → Shenzhenbei	Child	Second Class	Car: 05 Seat: 005B
2018-09-28	07:00 07:19		HK\$44.0	Service Charge: HK\$0.0
<input type="checkbox"/> G5736	HK West Kowloon → Shenzhenbei	Child	Second Class	Car: 05 Seat: 005C
2018-09-28	07:00 07:19		HK\$44.0	Service Charge: HK\$0.0

Total Ticket(s): 3    Total Fares: HK\$174.0

**Terms and Conditions for Online Ticket Booking:**

Only tickets for trains departing or arriving Hong Kong West Kowloon Station are available on this website.

Fares are set in Renminbi with the Hong Kong Dollar (HKD) fare being adjusted monthly subject to the prevailing exchange rate. Adjusted HKD fares will be announced on the first day of every month. For tickets sold in HKDs, the fare is the valid implemented fare for the current month which may not be the same as the fare on the date of travel.

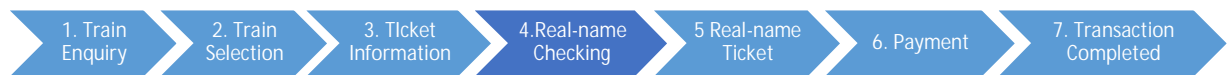
Unless otherwise specified, online ticket booking is available within 30 days until 120 minutes before departure.

Adult Ticket applies to travelers aged 18 or above or of a height over 1.5 metre. Child Ticket applies to travellers aged below 18 and of a height between 1.2 and 1.5 metre. Children must travel with an adult.

Each traveller aged 18 or above with a valid Adult Ticket can bring one child of a height below 1.2 metre free of charge if the child does not occupy a seat. Any extra children should buy Child Ticket.

Cancel Order
Continue

- 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

高速鐵路  
High Speed Rail



Home
Buy Ticket
Order Enquiry
Alteration

Ticket Enquiry
Train Information
Real-name Checking
Real-name Train Ticket
Payment
Transaction Completed

Order Information:  
Single Journey Ticket: 2018-09-28 HK West Kowloon—>Shenzhenbei (Adult : 1; Child : 2)

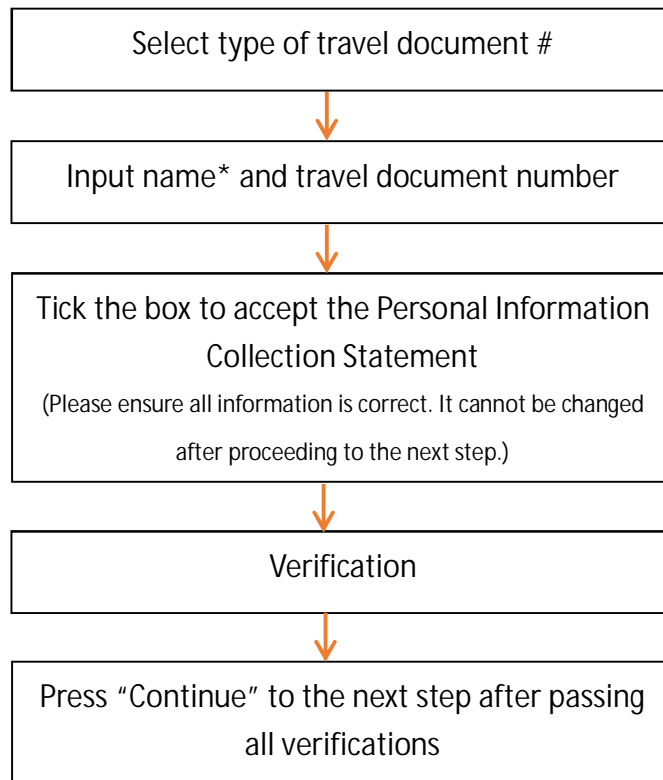
No.	Travel Document	Name	Document No.	Accompanied Child	Status
1	Mainland Travel Permit for ▼	CHAN TAI MAN	H98765432	— 2 +	Pass
1.1	Mainland Travel Permit for ▼	CHAN TAI MAN	H98765432	<input type="checkbox"/> Use child's travel document	
1.2	Mainland Travel Permit for ▼	CHAN TAI MAN	H98765432	<input type="checkbox"/> Use child's travel document	

Total Ticket(s) : 3
Total Fares : HK\$174.0

Remarks:  
1.Travellers who use "PRC Resident Identity Card" must provide Chinese name. English name is required if travellers use other types of personal identity document.  
2.Travellers who use Mainland Travel Permit for Hong Kong and Macao Residents please input the first 9 digits (including alphabet) of the travel permit number.  
3.Each Child Ticket must be linked with an Adult Ticket. Please click "+" to add the quantity of attached Child Ticket under the selected adult. Personal identity document of either the child or his/her accompanied adult can be used for ticket purchase.  
4.For round trip ticket, personal information will be auto-filled to the return trip.  
5.Travellers must pass the real-name checking in order to purchase a ticket. Travellers, who have already purchased a ticket for the same train on the same day, will not pass the checking.  
6.The whole order will be cancelled if there is any traveller who cannot pass the real-name checking.

Personal information Collection Statement:  
Personal Information Collection Statement ("PICS")  
Passenger's personal data provided by you will be used by MTR Corporation Limited (the "Corporation" or "We" or "us") for the purposes of (1) processing and administering of the High Speed Rail ticketing transactions (including the issue and printing of valid High Speed Rail tickets, handling of alteration or refund, loss of tickets, fare adjustment of tickets, and/or use as reference in complaint and/or investigations); (2) verifying passenger's identity and eligibility; (3) administering and operating the High Speed Rail services; (4) investigating complaints, incidents, accidents or conducting any criminal, civil, administrative or other legal proceedings relating to the High Speed Rail services; (5) complying with applicable legal or regulatory requirements (including without limitation to those in Hong Kong and the PRC); and (6) complying with requests from governmental authority, administrative or regulatory bodies and/or cooperating with them in relation to any investigation (the "Purposes"). For the purpose of verifying the passenger's identity, it is mandatory for the passenger's partial or full name and identification document number with a few digits, letter and/or characters (as the case may be) masked to be printed on the ticket(s) to be issued.  
☒ I accept and agree to the "Personal Information Collection Statement" (PICS), in particular, I consent to the transfer of my specified personal data as set out in the PICS outside Hong Kong to High Speed Rail's railway operators situated in the Mainland to carry out the Purposes as set out in the PICS. I understand that my personal data may be used and disclosed in accordance with the relevant PRC laws. I also accept and agree to the "Rules for Guangzhou-Shenzhen-Hong Kong High Speed Rail Cross-Boundary Passenger Transport" and "Conditions of Issue of Tickets". The details of these documents are posted at the Hong Kong West Kowloon Station and MTR Website (mtr.com.hk/highspeed).

Cancel Order
Verification
Continue



#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

Ticket Enquiry Train Information Real-name Checking Real-name Train Ticket Payment Transaction Completed

Order Information:  
 Outbound Ticket: 2018-09-28 HK West Kowloon—>Shenzhenbei (Adult : 1;Child : 2)  
 Return Ticket: 2018-09-28 Shenzhenbei—>HK West Kowloon (Adult : 1;Child : 2)

No.	Travel Document	Name	Document No.	Accompanied Child	Status
1	Mainland Travel Permit for	CHAN TAI MAN	H23456789	2	Pass
1.1	Mainland Travel Permit for	CHAN TAI MAN	H23456789	<input type="checkbox"/> Use child's travel document	
1.2	Mainland Travel Permit for	CHAN TAI MAN	H23456789	<input type="checkbox"/> Use child's travel document	

Return Journey:

No.	Travel Document	Name	Document No.	Accompanied Child	Status
1	Mainland Travel Permit for	CHAN TAI MAN	H23456789	2	Pass
1.1	Mainland Travel Permit for	CHAN TAI MAN	H23456789	<input type="checkbox"/> Use child's travel document	
1.2	Mainland Travel Permit for	CHAN TAI MAN	H23456789	<input type="checkbox"/> Use child's travel document	

Total Ticket(s) : 6 Total Fares : HK\$348.0

- 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

高速鐵路 High Speed Rail MTR

Home Buy Ticket Order Enquiry Alteration

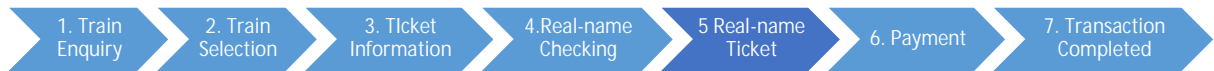
Ticket Enquiry Train Information Real-name Checking Real-name Train Ticket Payment Transaction Completed

Order Information:  
 Single Journey Ticket: 2018-09-28 HK West Kowloon—>Shenzhenbei (Adult : 1;Child : 2)



No.	Travel Document	Name	Document No.	Accompanied Child	Status
1	Mainland Travel Permit for	CHAN TAI MAN	H98765432	2	Pass
1.1	Mainland Travel Permit for	CHAN TAI MAN	H98765432	<input type="checkbox"/> Use child's travel document	
1.2	Mainland Travel Permit for	CHAN TAI MAN	H98765432	<input type="checkbox"/> Use child's travel document	

- 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".





## Step 5: Real-name Ticket

Home
Buy Ticket
Order Enquiry
Alteration

Ticket Enquiry
Train Information
Real-name Checking
Real-name Train Ticket
Payment
Transaction Completed

	G5736		HK West Kowloon → Shenzhenbei		Adult	Travel Document		Document No.	Second Class	Car: 02	Seat: 005A
	Date	Time	Time	Document		Document					
Single Journey	2018-09-28	07:00	07:19		CHAN TAI*	Mainland Travel Permit for HK and Macao Residents	H9876****		HK\$86.0	Service Charge: HK\$0.0	
	G5736	HK West Kowloon → Shenzhenbei		Child							
	2018-09-28	07:00	07:19		CHAN TAI*	Mainland Travel Permit for HK and Macao Residents	H9876****		HK\$44.0	Service Charge: HK\$0.0	
	G5736	HK West Kowloon → Shenzhenbei		Child							
	2018-09-28	07:00	07:19		CHAN TAI*	Mainland Travel Permit for HK and Macao Residents	H9876****		HK\$44.0	Service Charge: HK\$0.0	

Total Ticket(s): 3
Total Fares: HK\$174.0

**Ticket Collection Password & Optional Information**

Ticket Collection Password:

Email:

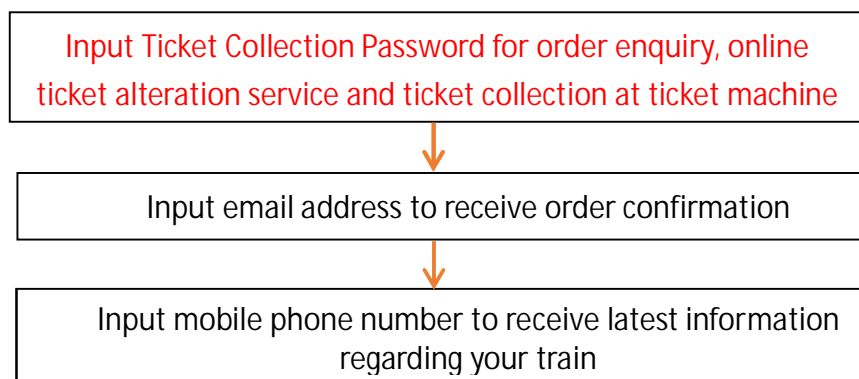
HK Mobile Phone No.:

Attention: Ticket alteration and enquiry cannot be processed through Online Ticketing system without the ticket collection password. Order number is also required for ticket collection as well as online ticket alteration and order enquiry.

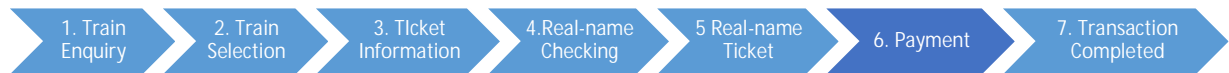
Remarks: You can choose to provide optional information. Ticket order can be printed after completion of ticket purchase. You may also receive the details through email. Ticket booking through this website must be collected at Hong Kong West Kowloon Station.

Cancel Order
Continue

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



\*also need to provide the order number



## Step 6: Payment

Ticket Enquiry Train Information Real-name Checking Real-name Train Ticket **Payment** Transaction Completed

**Please complete alteration in 24 minute(s) 18 second(s)**

Please check all the information and payment amount. Transaction cannot be cancelled after clicking the "Payment" button. Visa Card, Master Card and UnionPay Online Payment are accepted. Tickets purchased from this website must be collected from designated outlets in Hong Kong.

Single Journey		Train No.	From	To	Class	Seat	Service Charge
G5736	HK West Kowloon → Shenzhenbei	Adult	2018-09-26	07:00	07:19	CHAN TAI*	HK\$86.0
Travel Document		Document No.	Second Class Car: 02 Seat: 005A				
Mainland Travel Permit for HK and Macao Residents		H9876****					
G5736	HK West Kowloon → Shenzhenbei	Child	2018-09-26	07:00	07:19	CHAN TAI*	HK\$44.0
Travel Document		Document No.	Second Class Car: 02 Seat: 005B				
Mainland Travel Permit for HK and Macao Residents		H9876****					
G5736	HK West Kowloon → Shenzhenbei	Child	2018-09-26	07:00	07:19	CHAN TAI*	HK\$44.0
Travel Document		Document No.	Second Class Car: 02 Seat: 005C				
Mainland Travel Permit for HK and Macao Residents		H9876****					

Total Ticket(s): 3 Total Fares: HK\$174.0

**Ticket Collection Password & Optional Information**

Ticket Collection Password: 123456  
Email: test@example.com  
HK Mobile Phone No.: 98765432

**Terms and Conditions for Online Ticket Booking:**

- Only tickets for trains departing or arriving Hong Kong West Kowloon Station are available on this website.
- Fares are set in Renminbi with the Hong Kong Dollar (HKD) fare being adjusted monthly subject to the prevailing exchange rate. Adjusted HKD fares will be announced on the first day of every month. For tickets sold in HKDs, the fare is the valid implemented fare for the current month which may not be the same as the fare on the date of travel.
- Unless otherwise specified, online ticket booking is available within 30 days until 120 minutes before departure.

☐ I have read and accepted the above Terms and Conditions.

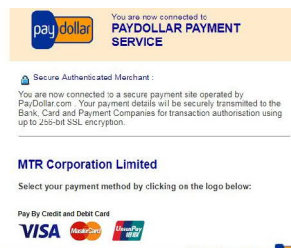
[Cancel Order](#) [Payment](#)

Tick the box to accept terms and conditions

Confirm all information

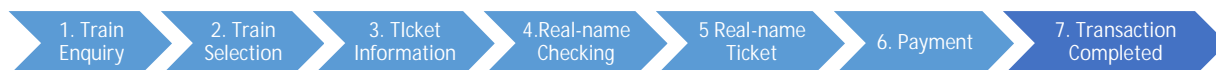
Payment

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

[Home](#)
[Buy Ticket](#)
[Order Enquiry](#)
[Alteration](#)

Ticket Enquiry
Train Information
Real-name Checking
Real-name Train Ticket
Payment
Transaction Completed

**Payment successful. Your credit card number is 5523\*\*\*\*\*9025 . Please write down Order Number:0002318234**

Friendly reminder: Please collect your ticket(s) at Hong Kong West Kowloon Station.

Ticket Information Single Journey		G5728		HK West Kowloon → Shenzhenbei Child		Travel Document		Document No.		Second Class		Car: 05 Seat: 005C	
2018-09-28	11:40	11:59	TEST	Valid Passport	12345****	HK\$44.0	Service Charge: HK\$0.0						
		G5728		HK West Kowloon → Shenzhenbei Child		Travel Document		Document No.		Second Class		Car: 05 Seat: 005B	
2018-09-28	11:40	11:59	TEST	Valid Passport	12345****	HK\$44.0	Service Charge: HK\$0.0						
		G5728		HK West Kowloon → Shenzhenbei Adult		Travel Document		Document No.		Second Class		Car: 05 Seat: 005A	
2018-09-28	11:40	11:59	TEST	Valid Passport	12345****	HK\$86.0	Service Charge: HK\$0.0						

Total Ticket(s): 3
Total Fares: HK\$174.0

Complete
Print

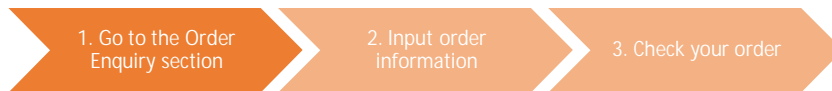
- Please write down the order number after completing the transaction for order engaging, ticket alteration or collection.
- You can choose to print your order confirmation. You will also receive the confirmation notice if you provided you email address.

### 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

The screenshot shows the MTR High Speed Rail website. The navigation menu includes 'Home', 'Buy Ticket', 'Order Enquiry', and 'Alteration'. The 'Order Enquiry' link is circled in red. Below the navigation menu, there is a 'Ticket Service -> Make A Booking' link. The main content area is divided into two sections: 'Ticket Enquiry' on the left and a table on the right.

**Ticket Enquiry**

Search By Station

☐ Single Journey ☐ Round

Trip

\* From  
HK West Kowloon

\* To

\* Departure Date  
2018-09-10

No.	Train No.	From	To	Departure Time	Arrival Time	Select Train
-----	-----------	------	----	----------------	--------------	--------------

Remarks:

- Please note that online ticketing supports desktop PC or laptop PC with selected browsers (Chrome, Internet Explorer and Firefox).
- Tickets booking online must be collected at Hong Kong West Kowloon Station. For advance ticket collection before service inauguration on 23 September 2018, ticket collection service is available from 17 to 19 September between 8am and 7pm. Please bring all original personal identity documents.
- Fares are set in Renminbi with the Hong Kong Dollar (HKD) fare being adjusted monthly subject to the prevailing exchange rate. Adjusted HKD fares will be announced on the first day of every month. For tickets sold in HKDs, the fare is the valid implemented fare for the current

- Choose "Order Enquiry"

1. Go to the Order Enquiry section


2. Input order information

3. Check your order


## Step 2: Input Order Information

繁體中文 簡體中文

高速鐵路  
High Speed Rail




Home Buy Ticket Order Enquiry Alteration



Ticket Service -> Ticket Order Enquiry

\* Order No.:

\* Ticket Collection Password:

\* Verification Code:  

Submit

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


1. Go to the Order Enquiry section

2. Input order information

3. Check your order

## Step 3: Check Your Order

高速鐵路  
High Speed Rail



Home Buy Ticket Order Enquiry Alteration

Order No.: 0002318159    Order Time: 2018-09-06 14:58:23    Total Ticket(s): 3    Uncollected Ticket(s): 3

Ticket Information	G6552	HK West Kowloon	→	Shenzhenbei	Child	Travel Document	Document No.	Second Class	Car: 04 Seat: 016D	Uncollected
	2018-09-28	08:30	08:49	EXAMPLE	Valid Passport	12345****			HK\$44.0	Service Charge: HK\$0.0
	G6552	HK West Kowloon	→	Shenzhenbei	Child	Travel Document	Document No.	Second Class	Car: 04 Seat: 016F	Uncollected
	2018-09-28	08:30	08:49	EXAMPLE	Valid Passport	12345****			HK\$44.0	Service Charge: HK\$0.0
	G6552	HK West Kowloon	→	Shenzhenbei	Adult	Travel Document	Document No.	Second Class	Car: 04 Seat: 016A	Uncollected
	2018-09-28	08:30	08:49	EXAMPLE	Valid Passport	12345****			HK\$66.0	Service Charge: HK\$0.0

Total Fares: HK\$174.0

Optional Information

Email: test@example.com  
HK Mobile Phone No.: 98765432

- 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

The screenshot shows the MTR High Speed Rail website. The navigation bar includes 'Home', 'Buy Ticket', 'Order Enquiry', and 'Alteration', with 'Alteration' highlighted. Below the navigation bar is a 'Ticket Enquiry' section. It features a search form with fields for 'From' (HK West Kowloon), 'To', and 'Departure Date' (2018-09-10). To the right of the search form is a table with columns: No., Train No., From, To, Departure Time, Arrival Time, and Select Train. Below the table is a 'Remarks' section with three bullet points: 1. Please note that online ticketing supports desktop PC or laptop PC with selected browsers (Chrome, Internet Explorer and Firefox). 2. Tickets booking online must be collected at Hong Kong West Kowloon Station. For advance ticket collection before service inauguration on 23 September 2018, ticket collection service is available from 17 to 19 September between 8am and 7pm. Please bring all original personal identity documents. 3. Fares are set in Renminbi with the Hong Kong Dollar (HKD) fare being adjusted monthly subject to the prevailing exchange rate. Adjusted HKD fares will be announced on the first day of every month. For tickets sold in HKD, the fare is the valid implemented fare for the current month.

- Choose "Alteration"



The screenshot shows the MTR High Speed Rail website. The navigation bar includes 'Home', 'Buy Ticket', 'Order Enquiry', and 'Alteration', with 'Alteration' highlighted. Below the navigation bar is a 'Ticket Alteration' section. It features a form with fields for 'Order No.', 'Ticket Collection Password', and 'Verification Code'. A 'Submit' button is located to the right of the form. Below the form is a 'Terms and Conditions for Online Ticket Alteration' section with three bullet points: 1. Fares are set in Renminbi, with the Hong Kong Dollar (HKD) fare being adjusted monthly subject to the prevailing exchange rate. Adjusted HKD fares will be announced on the first day of every month. For alteration of tickets which are sold based on the HKD fare through MTR's ticketing channels, the fare for the new ticket will be the valid HKD Implemented Fare for the current month. Therefore, the new ticket fare may not be the same as the original fare even if it is only another train of the same class of travel on the same day. 2. Online ticket alteration only applies to tickets which are purchased from this website. 3. Tickets, which are bought from this website and have not been collected, can be altered through this website 120 minutes before the departure time. To alter the ticket, you must input order number and your ticket collection password. If you haven't set the password or you have collected your tickets, you may also alter the tickets at Hong Kong West Kowloon Station or at a Mainland station, subject to terms and conditions. Please refer to the documents listed in Clause 11.

- 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

[Home](#)
[Buy Ticket](#)
[Order Enquiry](#)
[Alteration](#)

Order No.: 0002318159    Order Time: 2018-09-06 14:58:23    Total Ticket(s): 3    Uncollected Ticket(s): 3

	Ticket No.	From	To	Class	Seat	Status	Action
Alter Selected Ticket(s)	G6582	HK West Kowloon	Shenzhenbei	Child	Second Class Car: D4 Seat: D16D	Uncollected	Alteration
	2018-09-28 08:30	08:49	EXAMPLE	Valid Passport	12345****	HK\$44.0	Service Charge: HK\$0.0
	G6582	HK West Kowloon	Shenzhenbei	Child	Second Class Car: D4 Seat: D16F	Uncollected	Alteration
	2018-09-28 08:30	08:49	EXAMPLE	Valid Passport	12345****	HK\$44.0	Service Charge: HK\$0.0
	G6582	HK West Kowloon	Shenzhenbei	Adult	Second Class Car: D4 Seat: D16A	Uncollected	Alteration
	2018-09-28 08:30	08:49	EXAMPLE	Valid Passport	12345****	HK\$86.0	Service Charge: HK\$0.0

Total Fares: HK\$174.0

**Optional Information**

Email: test@example.com

HK Mobile Phone No.: 98765432

**Terms and Conditions for Online Ticket Alteration:**

1. Fares are set in Renminbi, with the Hong Kong Dollar (HKD) fare being adjusted monthly subject to the prevailing exchange rate. Adjusted HKD fares will be announced on the first day of every month. For alteration of tickets which are sold based on the HKD fare through MTR's ticketing channels, the fare for the new ticket will be the valid HKD Implemented Fare for the current month. Therefore, the new ticket fare may not be the same as the original fare even if it is only another train of the same class of travel on the same day.

2. Online ticket alteration only applies to tickets which are purchased from this website.

3. Tickets, which are bought from this website and have not been collected, can be altered through this website 120 minutes before the departure time. To alter the ticket, you must input order number and your ticket collection password. If you haven't set the password or you have collected your tickets, you may also alter the tickets at Hong Kong West Kowloon Station or at a Mainland station, subject to terms and conditions. Please refer to the documents listed in Clause 11.

- 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".

No.	Train No.	From	To	Departure Time	Arrival Time	Select Train
1	G5710	HK West Kowloon	Shenzhenbei	07:13	07:37	+
2	G5726	HK West Kowloon	Shenzhenbei	10:18	10:37	+
3	G5742	HK West Kowloon	Shenzhenbei	10:58	11:17	+
4	G6584	HK West Kowloon	Shenzhenbei	11:17	11:35	+
5	G5728	HK West Kowloon	Shenzhenbei	11:40	11:59	<div>First Class HK\$138</div> <div>Second Class HK\$96</div>

- Press the green button to select your preferred train from the list on the right.





## Step 4: Check Alteration Information

繁體中文 简体中文

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[Buy Ticket](#)
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Order Enquiry
Ticket Selection
Alteration Detail
Confirmation
Alteration Completed

Original Ticket Information

G6582	HK West Kowloon → Shenzhenbei Child	Travel Document	Document No.	Second Class	Car: 04 Seat: 016D	Service Charge: HK\$0.0
2018-09-28	08:30 08:49	EXAMPLE	Valid Passport	12345****	HK\$44.0	
G6582	HK West Kowloon → Shenzhenbei Child	Travel Document	Document No.	Second Class	Car: 04 Seat: 016F	Service Charge: HK\$0.0
2018-09-28	08:30 08:49	EXAMPLE	Valid Passport	12345****	HK\$44.0	
G6582	HK West Kowloon → Shenzhenbei Adult	Travel Document	Document No.	Second Class	Car: 04 Seat: 016A	Service Charge: HK\$0.0
2018-09-28	08:30 08:49	EXAMPLE	Valid Passport	12345****	HK\$86.0	

New Ticket Information

G5720	HK West Kowloon → Shenzhenbei Adult	Travel Document	Document No.	Second Class	Car: 05 Seat: 004A	Service Charge: HK\$0.0
2018-09-28	13:36 13:56	EXAMPLE	Valid Passport	12345****	HK\$86.0	
G5720	HK West Kowloon → Shenzhenbei Child	Travel Document	Document No.	Second Class	Car: 05 Seat: 004B	Service Charge: HK\$0.0
2018-09-28	13:36 13:56	EXAMPLE	Valid Passport	12345****	HK\$44.0	
G5720	HK West Kowloon → Shenzhenbei Child	Travel Document	Document No.	Second Class	Car: 05 Seat: 004C	Service Charge: HK\$0.0
2018-09-28	13:36 13:56	EXAMPLE	Valid Passport	12345****	HK\$44.0	

Original Ticket Fares: HK\$174.0  
 New Ticket Fares: HK\$174.0  
 Difference: HK\$0.0

**Terms and Conditions for Online Ticket Booking:**

Only tickets for trains departing or arriving Hong Kong West Kowloon Station are available on this website.

Fares are set in Renminbi with the Hong Kong Dollar (HKD) fare being adjusted monthly subject to the prevailing exchange rate. Adjusted HKD fares will be announced on the first day of every month. For tickets sold in HKD, the fare is the valid implemented fare for the current month which may not be the same as the fare on the date of travel.

Unless otherwise specified, online ticket booking is available within 30 days until 120 minutes before departure.

Adult Ticket applies to travelers aged 18 or above or of a height over 1.5 metre. Child Ticket applies to travellers aged below 18 and of a height between 1.2 and 1.5 metre. Children must travel with an adult.



Each traveller aged 18 or above with a valid Adult Ticket can bring one child of a height below 1.2 metre free of charge if the child does not occupy a seat. Any extra children should buy Child Ticket.

Cancel ↘
Confirm ↘

- 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)

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Buy Ticket
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Order Enquiry
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Alteration Detail
Confirmation
Alteration Completed

**Please complete alteration in 21 minute(s) 19 second(s)**

Please check all information below. Transaction cannot be cancelled after confirmation.

Original Ticket Information									
Original Ticket Information	G6582	HK West Kowloon	→	Shenzhenbei Child	Travel Document	Document No.	Second Class	Car: 04 Seat: 016D	
	2018-09-28	08:30	08:49	EXAMPLE	Valid Passport	12345****		HK\$44.0	Service Charge: HK\$0.0
	G6582	HK West Kowloon	→	Shenzhenbei Child	Travel Document	Document No.	Second Class	Car: 04 Seat: 016F	
	2018-09-28	08:30	08:49	EXAMPLE	Valid Passport	12345****		HK\$44.0	Service Charge: HK\$0.0
New Ticket Information	G6582	HK West Kowloon	→	Shenzhenbei Adult	Travel Document	Document No.	Second Class	Car: 04 Seat: 016A	
	2018-09-28	08:30	08:49	EXAMPLE	Valid Passport	12345****		HK\$86.0	Service Charge: HK\$0.0
	G5720	HK West Kowloon	→	Shenzhenbei Adult	Travel Document	Document No.	Second Class	Car: 05 Seat: 004A	
	2018-09-28	13:36	13:56	EXAMPLE	Valid Passport	12345****		HK\$86.0	Service Charge: HK\$0.0
New Ticket Information	G5720	HK West Kowloon	→	Shenzhenbei Child	Travel Document	Document No.	Second Class	Car: 05 Seat: 004B	
	2018-09-28	13:36	13:56	EXAMPLE	Valid Passport	12345****		HK\$44.0	Service Charge: HK\$0.0
	G5720	HK West Kowloon	→	Shenzhenbei Child	Travel Document	Document No.	Second Class	Car: 05 Seat: 004C	
	2018-09-28	13:36	13:56	EXAMPLE	Valid Passport	12345****		HK\$44.0	Service Charge: HK\$0.0

Original Ticket Fares: HK\$174.0  
 New Ticket Fares: HK\$174.0  
 Difference: HK\$0.0

Optional Information

Email: test@example.com  
 HK Mobile Phone No.: 98765432

**Terms and Conditions for Online Ticket Booking:**

Only tickets for trains departing or arriving Hong Kong West Kowloon Station are available on this website.

Fares are set in Renminbi with the Hong Kong Dollar (HKD) fare being adjusted monthly subject to the prevailing exchange rate. Adjusted HKD fares will be announced on the first day of every month. For tickets sold in HKDs, the fare is the valid implemented fare for the current month which may not be the same as the fare on the date of travel.

Unless otherwise specified, online ticket booking is available within 30 days until 120 minutes before departure.

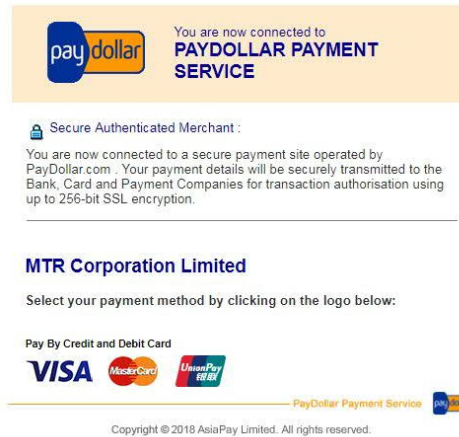
Adult Ticket applies to travelers aged 16 or above or of a height over 1.5 metre. Child Ticket applies to travellers aged below 16 and of a height between 1.2 and 1.5 metre. Children must travel with an

☐ I have read and accepted the above Terms and Conditions.

Cancel
Confirm

- 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

繁體中文 簡體中文

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Alteration Completed

**Alteration successful. Order No.: 0002318159**

**Original Ticket Information**

G6582	HK West Kowloon	→	Shenzhenbei Child	Travel Document	Document No.	Second Class	Car: 04 Seat: 016D	
2018-09-28	08:30	08:49	EXAMPLE	Valid Passport	12345****		HK\$44.0	Service Charge: HK\$0.0
G6582	HK West Kowloon	→	Shenzhenbei Child	Travel Document	Document No.	Second Class	Car: 04 Seat: 016F	
2018-09-28	08:30	08:49	EXAMPLE	Valid Passport	12345****		HK\$44.0	Service Charge: HK\$0.0
G6582	HK West Kowloon	→	Shenzhenbei Adult	Travel Document	Document No.	Second Class	Car: 04 Seat: 016A	
2018-09-28	08:30	08:49	EXAMPLE	Valid Passport	12345****		HK\$86.0	Service Charge: HK\$0.0

**New Ticket Information**

G5720	HK West Kowloon	→	Shenzhenbei Adult	Travel Document	Document No.	Second Class	Car: 05 Seat: 004A	
2018-09-28	13:36	13:56	EXAMPLE	Valid Passport	12345****		HK\$86.0	Service Charge: HK\$0.0
G5720	HK West Kowloon	→	Shenzhenbei Child	Travel Document	Document No.	Second Class	Car: 05 Seat: 004B	
2018-09-28	13:36	13:56	EXAMPLE	Valid Passport	12345****		HK\$44.0	Service Charge: HK\$0.0
G5720	HK West Kowloon	→	Shenzhenbei Child	Travel Document	Document No.	Second Class	Car: 05 Seat: 004C	
2018-09-28	13:36	13:56	EXAMPLE	Valid Passport	12345****		HK\$44.0	Service Charge: HK\$0.0

Original Ticket Fares: HK\$174.0  
 New Ticket Fares: HK\$174.0  
 Difference: HK\$0.0

Complete

Print

## 2. Fare of new ticket is lower than the original one

Order Enquiry
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Ticket fare difference will be refunded to your payment credit card account. Order No.: 0002368142

Original Ticket Information	G5736	HK West Kowloon	→	Shenzhenbei Child	Travel Document	Document No.	First Class	Car: 01 Seat: 001F	
	2018-09-28	07:00	07:19	CHAN TAI*	Valid Passport	A123****		HK\$69.0	Service Charge: HK\$0.0
	G5736	HK West Kowloon	→	Shenzhenbei Child	Travel Document	Document No.	First Class	Car: 01 Seat: 001C	
	2018-09-28	07:00	07:19	CHAN TAI*	Valid Passport	A123****		HK\$69.0	Service Charge: HK\$0.0
	G5736	HK West Kowloon	→	Shenzhenbei Adult	Travel Document	Document No.	First Class	Car: 01 Seat: 001A	
	2018-09-28	07:00	07:19	CHAN TAI*	Valid Passport	A123****		HK\$136.0	Service Charge: HK\$0.0

New Ticket Information	G5736	HK West Kowloon	→	Shenzhenbei Adult	Travel Document	Document No.	Second Class	Car: 02 Seat: 006A	
	2018-09-28	07:00	07:19	CHAN TAI*	Valid Passport	A123****		HK\$86.0	Service Charge: HK\$0.0
	G5736	HK West Kowloon	→	Shenzhenbei Child	Travel Document	Document No.	Second Class	Car: 02 Seat: 006B	
	2018-09-28	07:00	07:19	CHAN TAI*	Valid Passport	A123****		HK\$44.0	Service Charge: HK\$0.0
	G5736	HK West Kowloon	→	Shenzhenbei Child	Travel Document	Document No.	Second Class	Car: 02 Seat: 006C	
	2018-09-28	07:00	07:19	CHAN TAI*	Valid Passport	A123****		HK\$44.0	Service Charge: HK\$0.0

Original Ticket Fares: HK\$276.0  
New Ticket Fares: HK\$174.0  
Difference: -HK\$102.0

Complete
Print

### 3. Fare of new ticket is higher than the original one

Order Enquiry
Ticket Selection
Alteration Detail
Confirmation
Alteration Completed

Alteration successful. Order No.: 0002368201

Friendly reminder: Please check all information below. Transaction cannot be cancelled after confirmation. You are required to pay new ticket fare. Please use the same payment credit card. The original ticket fare will be refunded to that credit card afterwards.

Original Ticket Information	G5736	HK West Kowloon	→	Shenzhenbei Child	Travel Document	Document No.	Second Class	Car: 02 Seat: 004D	
	2018-09-28	07:00	07:19	CHAN TAI*	Valid Passport	A987****		HK\$44.0	Service Charge: HK\$0.0
	G5736	HK West Kowloon	→	Shenzhenbei Child	Travel Document	Document No.	Second Class	Car: 02 Seat: 004C	
	2018-09-28	07:00	07:19	CHAN TAI*	Valid Passport	A987****		HK\$44.0	Service Charge: HK\$0.0
New Ticket Information	G5736	HK West Kowloon	→	Shenzhenbei Adult	Travel Document	Document No.	First Class	Car: 01 Seat: 001A	
	2018-09-28	07:00	07:19	CHAN TAI*	Valid Passport	A987****		HK\$138.0	Service Charge: HK\$0.0
	G5736	HK West Kowloon	→	Shenzhenbei Child	Travel Document	Document No.	First Class	Car: 01 Seat: 001C	
	2018-09-28	07:00	07:19	CHAN TAI*	Valid Passport	A987****		HK\$69.0	Service Charge: HK\$0.0
New Ticket Information	G5736	HK West Kowloon	→	Shenzhenbei Child	Travel Document	Document No.	First Class	Car: 01 Seat: 001F	
	2018-09-28	07:00	07:19	CHAN TAI*	Valid Passport	A987****		HK\$69.0	Service Charge: HK\$0.0

Original Ticket Fares: HK\$174.0  
New Ticket Fares: HK\$276.0  
Difference: HK\$102.0

Complete
Print

- 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.