

# Guangzhou-Shenzhen-Hong Kong High Speed Rail

## Rules for the 20-ride Ticket

### I. General Provisions

1. The Guangzhou-Shenzhen-Hong Kong High Speed Rail 20-ride Ticket is a new ticket product ("ticket") introduced by Railway Transport Enterprises. Passengers who have purchased this ticket can travel on a maximum of 20 rides based on the selected departure and arrival stations and class of travel specified on the ticket, within a 90-day validity period. Passengers may either reserve a seat in advance, or directly obtain a seat by scanning their original valid identification documents used for purchase at the entry gate.
2. **Seat Reservation:** Purchasers of this ticket or passengers (who must be registered 12306 users) can reserve a seat in advance through the 12306 official website or mobile app or at a ticket machine using the original valid identification document used for purchase. Passengers must use the same document to enter the gate and travel once the reservation is made. (Seat reservations cannot be made at ticket machines in Hong Kong West Kowloon Station)
3. **Obtaining a Seat by Scanning Identification Document at the Entry Gate:** Passengers using this ticket can obtain a seat for travel based on the departure and arrival stations and class of travel specified on the ticket by directly scanning their original valid identification document used for purchase at the entry gate or manual gate as long as a seat is available. (This option is not available in Hong Kong West Kowloon Station).
4. **Activation Period:** The purchased ticket must be activated within 30 days (including the day of purchase). Failure to activate the ticket for travel within this period will result in it becoming invalid, with the ticket price for the invalid ticket refunded accordingly.
5. **Validity Period:** The validity period for the ticket is calculated from the first day of travel.
6. **Applicable Trains:** This ticket can be used on short-haul trains travelling between Guangzhounan (Guangzhoudong) and Hong Kong West Kowloon Station and intermediate stations. For train schedules, please refer to the 12306 official website or mobile app.
7. **Applicable Stations:** This ticket can be used for a fixed combination of any two departure and arrival stations, for the following stations: Guangzhounan, Qingsheng, Humen, Guangmingcheng, Shenzhenbei, Futian, Guangzhoudong, Dongguan, Changping, Dongguannan and Hong Kong West Kowloon Station, as long as seats are available.
8. **Applicable Class of Travel:** First Class, or Second Class
9. **Fare:** There is no fare differentiation for different trains. The fare is calculated based on the implemented fares of all trains in the same class with the corresponding discounts applied. Actual fares are determined at the time of purchase.
10. **Target Users:** This product is a full-fare adult ticket, suitable for business travellers or commuters, as well as 12306 Loyalty Programme Members. Upon activating their ticket, 12306 Loyalty Programme Members will earn points after the end of the validity period.
11. **Applicable Dates:** No limitation within the validity period of the ticket.

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### II. Conditions of Purchase

1. **Ticketing Channel:** 12306 official website or mobile app
2. **Purchase Requirement:** This ticket shall be purchased and used under the real-name policy, and is only available for purchase by registered 12306 users or passengers registered under the same account and as long as they have completed identity verification.
3. **Purchase Quantity:** Each passenger is allowed to hold a maximum of two tickets for the same departure and arrival stations at one time. However, the passenger shall confirm that the previously purchased ticket has already been activated for travel before acquiring a second ticket for the same departure and arrival stations. Each passenger is allowed to purchase multiple tickets with different departure and arrival stations and concurrently activate them for travel.
4. **Refund Policy:** This ticket is non-refundable once activated for travel. Refunds for non-activated tickets can be obtained through the original ticketing channels within 30 days of the date of purchase. The refund amount shall be returned by the original payment method.

### III. Terms of Use

1. **Usage Requirement:** This ticket shall only be used by the passenger specified on the purchased ticket. It cannot be transferred or used by any other passenger. It is valid for use only for the designated departure and arrival stations and class of travel specified on the ticket. Travel beyond the designated arrival station, disembarkation mid-journey, or travel in other class is not allowed.
2. **Requirements for Seat Reservation:**
  - (1) A maximum of four seats can be reserved at the same time under each ticket.
  - (2) Passengers who have not yet activated their ticket can only reserve seats for the dates that fall within the activation period.
  - (3) When there are changes to a passengers' itinerary, no fare will be charged as long as seat reservations are cancelled before the train departure time. Failure to cancel the seat reservation before the train departure time will count as one completed ride.
  - (4) The maximum seat reservation will be limited to one if the cumulative cancellations is five times within 48 hours of the train departure time.
  - (5) The seats available for reservation are the same as those available on the 12306 official website or mobile app.
3. **Requirements for Obtaining a Seat by Scanning Identification Document at the Entry Gate:**
  - (1) The seat reservation confirmation will be sent to the passenger's registered mobile number by SMS.
  - (2) If the passenger has already purchased a single journey ticket for the same train, priority shall be given to the use of that ticket.
  - (3) Passenger who holds multiple tickets applicable for the current train must go to the manual ticket gate and choose the corresponding ticket for entry.
  - (4) The available seats obtained at the entry gates are the same as the remaining seats on the train.
4. **Travel Requirement:** Passengers must use the original valid identification document used for ticket purchase to enter or exit the gate; to board the train according to their seat reservation or seat obtained; and to co-operate with ticket inspections upon the request of any official or staff.

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### IV. Handling of Special Circumstances

1. During a ticket inspection, if a passenger is found to be travelling according to the departure and arrival stations and class of travel specified on the ticket but does not have an entry record, the train staff will update the electronic travel record after verification. If the passenger's travelled section or class of travel does not match the information specified on the ticket, the passenger will be treated as travelling without a ticket and liable to pay a surcharge.
2. If the passenger is found without a seat reservation record, entry record, or electronic travel record when exiting the gate at the designated station specified on the ticket, he/she will be treated as travelling without a ticket and liable to pay a surcharge.
3. If the passenger fails to exit at the arrival station specified on the ticket, he/she shall pay the fare for the travelled section at the ticketing counter. (It will be treated as travel without a ticket if the passenger exits at Hong Kong West Kowloon Station) If the passenger has already had the ticket verified, the number of ticket rides used may be adjusted subject to the actual situation.
4. If the ticket cannot be fully utilized within its validity period due to force majeure or the liability of Railway Transport Enterprises, the ticket purchaser can apply for a refund which will be returned by the original payment method. The refund amounts shall be calculated as:  
Refund amount = Original fare × (Remaining number of rides ÷ Maximum rides allowed).

### V. Supplementary Provisions

1. Ticket Product Enquiries or Information: Purchasers of this ticket or passengers (who must be registered 12306 users) can check the information for their purchased tickets through the 12306 official website or mobile app; or at ticket machines in the Mainland Stations using the original valid identification document they used for purchase.
2. Reimbursement Receipt: Reimbursement Receipts can be obtained at any designated station ticketing counter from the ticket activation date up to 180 days after the expiration of the validity period using the original valid identification document they used for purchase.
3. Points Accumulation: 12306 Loyalty Programme Members can earn points for activated tickets. Points will automatically be credited to the member's account within 5 days after the end of the validity period. Points shall be calculated as: Points = Ticket price (RMB) × 5
4. Waitlist Reservations or Flexi-trip Arrangement: This ticket cannot be used for waitlist reservations or Flexi-trip Arrangement. Passengers may also risk not being able to make seat reservations or obtain a seat by scanning their original valid identification document used for purchase upon entering the gate due to unavailability of seats for the specific train. Passengers are advised to plan their journeys ahead, and make seat reservations in advance.

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5. Railway Transport Enterprises have the right to amend the above rules and announce any changes to passengers in their operating locations, through their websites, and any other channels. Based on the circumstance, they also have the right to refuse the sale of this ticket to any passenger who engages in activities that harm the legitimate rights and interests of Railway Transport Enterprises.
6. Any matters not addressed herein are governed by “The Regulations for Railway Passenger Transport of the China State Railway Group Co., Ltd.”, “The Rules for Guangzhou-Shenzhen-Hong Kong High Speed Rail Cross-Boundary Passenger Transport” and other relevant provisions.
7. Enquiries: Please contact the Railway Transport Enterprises customer service hotline:  
Mainland: 86-city area code-12306, Hong Kong: 852-21200888.