

廣深港高速鐵路跨境旅客運輸組織規則

第一章 總則

- 第一條** 為確保廣深港高速鐵路跨境旅客運輸正常秩序，保護鐵路旅客運輸合同各方當事人的合法權益，依據內地及香港有關法律規定，制定本規則。
- 第二條** 本規則適用於中國國家鐵路集團有限公司(以下簡稱國鐵集團)管理的各客運站與香港西九龍站間的高速鐵路跨境旅客運輸，對於內地參與廣深港高速鐵路跨境旅客運輸的鐵路運輸企業、香港鐵路有限公司(以下簡稱港鐵公司)和跨境旅客均具有約束力。
- 第三條** 國鐵集團和港鐵公司應根據本規則，各自制訂旅客須知，並通過有關營業處所、網站等渠道向旅客公告。遇有變動須在實施前公告，旅客也可通過客戶服務電話(內地86-所在城市區號-12306，香港852-2120 0888)諮詢。
- 第四條** 本規則內所用貨幣為人民幣，另有規定者除外。如使用港幣支付，匯率按上個曆月21日(如為內地法定假日，按之前最近一個工作日)中國人民銀行公布的銀行間外匯市場人民幣兌港幣匯率中間價執行。
- 第五條** 下列用語在本規則內的定義：
- 鐵路運輸企業：內地參與廣深港高速鐵路跨境旅客運輸的鐵路運輸企業、港鐵公司。
 - 跨境旅客：持發站或到站為香港西九龍站車票的旅客(含同行的免費乘車兒童)。
 - 跨境高速鐵路列車：國鐵集團管理的各客運站與香港西九龍站之間開行的高速鐵路列車。
 - 廣深港鐵路：指廣州南站至香港西九龍站間的高鐵線路。
 - 客運記錄：在旅客運輸過程中因某些特殊情況，鐵路運輸企業與旅客之間需記載某種事項或列車與車站之間辦理業務交接的文字記錄憑證。
 - 12306網站：國鐵集團的售票及服務網站，網址為www.12306.cn(含鐵路12306移動端)。
 - 車票：鐵路旅客運輸合同的基本憑證，本規則所稱車票是以電子數據形式體現的電子客票。
 - 聯程車票：旅客分段購買的，出發地至目的地間可聯程接續的多張車票；前段車票到站與後段車票發站應為同一或同城車站。
 - 行程信息提示：載有電子客票信息的提示憑條，購票後可在車站自動售票機、指定售票窗口或12306網站打印，不作為乘車憑證使用。
 - 報銷憑證：旅客辦理購票、改簽、退票等服務後自行換取的具有發票屬性的有價票據，不作為乘車憑證使用，僅供報銷使用。報銷憑證僅可換取一次，不得重複領取。
 - 旅客須知：鐵路運輸企業向旅客公布的注意事項。
 - 實名制：旅客在購買車票、辦理改簽、退票、補票、換取報銷憑證等手續和乘車時，均須提供乘車人有效身份證件，鐵路運輸企業可將部分信息記入車票中，並進行查驗的一項制度。
 - 席位：車票載明的車廂，以及座位或鋪位位置。
 - 席別：列車席位的不同類別。
 - 發站：車票上所記載的出發站。
 - 到站：車票上所記載的到達站。
 - 改簽：旅客變更乘車日期、車次、席位、席別時需辦理的手續。
 - 現金支付：指購票或改簽時使用人民幣現金、港幣現金、八達通等方式支付票款。在港鐵公司代售點購票或改簽時，無論使用何種支付方式，均視為現金支付。
 - 八達通：由香港的八達通卡有限公司運營的電子付款系統。
 - 兒童票：供年滿6周歲且未滿14周歲的兒童購買的減價(特惠)車票，年滿14周歲的未成年人應購買成人車票。兒童年齡按乘車日期計算。
 - 學生票：供符合相關資格的在內地上學的香港學生購買的減價(特惠)車票。
 - 火車票學生優惠卡：由中華人民共和國教育部及國鐵集團監製，供符合相關資格的學生購買學生票使用的優惠卡，須貼在有效的學生證上。卡內需載明學生姓名、有效身份證件號碼、優惠乘車區間、入學日期、優惠乘車次數等信息。
 - 殘疾軍人票：供持有中華人民共和國有關部門頒發的《中華人民共和國殘疾軍人證》《中華人民共和國傷殘人民警察證》《國家綜合性消防救援隊伍殘疾人員證》人員購買的減價(特惠)車票。
 - 成年人：年滿18周歲的人士。
 - 香港鐵路附例：港鐵公司根據《香港鐵路條例》第34條訂立的附例。

第二章 旅客運輸

- 第六條** 車票的發售。
- 跨境旅客的車票最遠只發售到本次列車的終到站。
 - 售票方式。
車票可通過12306網站、車站售票窗口、代售點、自動售票機等方式購買。
車票預售期為15天(含當天)，調整預售期時，鐵路運輸企業提前公告。
 - 通過12306網站購買發站為香港西九龍站的車票應不晚於開車前30分鐘。其他售票方式的截售時間按相關售票方式安排。
 - 旅客購票後，可於開車前或乘車日期之日起180日內，憑購票時所使用的有效身份證件到車站指定售票窗口、自動售票機換取報銷憑證。旅客在香港西九龍站或港鐵公司代售點購票的，僅限在香港西九龍站換取報銷憑證。
 - 旅客購票時，應向鐵路運輸企業提供真實有效的聯繫方式，並須即時核對車票信息和票款。
- 第七條** 兒童票。
- 每一名持票成年人旅客可免費攜帶一名未滿6周歲且不單獨佔用席位的兒童乘車，超過一名時，超過人數應購買兒童票。免費乘車的兒童單獨使用席位時，應購買兒童票。
 - 成年人旅客攜帶免費乘車兒童乘車，應當在購票時向鐵路運輸企業提前申明，購票申明時使用的免費乘車兒童有效身份證件為其乘車憑證。
 - 免費乘車兒童及符合兒童票使用條件的兒童應隨同成年人乘車。
 - 兒童票的乘車日期、車次及席別應與同行成年人所持車票相同，其到站不得遠於成年人車票的到站。
 - 兒童票二等座、一等座按照相應列車席別全價執行票價的50%計算；特等座、商務座按照相應列車席別全價執行票價的80%計算；動臥票按照相應列車席別全價執行票價的70%計算；票價尾數按照四捨五入保留至元。全價執行票價不低於公布票價的40%時，兒童票票價最低為相應列車席別公布票價的40%，全價執行票價低於公布票價的40%時，兒童票票價按全價執行票價執行。
- 第八條** 學生票。
- 在內地大專院校就讀的學生、研究生，憑附有加蓋院校公章的減價優待證的學生證和火車票學生優惠卡(新生憑錄取通知書，畢業生憑學校書面證明可購買一次學生票)，可購買家庭至學校所在地(實習地點)的跨境學生票。
 - 每學年(10月1日至次年9月30日)僅限購買四次單程學生票，當學年未使用的次數不能留作下學年使用。
 - 學生票應以相對近路或合理路徑發售。在學生證優惠乘車區間內購買聯程車票時，扣減一次優惠乘車次數。
 - 學生票只發售二等座、一等座和動臥票，按照相應列車席別全價執行票價的75%計算；票價尾數按照四捨五入保留至元。全價執行票價不低於公布票價的40%時，學生票票價最低為相應列車席別公布票價的40%，全價執行票價低於公布票價的40%時，學生票票價按全價執行票價執行。
 - 超過減價優惠乘車區間的，不發售學生優惠票。
 - 學生證的減價優惠區間更改時，應重新加蓋院校公章，並修改火車票學生優惠卡內相關信息。
- 第九條** 殘疾軍人票。
- 殘疾軍人票按照相應列車席別全價執行票價的50%計算；票價尾數按照四捨五入保留至元。全價執行票價不低於公布票價的40%時，殘疾軍人票票價最低為相應列車席別公布票價的40%，全價執行票價低於公布票價的40%時，殘疾軍人票票價按全價執行票價執行。
- 第十條** 乘車條件。
- 旅客的乘車憑證是購票時使用的有效身份證件，隨行免費乘車兒童乘車憑證是其購票申明時使用的兒童有效身份證件；車票當日當次有效，旅客應按照有效車票載明的日期、車次、車廂號、席位號乘坐；旅客提前或延後乘車應在規定時間內辦理改簽，未改簽乘車按無票處理；中途下車未乘區間失效。持低票價席別車票的旅客不能在高票價席別的車廂(區域)滯留。
 - 持減價(特惠)車票的旅客，應持減價(優惠/特惠)憑證乘車。
 - 符合購買學生票條件的旅客，每學年乘車前應通過12306網站或到車站指定售票窗口、自動售票機辦理一次本人身份證件與火車票學生優惠卡的資質核驗手續。通過車站指定售票窗口或自動售票機辦理學生優惠資質核驗手續時，應出具本人有效身份證件和學生證(附有火車票學生優惠卡)，沒有火車票學生優惠卡，火車票學生優惠卡所載信息不全、不能識別或者與學生證記載不一致的，無法通過學生優惠資質核驗。

- (四) 旅客應妥善保管購票時所使用的有效身份證件和購票信息。
- (五) 旅客進出站、乘車時應接受站、車工作人員檢(驗)票。
- (六) 旅客進站時要接受車站的安全檢查。
- (七) 旅客應愛護鐵路設備設施，聽從鐵路工作人員指揮，維護公共秩序和運輸安全。

第十一條

拒絕運輸。

對有下列行為的旅客，站、車均可拒絕其上車或責令其下車，並有權登記其身份信息。

- (一) 按照有關法律法規規定不適宜乘車的。
- (二) 鐵路運輸企業認為威脅到公共健康和安全的。
- (三) 違反相關法律法規，擾亂站、車公共秩序或騷擾他人的。
- (四) 違規乘車且拒絕補票的。
- (五) 不接受安全檢查，堅持攜帶或夾帶禁止、限制物品的。
- (六) 不接受車票實名制查驗的。
- (七) 告知列車無運輸能力後，無票繼續越站乘車的。

旅客如已購買車票，在發站退還票價核收退還費；在中途站未使用至到站的票價不予退還，運輸合同即行終止。情節嚴重的送交執法部門處理。

第十二條

跨境車票改簽。

(一) 在車票預售期內且有運輸能力的前提下，旅客僅可辦理一次改簽手續，不辦理發到站變更。

- (二) 辦理改簽應不晚於車票指定的日期、車次開車前，但發站為香港西九龍站的車票應不晚於開車前30分鐘。
- (三) 辦理改簽時，改簽後的車票票價高於原車票票價時，補收差額；低於原車票票價時，退還差額。

改簽方式。

- 1. 使用非現金支付方式購票且未換取報銷憑證的，可自行登錄12306網站或在車站指定售票窗口辦理。
- 2. 使用現金支付方式購票或已換取報銷憑證的，應在車站指定售票窗口辦理。通過港鐵公司代售點購票且未換取報銷憑證的，還可在原代售點辦理改簽。

(五) 改簽後的车票不得退還。

(六) 已換取報銷憑證的，改簽時須交回報銷憑證。改簽後，可換取新票的報銷憑證。

第十三條

跨境車票退還。

(一) 辦理退還應不晚於車票指定的日期、車次開車前，但發站為香港西九龍站的車票應不晚於開車前30分鐘。

退還方式。

- 1. 使用非現金支付方式購票且未換取報銷憑證的，可自行登錄12306網站或在車站指定售票窗口辦理，車票退還款按原支付方式退回。
 - 2. 使用現金支付方式購票或已換取報銷憑證的，應在車站指定售票窗口辦理退還手續，並自辦理之日起180日以內，憑購票時所使用的乘車人身份證件，到車站指定窗口辦理退還手續。通過港鐵公司代售點購票且未換取報銷憑證的，還可在原代售點辦理退還。
- (三) 已換取報銷憑證的，退還時須交回報銷憑證。退還後如需退還費報銷憑證的，可自辦理之日起180日以內，憑購票時所使用的乘車人身份證件到車站指定售票窗口、自動售票機換取。
- (四) 退還費核收標準：在車票開車時間前48小時內辦理退還的，按車票票價的50%計算；在車票開車時間前48小時至第7天的，按車票票價的30%計算；在車票開車時間前8天及以上的，按車票票價的5%計算。退還費按元計算，不足一元的部分捨去免收。

第十四條

列車設備條件變化的處理。

因列車換型等鐵路責任或自然災害導致旅客持高等級席位乘坐低等級席位時，由列車長編製客運記錄交旅客下車站，退還票價差額。

第十五條

旅客因傷、病不能繼續旅行的處理。

旅客開始旅行後不能退還。但旅客因傷、病不能繼續旅行時，經站、車核實，可在下車後30日以內到下車站辦理退還，退還已收票價與已乘區間票價差額，並收取應退票款50%的退還費。同行人員同樣辦理。

第十六條

誤售、誤購、誤乘、誤降的處理。

(一) 在車站售票窗口發生旅客車票誤售、誤購時，旅客當場提出的，車站換發新票，需退還票價差額時，不收退還費。

鐵路運輸企業責任導致的誤售應為旅客免費辦理退還或換發新票。

(二) 發生誤乘、誤降時，旅客應向站、車工作人員提出。列車長應編製客運記錄交前方停車站。車站應開具客運記錄指定最近列車免費送至正當到站。免費送回區段，旅客只可乘坐二等座車廂，不得中途下車。如中途下車，對往返乘車的免費區間，按返程列車等級席位核收票價。旅客如在香港西九龍站到站後超過10分鐘聲稱誤乘、誤降，均按無票處理。

第十七條

車內變更。

(一) 旅客在車內要求變更席別時，變更後的席位票價高於原票價時，核收票價差額；低於原票價時，票價差額不予退還。

(二) 旅客沒有在到達其有效車票上所記載的到站前提出越過原到站繼續乘車的，按無票處理；到站前提出的按以下規定辦理：

- 1. 列車不辦理至香港西九龍站的越站；旅客自行越站乘車至香港西九龍站，由香港西九龍站按無票處理。
- 2. 香港西九龍站出發的旅客，其越站區間涉及廣深港綫路，補收自車票發站至正當到站應收票價與已收票價的差額；越站區間未涉及廣深港綫路的，補收越站區間票價。

第十八條

不符合乘車條件的處理。

旅客有下列行為時，鐵路運輸企業按以下規定辦理並有權登記其身份信息。

- (一) 無票、持用無效車票乘車時，補收自乘車站(不能判明時自始發站)起至到站止車票票價，加收已乘區間應補票價50%的票款。
- (二) 應買兒童票的旅客如未買票，補收兒童票價；年滿14周歲的未成年人持兒童票乘車時，應補收兒童票與成年人票價差額。成年人持兒童票乘車根據本條第(一)項按無票處理。
- (三) 持用低等級車票乘坐高等級席別時，除按規定補收所乘區間的票價差額外，還須加收已乘區間應補票價50%的票款。
- (四) 持減價(特惠)車票乘車但不符合減價(特惠)車票使用條件的，補收應收票價與減價(特惠)票價差額，加收已乘區間應補票價50%的票款。
- (五) 在香港西九龍站發現上述(一)至(四)情形的，按《香港鐵路附例》收取附加費，廣深港綫路各站至香港西九龍站的車票，附加費為1500港元；其他綫路各站至香港西九龍站的車票，附加費為3000港元；不能判明時按其他綫路各站至香港西九龍站計算。

第十九條

旅客違規乘車且拒絕支付按本規則可徵收款項的處理。

遇旅客違規乘車且拒絕支付按本規則可徵收款項時，列車長應編製客運記錄並將旅客交前方停車站處理。如旅客在香港西九龍站拒絕支付該款項時，港鐵公司有權按《香港鐵路附例》進行檢控。

第二十條

旅客在香港西九龍站無法完成出入境手續的處理。

- (一) 旅客無法完成內地出境或香港入境手續時，由車站工作人員協助旅客乘坐就近列車返回內地車站，可在香港西九龍站購票或在返程列車辦理補票。旅客自行在12306網站購票的，站、車工作人員應予以核實、確認。
- (二) 旅客無法完成香港出境或內地入境手續時，未使用的車票按本規則相關規定辦理。

第二十一條

攜帶品範圍。

- (一) 旅客攜帶品由自己負責看管，並妥善放置攜帶品，不得影響公共空間使用和安。
- (二) 每位旅客攜帶品重量和體積：成年人20千克；兒童(含免費乘車兒童)10千克；外交人員35千克。每件物品外部尺寸長、寬、高之和不得超過130厘米。不辦理行李託運。

使用行動輔助設備的老人、幼童、病人、殘疾人士、孕婦等旅客旅行時代步的折疊式輪椅，以及隨行嬰兒使用的折疊嬰兒車，可免費攜帶並不計入上述範圍。

(三) 旅客可攜帶導盲犬進站乘車，犬隻應繫上牽引繩，佩戴導盲鞍，接受安全檢查。旅客應出示購票時所使用的有效身份證件、殘疾人證、導盲犬工作證(載有導盲犬使用者信息，蓋有內地公安部門或中國殘疾人聯合會公章，或帶有國際導盲犬聯盟標識“IGDF”，或雙方鐵路運輸企業認可並公布的證件)、動物健康免疫證明。旅客攜帶導盲犬須符合內地與香港進出口檢疫規定和相關鐵路規定，並保證其他旅客的安全和車內的清潔衛生；導盲犬的照料、餵養和所需飼料，均由攜帶人自理；導盲犬對鐵路或第三者造成損害時，由攜帶人負責賠償。

下列物品禁止、限制帶入車內：

- 1. 本規則禁止和限制攜帶的物品(見附件1)。
 - 2. 未使用紙箱等硬質包裝物妥善包裝完整的自行車、帶有自動力的輪式代步工具(電動輪椅除外)、平衡車。
- (五) 除輪椅外，旅客攜帶的輪式交通工具不得在車站、列車內使用。旅客在站台和車上使用輪椅時，應採取人力助力形式，不得使用自動力。

第二十二條

攜帶品超過規定範圍的處理。

- (一) 車上發現旅客攜帶的物品超重、超大時，須指定位置擺放，由列車長編製客運記錄交旅客到站處理，對超過免費重量的物品，其超重部分按每千克20元核收運費，不足1千克按1千克計算。對不可分拆的整件超重、超大物品，按該件全部重量核收運費。
- (二) 列車發現旅客已將前述第二十一條規定的禁止、限制攜帶的物品帶入車內時，均交由前方停車站處理。如前方停車站為香港西九龍站，按港鐵公司適用的規定處理；如前方停車站為內地車站，按國鐵集團適用的規定處理。

- 第二十三條** 旅客遺失物品的處理。
車上發現的旅客遺失物品應設法歸還失主。如旅客已經下車，列車長應編製客運記錄，註明品名、件數等移交下車站；不能判明時，移交列車前方停車站或終到站。香港西九龍站按港鐵公司適用的規定、內地車站按國鐵集團適用的規定妥善保管、正確交付旅客遺失物品，並妥善處理無人認領的旅客遺失物品。鮮活易腐物品和生鮮食品不予保管。
旅客的遺失物品保管期為30日。旅客可向車站查詢遺失物品情況，辦理認領手續。
- 第二十四條** 旅客損壞車內設備或物品的處理。
旅客損壞車內設備或物品應負賠償責任，由列車長編製客運記錄連同責任人交旅客到站處理，車站工作人員按照車輛所屬方提供的價格向旅客核收賠償費用。
- 第三章 實名制管理**
- 第二十五條** 實名制車票須憑乘車人有效身份證件購買，旅客進站、乘車時，須出示購票時使用的有效身份證件。票、證、人一致方可進站、乘車。票、證、人不一致按無票處理。乘車人須接受鐵路運輸企業的查驗，並確認出入境證件及簽注有效。
- 第二十六條** 一張有效身份證件僅限購買一張同一乘車日期同一車次的實名制車票。
- 第二十七條** 實名制有效身份證件包括：中華人民共和國居民身份證、中華人民共和國港澳居民居住證、中華人民共和國台灣居民居住證、中華人民共和國外國人永久居留身份證、港澳居民來往內地通行證、中華人民共和國往來港澳通行證、台灣居民來往大陸通行證、符合中華人民共和國規定可使用的有效護照和上述證件發證機構發放的臨時身份證明。
- 第二十八條** 旅客本人辦理退票、改簽時應提供本人的有效身份證件；由他人代辦退票、改簽時，除乘車人有效身份證件外，須出示代辦人本人的有效身份證件。
- 第二十九條** 通過12306網站購票時，購票人應當提供真實準確的乘車人有效身份證件信息；換取報銷憑證應當提供購票時使用的乘車人有效身份證件。
- 第三十條** 旅客丟失電子客票購票證件的補辦流程。
(一) 在乘車前丟失電子客票購票證件
旅客須自行到該電子客票購票證件的發證機構辦理身份證明，憑身份證明進出站、乘車。錯過列車須重新購票。
(二) 在列車上、出站檢票前丟失電子客票購票證件
1. 丟失證件的旅客須主動向工作人員聲明，並配合工作人員進行查驗。旅客須辦理補票手續，經列車工作人員核驗席位使用正常或車站工作人員核驗車票無出站檢票記錄的，開具客運記錄交旅客。
2. 旅客應在乘車日期之日起30日內，憑客運記錄、該電子客票購票證件發證機構辦理的身份證明以及後補車票，到列車的經停站退票窗口由車站工作人員核實旅客身份信息及乘車日期、車次等原票、後補車票信息，以及有購票記錄、已購車票有效後，辦理後補車票與原票乘車區間一致部分的退票手續。辦理退票手續時，如核查查丟失證件有出站記錄的，後補車票不予退票；無出站記錄的，辦理退票時，不收退票費。
- 第三十一條** 旅客應使用有效的身份證件，否則工作人員有權拒絕辦理各類業務。
- 第四章 車票優惠**
- 第三十二條** 鐵路運輸企業可推行多種優惠票，優惠票的使用及票務規則另行公布。
- 第五章 旅客人身傷害處理**
- 第三十三條** 旅客在車站、列車上發生人身傷害時，應立即通知車站客運人員或列車乘務人員。在列車上發生旅客人身傷害時，由列車長交車站處理；旅客不同意在指定的停車站下車處理時，須填寫並簽署免責同意書(見附件2)。
- 第三十四條** 旅客可於發生人身傷害次日起3年內向鐵路運輸企業提出賠償請求。鐵路運輸企業接到賠償請求後應盡快答覆賠償要求人。
- 第六章 晚點及運輸中斷的處理**
- 第三十五條** 因鐵路責任、自然災害等影響鐵路運營導致列車晚點，旅客在車票發站提出取消旅行的，列車實際開車前可退還全部票價，不收退票費。旅客在晚點列車晚點信息公布前已購聯程車票，可一併辦理退票，不收退票費。旅客分別辦理聯程車票退票的，按本規則第十三條相關規定處理。
- 第三十六條** 因鐵路責任、自然災害等影響鐵路運營導致運輸中斷，列車全程停運、中途停運、中途折返、繞道運輸時，在30日內按以下規定處理。
(一) 在發站。
1. 旅客要求退票時，退還全部票款。
2. 鐵路運輸企業利用其他列車或安排原列車折返發站時，退還全部票款。
(二) 旅客在中途站中止旅行時，如乘坐的是終到香港西九龍站的列車，鐵路運輸企業退還未乘區間票價；如乘坐的是香港西九龍站的始發列車，鐵路運輸企業退還已收票價與已乘區間票價的差額。但因違規加收的部分和已使用至到站的車票不退。
(三) 在到站，鐵路運輸企業利用其他列車將旅客運送至到站時，旅客票款不予退還。但重新安排的列車等級、席別高於旅客原票列車等級、席別時，票價差額不再補收；低於旅客原票列車等級、席別時，退還變更區間票價差額。
(四) 旅客在停運列車停運信息公布前已購聯程車票，可在聯程車票開車前一併辦理退票，不收退票費。旅客分別辦理聯程車票退票的，按本規則第十三條相關規定處理。
- 第七章 附則**
- 第三十七條** 本規則由國鐵集團、港鐵公司負責解釋，未盡事宜由國鐵集團、港鐵公司雙方協商處理。
- 第三十八條** 經雙方協商一致後，對本規則正文內容可以書面補充協議的形式進行修改、增補或刪減。
- 第三十九條** 本規則自2026年4月1日起施行。

附件1

禁止和限制攜帶的物品目錄

一、禁止隨身攜帶的物品

- (一) 槍枝、子彈類(含主要零部件)
 1. 軍用槍、公務用槍：手槍、衝鋒槍、步槍、機槍、防暴槍等以及各類配用子彈。
 2. 民用槍：氣槍、獵槍、運動槍、麻醉注射槍等以及各類配用子彈。
 3. 道具槍、發令槍、鋼珠槍、催淚槍、電擊槍等以及各類配用子彈。
 4. 上述物品的樣品、仿製品。
- (二) 爆炸物品類
 1. 彈藥：炸彈、照明彈、燃燒彈、煙幕彈、信號彈、催淚彈、毒氣彈、手雷、地雷、手榴彈等。
 2. 爆破器材：炸藥、雷管、導火索、導爆索、震源彈、爆破劑等。
 3. 煙火製品：禮花彈、煙花(含冷光煙花)、鞭炮、摔炮、拉炮、砸炮等各類煙花爆竹，發令紙、黑火藥、煙火藥、引火綫，以及“鋼絲棉煙花”等具有煙花效果的製品等。
 4. 上述物品的仿製品。
- (三) 管制器具
 1. 管制刀具：根據《管制刀具分類與安全要求》(GA 1334-2016)，認為為管制刀具的專用刀具(匕首、刺刀、佩刀、三棱刮刀、獵刀、加長彈簧摺疊刀等)、特殊耐用刀具(加長砍骨刀、加長西瓜刀、加長分刀、剔骨刀、屠宰刀、多用刀等)、開刃的武術與工藝禮品刀具(武術刀、劍等)，以及其他管制刀具(超過GA/T 1335《日用刀具分類與安全要求》規定的尺寸規格限制要求的各種刀具)。
 2. 其他器具：警棍、軍用或者警用匕首、催淚器、電擊器、防衛器、弩、弩箭等。
- (四) 生活器具
 1. 銳器：菜刀、水果刀、剪刀、美工刀、雕刻刀、裁紙刀等日用刀具(刀刃長度超過60毫米)；手術刀、刨刀、銼刀等專業刀具；刀、矛、戟等器械。
 2. 鈍器：棍棒、球棒、桌球桿、曲棍球桿等。
 3. 工具農具：鑽機、鑿、錐、鋸、斧頭、焊槍、射釘槍、錘、冰鎊、耙、鐵鍬、鋤頭、農用叉、鐮刀、鋤刀等。
 4. 其他：反曲弓、複合弓等非機械弓箭類器材，消防滅火槍，飛鏢、彈弓，超過50毫升的防身噴劑等。
- (五) 易燃易爆物品
 1. 壓縮氣體和液化氣體：氫氣、甲烷、乙烷、環氧乙烷、二甲醚、丁烷、天然氣、乙烯、氯乙烯、丙烯、乙炔(溶於介質的)、一氧化碳、液化石油氣、氟利昂、氧氣(供病人吸氣的袋裝醫用氧氣除外)、水煤氣等。
 2. 易燃液體：汽油(包括甲醇汽油、乙醇汽油)、煤油、柴油、苯、酒精、酒精體積百分含量大於70%或者標誌不清晰的酒類飲品、1,2-環氧丙烷、二硫化碳、甲醇、丙酮、乙醚、油漆、稀料、松香油等。
 3. 易燃固體：紅磷、閃光粉、固體酒精、賽璐珞、發泡劑H、偶氮二異庚腈等。
 4. 自燃物品：黃磷、白磷、硝化纖維(含膠片)、油紙及其製品等。
 5. 遇濕易燃物品：金屬鉀、鈉、鋰、碳化鈣(電石)、鎂粉等。
 6. 氧化劑和有機過氧化物：高錳酸鉀、氯酸鉀、過氧化鈉、過氧化鉀、過氧化鉛、過醋酸、雙氧水、氯酸鈉、硝酸鉍等。
- (六) 毒害品
氰化物、砒霜、硒粉、苯酚、氯、氨、異氰酸甲酯、硫酸二甲酯等高毒化學品以及滅鼠藥、殺蟲劑、除草劑等劇毒農藥。
- (七) 腐蝕性物品
硫酸、鹽酸、硝酸、氫氧化鈉、氫氧化鉀、有液蓄電池(含氫氧化鉀固體、注有酸液或鹼液的)、汞(水銀)等。
- (八) 放射性物品
指含有放射性核素，並且其活度和比活度均高於國家規定豁免值的物品，詳見《放射性物品分類和名錄(試行)》。
- (九) 感染性物質
包括可感染人類的高致病性病原微生物(毒)種和感染性樣本，詳見《人間傳染的病原微生物名錄》中危害程度分類為第一類、第二類的病原微生物。
- (十) 其他危害列車運行安全的物品
 1. 可能干擾列車信號的強磁化物。
 2. 硫化氫及有強烈刺激性氣味或者有惡臭等異味的物品。
 3. 容易引起旅客恐慌情緒的物品。
 4. 不能判明性質但可能具有危險性的物品。
- (十一) 法律、行政法規、規章規定的其他禁止攜帶、運輸的物品。

二、限制隨身攜帶的物品

- (一) 包裝密封完好、標誌清晰且酒精體積百分含量大於或者等於24%、小於或者等於70%的酒類飲品累計不超過3000毫升。
- (二) 香水、花露水、噴霧、凝膠等含易燃成分的非自噴壓力容器日用品，單體容器容積不超過100毫升，每種限帶1件。
- (三) 指甲油、去光劑累計不超過50毫升。
- (四) 冷燙精、染髮劑、摩絲、髮膠、殺蟲劑、空氣清新劑等自噴壓力容器，單體容器容積不超過150毫升，每種限帶1件，累計不超過600毫升。
- (五) 安全火柴不超過2小盒，普通打火機不超過2個。
- (六) 標誌清晰的充電寶、鋰電池，單塊額定能量不超過100Wh，含有鋰電池的電動輪椅除外。
- (七) 活動物限持工作證明的導盲犬及作為食品的魚、蝦、蟹、貝、軟體類水產動物，後者必須以封閉箱體包裝。
- (八) 法律、行政法規、規章規定的其他限制攜帶、運輸的物品。

附件2
免責同意書

本人 _____ (身份證明文件名稱： _____，證件號碼： _____) 特此申明，本人/本人為 _____
(當事人，身份證明文件名稱： _____，證件號碼 _____) 的監護人(勾選適用者)：

- 不接受/不接受讓當事人前往 _____ 站/車安排的 _____ 接受救治，選擇到 _____ 接受救治
- 不接受/不接受讓當事人前往 _____ 站/車安排的 _____ 接受救治，選擇繼續旅程
- 不接受/不接受讓當事人前往 _____ 站/車安排的 _____ 接受救治，選擇終止旅程
- 其他 _____

本人聲明，本人清楚作出上述選擇可能給本人/當事人帶來的全部風險。本人確認本人簽署此文件即表示：本人/及當事人同意免除鐵路運輸企業及其代理人因本人作出上述選擇而可能導致的一切義務和責任，放棄向鐵路運輸企業要求任何損害賠償或提起其他一切訴訟索賠的權利。

當事人/監護人 簽名： _____ 日期： _____

广深港高速铁路跨境旅客运输组织规则

第一章 总则

- 第一条** 为确保广深港高速铁路跨境旅客运输正常秩序,保护铁路旅客运输合同各方当事人的合法权益,依据内地及香港有关法律、法规,制定本规则。
- 第二条** 本规则适用于中国国家铁路集团有限公司(以下简称国铁集团)管理的各客运站与香港西九龙站间的高速铁路跨境旅客运输,对于内地参与广深港高速铁路跨境旅客运输的铁路运输企业、香港铁路有限公司(以下简称港铁公司)和跨境旅客均具有约束力。
- 第三条** 国铁集团和港铁公司应根据本规则,各自制订旅客须知,并通过有关营业处所、网站等渠道向旅客公告。遇有变动须在实施前公告,旅客也可通过客户服务热线(内地86-所在城市区号-12306,香港852-2120 0888)咨询。
- 第四条** 本规则内所用货币为人民币,另有规定者除外。如使用港币支付,汇率按上个月21日(如为内地法定假日,按之前最近一个工作日)中国人民银行公布的银行间外汇市场人民币兑港币汇率中间价执行。
- 第五条** 下列用语在本规则内的定义:
- 铁路运输企业:内地参与广深港高速铁路跨境旅客运输的铁路运输企业、港铁公司。
 - 跨境旅客:持发站或到站为香港西九龙站车票的旅客(含同行的免费乘车儿童)。
 - 跨境高速铁路列车:国铁集团管理的各客运站与香港西九龙站之间开行的高速铁路列车。
 - 广深港线路:指广州南站至香港西九龙站间的高铁线路。
 - 客运记录:在旅客运输过程中因某些特殊情况,铁路运输企业与旅客之间需记载某种事项或列车与车站之间办理业务交接的文字记录凭证。
 - 12306网站:国铁集团的售票及服务网站,网址为www.12306.cn(含铁路12306移动端)。
 - 车票:铁路旅客运输合同的基本凭证,本规则所称车票是以电子数据形式体现的电子客票。
 - 联程车票:旅客分段购买的,出发地至目的地间可联程接续的多张车票;前段车票到站与后段车票发站应为同一或同城车站。
 - 行程信息提示:载有电子客票信息的提示凭条,购票后可在车站自动售票机、指定售票窗口或12306网站打印,不作为乘车凭证使用。
 - 报销凭证:旅客办理购票、改签、退票等服务后自行换取的具有发票属性的有价票据,不作为乘车凭证使用,仅供报销使用。报销凭证仅可换取一次,不得重复领取。
 - 旅客须知:铁路运输企业向旅客公布的注意事项。
 - 实名制:旅客在购买车票、办理改签、退票、补票、换取报销凭证等手续和乘车时,均须提供乘车人有效身份证件,铁路运输企业可将部分信息记入车票中,并进行查验的一项制度。
 - 席位:车票载明的车厢,以及座位或铺位位置。
 - 席别:列车席位的不同类别。
 - 发站:车票上所记载的出发站。
 - 到站:车票上所记载的到达站。
 - 改签:旅客变更乘车日期、车次、席位、席别时需办理的手续。
 - 现金支付:指购票或改签时使用人民币现金、港币现金、八达通等方式支付票款。在港铁公司代售点购票或改签时,无论使用何种支付方式,均视为现金支付。
 - 八达通:由香港的八达通有限公司运营的电子付款系统。
 - 儿童票:供年满6周岁且未满14周岁的儿童购买的减价(特惠)车票,年满14周岁的未成年人应购买成人车票。儿童年龄按乘车日期计算。
 - 学生票:供符合相关资格的在内地学习的香港学生购买的减价(特惠)车票。
 - 火车票学生优惠卡:由中华人民共和国教育部及国铁集团监制,供符合相关资格的学生购买学生票使用的优惠卡,须贴在有效的学生证上。卡内需载明学生姓名、有效身份证件号码、优惠乘车区间、入学日期、优惠乘车次数等信息。
 - 残疾军人票:供持有中华人民共和国有关部门颁发的《中华人民共和国残疾军人证》《中华人民共和国伤残人民警察证》《国家综合性消防救援队伍残疾人员证》人员购买的减价(特惠)车票。
 - 成年人:年满18周岁的人士。
 - 香港铁路附例:港铁公司根据《香港铁路条例》第34条订立的附例。

第二章 旅客运输

- 第六条** 车票的发售。
- 跨境旅客的车票最远只发售到本次列车的终到站。
 - 售票方式。
车票可通过12306网站、车站售票窗口、代售点、自动售票机等方式购买。
 - 车票预售期为15天(含当天),调整预售期时,铁路运输企业提前公告。
 - 通过12306网站购买发站为香港西九龙站的车票应不晚于开车前30分钟。其他售票方式的截售时间按相关售票方式安排。
 - 旅客购票后,可于开车前或乘车日期之日起180日以内,凭购票时所使用的有效身份证件到车站指定售票窗口、自动售票机换取报销凭证。旅客在香港西九龙站或港铁公司代售点购票的,仅限在香港西九龙站换取报销凭证。
 - 旅客购票时,应向铁路运输企业提供真实有效的联系方式,并须即时核对车票信息和票款。
- 第七条** 儿童票。
- 每一名持票成年人旅客可免费携带一名未满6周岁且不单独占用席位的儿童乘车,超过一名时,超过人数应购买儿童票。免费乘车的儿童单独使用席位时,应购买儿童票。
 - 成年人旅客携带免费乘车儿童乘车,应当在购票时向铁路运输企业提前申明,购票申明时使用的免费乘车儿童有效身份证件为其乘车凭证。
 - 免费乘车儿童及符合儿童票使用条件的儿童应随同成年人乘车。
 - 儿童票的乘车日期、车次及席别应与同行成年人所持车票相同,其到站不得远于成年人车票的到站。
 - 儿童票二等座、一等座按照相应列车席别全价执行票价的50%计算;特等座、商务座按照相应列车席别全价执行票价的80%计算;动卧票按照相应列车席别全价执行票价的70%计算;票价尾数按照四舍五入保留至元。全价执行票价不低于公布票价的40%时,儿童票票价最低为相应列车席别公布票价的40%,全价执行票价低于公布票价的40%时,儿童票票价按全价执行票价执行。
- 第八条** 学生票。
- 在内地大专院校就读的学生、研究生,凭附有加盖院校公章的减价优待证的学生证和火车票学生优惠卡(新生凭录取通知书,毕业生凭学校书面证明可购买一次学生票),可购买家庭至学校所在地(实习地点)的跨境学生票。
 - 每学年(10月1日至次年9月30日)仅限购买四次单程学生票,当学年未使用的次数不能留作下学年使用。
 - 学生票应以相对近径路或合理径路发售。在学生证优惠乘车区间内购买联程车票时,扣减一次优惠乘车次数。
 - 学生票只发售二等座、一等座和动卧票,按照相应列车席别全价执行票价的75%计算;票价尾数按照四舍五入保留至元。全价执行票价不低于公布票价的40%时,学生票票价最低为相应列车席别公布票价的40%,全价执行票价低于公布票价的40%时,学生票票价按全价执行票价执行。
 - 超过减价优惠乘车区间的,不发售学生优惠票。
 - 学生证的减价优惠区间更改时,应重新加盖院校公章,并修改火车票学生优惠卡内相关信息。
- 第九条** 残疾军人票。
- 残疾军人票按照相应列车席别全价执行票价的50%计算;票价尾数按照四舍五入保留至元。全价执行票价不低于公布票价的40%时,残疾军人票票价最低为相应列车席别公布票价的40%,全价执行票价低于公布票价的40%时,残疾军人票票价按全价执行票价执行。
- 第十条** 乘车条件。
- 旅客的乘车凭证是购票时使用的有效身份证件,随行免费乘车儿童乘车凭证是其购票申明时所使用的儿童有效身份证件;车票当日当次有效,旅客应按照有效车票载明的日期、车次、车厢号、席位号乘坐;旅客提前或延后乘车应在规定时间内办理改签,未改签乘车按无票处理;中途下车未乘区间失效。持低票价席别车票的旅客不能在高票价席别的车厢(区域)滞留。
 - 持减价(特惠)车票的旅客,应持减价(优惠/特惠)凭证乘车。
 - 符合购买学生票条件的旅客,每学年乘车前应通过12306网站或到车站指定售票窗口、自动售票机办理一次本人身份证件与火车票学生优惠卡的资质核验手续。通过车站指定售票窗口或自动售票机办理学生优惠资质核验手续时,应出具本人有效身份证件和学生证(附有火车票学生优惠卡),没有火车票学生优惠卡,火车票学生优惠卡所载信息不全、不能识别或者与学生证记载不一致的,无法通过学生优惠资质核验。

- (四) 旅客应妥善保管购票时所使用的有效身份证件和购票信息。
- (五) 旅客进出站、乘车时应接受站、车工作人员检(验)票。
- (六) 旅客进站时要接受车站的安全检查。
- (七) 旅客应爱护铁路设备设施,听从铁路工作人员指挥,维护公共秩序和运输安全。

第十一条

拒绝运输。

对有下列行为的旅客,站、车均可拒绝其上车或责令其下车,并有权登记其身份信息。

- (一) 按照有关法律法规规定不适宜乘车的。
- (二) 铁路运输企业认为威胁到公共健康和安全的。
- (三) 违反相关法律法规,扰乱站、车公共秩序或骚扰他人的。
- (四) 违规乘车且拒绝补票的。
- (五) 不接受安全检查,坚持携带或夹带禁止、限制物品的。
- (六) 不接受车票实名制查验的。
- (七) 告知列车无运输能力后,无票继续越站乘车的。

旅客如已购买车票,在发站退还票价核收退票费;在中途站未使用至到站的票价不予退还,运输合同即行终止。情节严重的送交执法部门处理。

第十二条

跨境车票改签。

(一) 在车票预售期内且有运输能力的前提下,旅客仅可办理一次改签手续,不办理发到站变更。

- (二) 办理改签应不晚于车票指定的日期、车次开车前,但发站为香港西九龙站的车票应不晚于开车前30分钟。
- (三) 办理改签时,改签后的车票票价高于原车票票价时,补收差额;低于原车票票价时,退还差额。

改签方式。

1. 使用非现金支付方式购票且未换取报销凭证的,可自行登录12306网站或在车站指定售票窗口办理。

2. 使用现金支付方式购票或已换取报销凭证的,应在车站指定售票窗口办理。通过港铁公司代售点购票且未换取报销凭证的,还可在原代售点办理改签。

- (五) 改签后的车票不得退票。
- (六) 已换取报销凭证的,改签时须交回报销凭证。改签后,可换取新票的报销凭证。

第十三条

跨境车票退票。

(一) 办理退票应不晚于车票指定的日期、车次开车前,但发站为香港西九龙站的车票应不晚于开车前30分钟。

退票方式。

1. 使用非现金支付方式购票且未换取报销凭证的,可自行登录12306网站或在车站指定售票窗口办理,车票退票款按原支付方式退回。

2. 使用现金支付方式购票或已换取报销凭证的,应在车站指定售票窗口办理退票;也可先行登录12306网站办理退票手续,并自办理之日起180日以内,凭购票时所使用的乘车人身份证件,到车站指定窗口办理退款手续。通过港铁公司代售点购票且未换取报销凭证的,还可在原代售点办理退票。

- (三) 已换取报销凭证的,退票时须交回报销凭证。退票后如需退票费报销凭证的,可自办理之日起180日以内,凭购票时所使用的乘车人身份证件到车站指定售票窗口、自动售票机换取。
- (四) 退票费核收标准:在车票开车时间前48小时内办理退票的,按车票票价的50%计算;在车票开车时间前48小时至第7天的,按车票票价的30%计算;在车票开车时间前8天及以上的,按车票票价的5%计算。退票费按元计算,不足一元的部分舍去免收。

第十四条

列车设备条件变化的处理。

因列车换型等铁路责任或自然灾害导致旅客持高等级席位乘坐低等级席位时,由列车长编制客运记录交旅客下车站,退还票价差额。

第十五条

旅客因伤、病不能继续旅行的处理。

旅客开始旅行后不能退票。但旅客因伤、病不能继续旅行时,经站、车核实,可在下车后30日以内到下车站办理退票,退还已收票价与已乘区间票价差额,并收取应退票款50%的退票费。同行人员同样办理。

第十六条

误售、误购、误乘、误降的处理。

(一) 在车站售票窗口发生旅客车票误售、误购时,旅客当场提出的,车站换发新票,需退还票价差额时,不收退票费。

铁路运输企业责任导致的误售应为旅客免费办理退票或换发新票。

- (二) 发生误乘、误降时,旅客应向站、车工作人员提出。列车长应编制客运记录交前方停车站。车站应开具客运记录指定最近列车免费送至正当到站。免费送回区段,旅客只可乘坐二等座车厢,不得中途下车。如中途下车,对往返乘车的免费区间,按返程列车等级席位核收票价。旅客如在香港西九龙站到站后超过10分钟声称误乘、误降,均按无票处理。

第十七条

车内变更。

(一) 旅客在车内要求变更席别时,变更后的席位票价高于原票价时,核收票价差额;低于原票价时,票价差额不予退还。

(二) 旅客没有在到达其有效车票上所载的到站前提出越过原到站继续乘车的,按无票处理;到站前提出的按以下规定办理:

- 1. 列车不办理至香港西九龙站的越站;旅客自行越站乘车至香港西九龙站,由香港西九龙站按无票处理。
- 2. 香港西九龙站发现上述(一)至(四)情形的,按《香港铁路附例》收取附加费,广深港线路各站至香港西九龙站的车票,附加费为1500港元;其他线路各站至香港西九龙站的车票,附加费为3000港元;不能判明时按其他线路各站至香港西九龙站计算。

第十八条

不符合乘车条件的处理。

旅客有下列行为时,铁路运输企业按以下规定办理并有权登记其身份信息。

- (一) 无票、持用无效车票乘车时,补收自乘车站(不能判明时自始发站)起至到站止车票票价,加收已乘区间应补票价50%的票款。
- (二) 应买儿童票的旅客如未买票,补收儿童票价;年满14周岁的未成年人持儿童票乘车时,应补收儿童票与成年人票票价差额。成年人持儿童票乘车根据本条第(一)项按无票处理。
- (三) 持用低等级车票乘坐高等级席位时,除按规定补收所乘区间的票价差额外,还须加收已乘区间应补票价50%的票款。
- (四) 持减价(特惠)车票乘车但不符合减价(特惠)车票使用条件的,补收应收票价与减价(特惠)票价差额,加收已乘区间应补票价50%的票款。
- (五) 在香港西九龙站发现上述(一)至(四)情形的,按《香港铁路附例》收取附加费,广深港线路各站至香港西九龙站的车票,附加费为1500港元;其他线路各站至香港西九龙站的车票,附加费为3000港元;不能判明时按其他线路各站至香港西九龙站计算。

第十九条

旅客违规乘车且拒绝支付按本规则可征收款项的处理。

遇旅客违规乘车且拒绝支付按本规则可征收款项时,列车长应编制客运记录并将旅客交前方停车站处理。如旅客在香港西九龙站拒绝支付该款项时,港铁公司有权按《香港铁路附例》进行检控。

第二十条

旅客在香港西九龙站无法完成出入境手续的处理。

- (一) 旅客无法完成内地出境或香港入境手续时,由车站工作人员协助旅客乘坐就近列车返回内地车站,可在香港西九龙站购票或在返程列车办理补票。旅客自行在12306网站购票的,站、车工作人员应予以核查、确认。
- (二) 旅客无法完成香港出境或内地入境手续时,未使用的车票按本规则相关规定办理。

第二十一条

携带品范围。

(一) 旅客携带品由自己负责看管,并妥善放置携带品,不得影响公共空间使用和安全。

(二) 每位旅客携带品重量和体积:成年人20千克;儿童(含免费乘车儿童)10千克;外交人员35千克。每件物品外部尺寸长、宽、高之和不超过130厘米。不办理行李托运。

使用行动辅助设备的老人、幼童、病人、残疾人士、孕妇等旅客旅行时代步的折叠式轮椅,以及随行婴儿使用的折叠婴儿车,可免费携带并不计入上述范围。

- (三) 旅客可携带导盲犬进站乘车,犬只应系上牵引链,佩戴导盲鞍,接受安全检查。旅客应出示购票时所使用的有效身份证件、残疾人证、导盲犬工作证(载有导盲犬使用者信息,盖有内地公安部门或中国残疾人联合会公章,或带有国际导盲犬联盟标识“IGDF”,或双方铁路运输企业认可并公布的证件)、动物健康免疫证明。旅客携带导盲犬须符合内地与香港进出口检疫规定和相关铁路规定,并保证其他旅客的安全和车内的清洁卫生;导盲犬的照料、喂养和所需饲料,均由携带人自理;导盲犬对铁路或第三者造成损害时,由携带人负责赔偿。

下列物品禁止、限制带入车内:

1. 本规则禁止和限制携带的物品(见附件1)。

2. 未使用纸箱等硬质包装物妥善包装完整的自行车、带有自动力的轮式代步工具(电动轮椅除外)、平衡车。

- (四) 除轮椅外,旅客携带的轮式交通工具不得在车站、列车内使用。旅客在站台和车上使用轮椅时,应采取人力助力形式,不得使用自动力。

第二十二条

携带品超过规定范围的处理。

(一) 车上发现旅客携带的物品超重、超大时,须指定位置摆放,由列车长编制客运记录交旅客到站处理,对超过免费重量的物品,其超重部分按每千克20元核收运费,不足1千克按1千克计算。对不可分拆的整件超重、超大物品,按该件全部重量核收运费。

(二) 列车发现旅客已将前第二十一条第(四)项规定的禁止、限制携带的物品带入车内时,均交前方停车站处理。如前方停车站为香港西九龙站,按港铁公司适用的规定处理;如前方停车站为内地车站,按国铁集团适用的规定处理。

第二十三条 旅客遗失物品的处理。
车上发现的旅客遗失物品应设法归还失主。如旅客已经下车，列车长应编制客运记录，注明品名、件数等移交下车站；不能判明时，移交列车前方停车站或终到站。香港西九龙站按港铁公司适用的规定、内地车站按国铁集团适用的规定妥善保管、正确交付旅客遗失物品，并妥善处理无人认领的旅客遗失物品。鲜活易腐物品和生鲜食品不予保管。
旅客的遗失物品保管期为30日。旅客可向车站查询遗失物品情况，办理认领手续。

第二十四条 旅客损坏车内设备或物品的处理。
旅客损坏车内设备或物品应负赔偿责任，由列车长编制客运记录连同责任人交旅客到站处理，车站工作人员按照车辆所属方提供的价格向旅客核收赔偿费用。

第三章 实名制管理

第二十五条 实名制车票须凭乘车人有效身份证件购买，旅客进站、乘车时，须出示购票时所使用的有效身份证件。票、证、人一致方可进站、乘车。票、证、人不一致按无票处理。乘车人须接受铁路运输企业的查验，并确认出入境证件及签注有效。

第二十六条 一张有效身份证件仅限购买一张同一乘车日期同一车次的实名制车票。

第二十七条 实名制有效身份证件包括：中华人民共和国居民身份证、中华人民共和国港澳居民居住证、中华人民共和国台湾居民居住证、中华人民共和国外国人永久居留身份证、港澳居民来往内地通行证、中华人民共和国往来港澳通行证、台湾居民来往大陆通行证、符合中华人民共和国规定可使用的有效护照和上述证件发证机构发放的临时身份证明。

第二十八条 旅客本人办理退票、改签时应提供本人的有效身份证件；由他人代办退票、改签时，除乘车人有效身份证件外，须出示代办人本人的有效身份证件。

第二十九条 通过12306网站购票时，购票人应当提供真实准确的乘车人有效身份证件信息；换取报销凭证应当提供购票时使用的乘车人有效身份证件。

第三十条 旅客丢失电子客票购票证件的补办流程。

- (一) 在乘车前丢失电子客票购票证件
旅客须自行到该电子客票购票证件的发证机构办理身份证明，凭身份证明进出站、乘车。错过列车须重新购票。
- (二) 在列车上、出站检票前丢失电子客票购票证件
 1. 丢失证件的旅客须主动向工作人员声明，并配合工作人员进行查验。旅客须办理补票手续，经列车工作人员核验席位使用正常或车站工作人员核验车票无出站检票记录的，开具客运记录交旅客。
 2. 旅客应在乘车日期之日起30日以内，凭客运记录、该电子客票购票证件发证机构办理的身份证明以及后补车票，到列车的经停站退票窗口由车站工作人员核实旅客身份信息及乘车日期、车次等原票、后补车票信息，以及有购票记录、已购车票有效后，办理后补车票与原票乘车区间一致部分的退票手续。办理退票手续时，如核查丢失证件有出站记录的，后补车票不予退票；无出站记录的，办理退票时，不收退票费。

第三十一条 旅客应使用有效的身份证件，否则工作人员有权拒绝办理各类业务。

第四章 车票优惠

第三十二条 铁路运输企业可推行多种优惠票，优惠票的使用及票务规则另行公布。

第五章 旅客人身伤害处理

第三十三条 旅客在车站、列车上发生人身伤害时，应立即通知车站客运人员或列车乘务人员。在列车上发生旅客人身伤害时，由列车长交车站处理；旅客不同意在指定的停车站下车处理时，须填写并签署免责声明(见附件2)。

第三十四条 旅客可于发生人身伤害次日起3年内向铁路运输企业提出赔偿请求。铁路运输企业接到赔偿请求后应尽快答复赔偿要求人。

第六章 晚点及运输中断的处理

第三十五条 因铁路责任、自然灾害等影响铁路运营导致列车晚点，旅客在车票发站提出取消旅行的，列车实际开车前可退还全部票价，不收退票费。旅客在晚点列车晚点信息公布前已购联程车票，可一并办理退票，不收退票费。旅客分别办理联程车票退票的，按本规则第十三条相关规定处理。

第三十六条 因铁路责任、自然灾害等影响铁路运营导致运输中断，列车全程停运、中途停运、中途折返、绕道运输时，在30日以内按以下规定处理。

- (一) 在发站。
 1. 旅客要求退票时，退还全部票款。
 2. 铁路运输企业利用其他列车或安排原列车折返发站时，退还全部票款。
- (二) 旅客在中途站中止旅行时，如乘坐的是终到香港西九龙站的列车，铁路运输企业退还未乘区间票价；如乘坐的是香港西九龙站的始发列车，铁路运输企业退还已收票价与已乘区间票价的差额。但因违规加收的部分和已使用至到站的车票不退。
- (三) 在到站，铁路运输企业利用其他列车将旅客运送至到站时，旅客票款不予退还。但重新安排的列车等级、席别高于旅客原票列车等级、席别时，票价差额不再补收；低于旅客原票列车等级、席别时，退还变更区间票价差额。
- (四) 旅客在停运列车停运信息公布前已购联程车票，可在联程车票开车前一并办理退票，不收退票费。旅客分别办理联程车票退票的，按本规则第十三条相关规定处理。

第七章 附则

第三十七条 本规则由国铁集团、港铁公司负责解释，未尽事宜由国铁集团、港铁公司双方协商处理。

第三十八条 经双方协商一致后，对本规则正文内容可以书面补充协议的形式进行修改、增补或删减。

第三十九条 本规则自2026年4月1日起施行。

附件1

禁止和限制携带的物品目录

一、禁止随身携带的物品

- (一) 枪枝、子弹类(含主要零部件)
 1. 军用枪、公务用枪：手枪、冲锋枪、步枪、机枪、防暴枪等以及各类配用子弹。
 2. 民用枪：气枪、猎枪、运动枪、麻醉注射枪等以及各类配用子弹。
 3. 道具枪、发令枪、钢珠枪、催泪枪、电击枪等以及各类配用子弹。
 4. 上述物品的样品、仿制品。
- (二) 爆炸物品类
 1. 弹药：炸弹、照明弹、燃烧弹、烟雾弹、信号弹、催泪弹、毒气弹、手雷、地雷、手榴弹等。
 2. 爆破器材：炸药、雷管、导火索、导爆索、震源弹、爆破剂等。
 3. 烟火制品：礼花弹、烟花(含冷光烟花)、鞭炮、摔炮、拉炮、砸炮等各类烟花爆竹，发令纸、黑火药、烟火药、引火线，以及“钢丝棉烟花”等具有烟花效果的制品等。
 4. 上述物品的仿制品。
- (三) 管制器具
 1. 管制刀具：根据《管制刀具分类与安全要求》(GA 1334-2016)，认定为管制刀具的专用刀具(匕首、刺刀、佩刀、三棱刮刀、猎刀、加长弹簧折叠刀等)、特殊厨用刀具(加长砍骨刀、加长西瓜刀、加长分刀、剔骨刀、屠宰刀、多用刀等)、开刃的武术与工艺礼品刀具(武术刀、剑等)，以及其他管制刀具(超过GA/T 1335《日用刀具分类与安全要求》规定的尺寸规格限制要求的各种刀具)。
 2. 其他器具：警棍、军用或者警用匕首、催泪器、电击器、防卫器、弩、弓箭等。
- (四) 生活器具
 1. 锐器：菜刀、水果刀、剪刀、美工刀、雕刻刀、裁纸刀等日用刀具(刀刃长度超过60毫米)；手术刀、刨刀、铣刀等专业刀具；刀、矛、戟等器械。
 2. 钝器：棍棒、球棒、桌球杆、曲棍球杆等。
 3. 工具农具：钻机、凿、锥、锯、斧头、焊枪、射钉枪、锤、冰镐、耙、铁锹、钺头、锄头、农用叉、镰刀、铡刀等。
 4. 其他：反曲弓、复合弓等非机械弓箭类器材，消防灭火枪，飞镖、弹弓，超过50毫升的防身喷射剂等。
- (五) 易燃易爆物品
 1. 压缩气体和液化气体：氢气、甲烷、乙烷、环氧乙烷、二甲醚、丁烷、天然气、乙烯、氯乙烯、丙烯、乙炔(溶于介质的)、一氧化碳、液化石油气、氟利昂、氧气(供病人吸氧的袋装医用氧气除外)、水煤气等。
 2. 易燃液体：汽油(包括甲醇汽油、乙醇汽油)、煤油、柴油、苯、酒精、酒精体积百分含量大于70%或者标志不清晰的酒类饮品、1,2-环氧丙烷、二硫化碳、甲醇、丙酮、乙醚、油漆、稀料、松香油等。
 3. 易燃固体：红磷、闪光粉、固体酒精、赛璐珞、发泡剂H、偶氮二异庚腈等。
 4. 自燃物品：黄磷、白磷、硝化纤维(含胶片)、油纸及其制品等。
 5. 遇湿易燃物品：金属钾、钠、锂、碳化钙(电石)、镁铝粉等。
 6. 氧化剂和有机过氧化物：高锰酸钾、氯酸钾、过氧化钠、过氧化钾、过氧化铝、过醋酸、双氧水、氯酸钠、硝酸铵等。
- (六) 毒害品
氰化物、砒霜、砷粉、苯酚、氯、氨、异氰酸甲酯、硫酸二甲酯等高毒化学品以及灭鼠药、杀虫剂、除草剂等剧毒农药。
- (七) 腐蚀性物品
硫酸、盐酸、硝酸、氢氧化钠、氢氧化钾、有液蓄电池(含氢氧化钾固体、注有酸液或硷液的)、汞(水银)等。
- (八) 放射性物品
指含有放射性核素，并且其活度和比活度均高于国家规定豁免值的物品，详见《放射性物品分类和名录(试行)》。
- (九) 感染性物质
包括可感染人类的高致病性病原微生物(毒)种和感染性样本，详见《人间传染的病原微生物名录》中危害程度分类为第一类、第二类的病原微生物。
- (十) 其他危害列车运行安全的物品
 1. 可能干扰列车信号的强磁化物。
 2. 硫化氢及有强烈刺激性气味或者有恶臭等异味的物品。
 3. 容易引起旅客恐慌情绪的物品。
 4. 不能判明性质但可能具有危险性的物品。
- (十一) 法律、行政法规、规章规定的其他禁止携带、运输的物品。

二、限制随身携带的物品

- (一) 包装密封完好、标志清晰且酒精体积百分含量大于或者等于24%、小于或者等于70%的酒类饮品累计不超过3000毫升。
- (二) 香水、花露水、喷雾、凝胶等含易燃成分的非自喷压力容器日用品，单体容器容积不超过100毫升，每种限带1件。
- (三) 指甲油、去光剂累计不超过50毫升。
- (四) 冷烫精、染发剂、摩丝、发胶、杀虫剂、空气清新剂等自喷压力容器，单体容器容积不超过150毫升，每种限带1件，累计不超过600毫升。
- (五) 安全火柴不超过2小盒，普通打火机不超过2个。
- (六) 标志清晰的充电宝、锂电池，单块额定能量不超过100Wh，含有锂电池的电动轮椅除外。
- (七) 活动物限带工作证明的导盲犬及作为食品的鱼、虾、蟹、贝、软体类水产动物，后者必须以封闭箱体包装。
- (八) 法律、行政法规、规章规定的其他限制携带、运输的物品。

附件2

免责声明

本人 _____ (身份证明文件名称： _____ ，证件号码： _____) 特此申明，本人/本人为 _____
(当事人，身份证明文件名称： _____ ，证件号码 _____) 的监护人(勾选适用者)： _____

- 不接受/不接受让当事人前往 _____ 站/车安排的 _____ 接受救治，选择到 _____ 接受救治
- 不接受/不接受让当事人前往 _____ 站/车安排的 _____ 接受救治，选择继续旅程
- 不接受/不接受让当事人前往 _____ 站/车安排的 _____ 接受救治，选择终止旅程
- 其他 _____

本人声明，本人清楚作出上述选择可能给本人/当事人带来的全部风险。本人确认本人签署此文件即表示：本人/及当事人同意免除铁路运输企业及其代理人因本人作出上述选择而可能导致的一切义务和责任，放弃向铁路运输企业要求任何损害赔偿或提起其他一切诉讼索赔的权利。

当事人/监护人 签名： _____ 日期： _____

Rules for Guangzhou-Shenzhen-Hong Kong High Speed Rail Cross-Boundary Passenger Transport

Chapter 1 : General Provisions

- Rule 1 :** These Rules herein are formulated for the purpose of ensuring the orderly operation of transport of Guangzhou-Shenzhen-Hong Kong High Speed Rail Cross-Boundary Passengers, and protecting the respective legal rights and interests of all parties to the railway passenger transport contract. These Rules are written in accordance with the laws of Chinese Mainland and the Hong Kong Special Administrative Region.
- Rule 2 :** These Rules are applicable to the transport of High Speed Rail Cross-Boundary Passengers between the passenger stations managed by China State Railway Group Co., Ltd. (hereinafter referred to as CR) and Hong Kong West Kowloon Station. The Railway Transport Enterprises in Chinese Mainland participating in the transport of Guangzhou-Shenzhen-Hong Kong High Speed Rail Cross-Boundary Passengers, MTR Corporation Limited (hereinafter referred to as MTR) and Cross-Boundary Passengers are bound by these Rules.
- Rule 3 :** CR and MTR shall, in accordance with these Rules, prepare their respective Notes to Passengers, and publicise such information to passengers on operations premises, websites, and through other channels. Any changes should be publicised prior to their implementation. Passengers shall make enquiries by calling the customer service hotlines (Mainland: 86-city area code-12306, Hong Kong: 852-2120 0888).
- Rule 4 :** Unless otherwise specified, the currency used in these Rules is Renminbi (RMB). If any payment is to be made in Hong Kong Dollars (HKD), the exchange rate shall be the central parity rate of the exchange rates of RMB against HKD in the interbank foreign exchange market published by the People's Bank of China on the 21st day of the previous calendar month (or the immediate preceding business day if the 21st day is a public holiday in Chinese Mainland).
- Rule 5 :** The following terms have these meanings when used in these Rules:
- | | |
|---------------------------------------|--|
| Railway Transport Enterprise(s) | : enterprise(s) in Chinese Mainland participating in transport of Guangzhou-Shenzhen-Hong Kong High Speed Rail Cross-Boundary Passengers and/or MTR. |
| Cross-Boundary Passenger(s) | : any passenger who holds a Ticket with the Departure Station or Arrival Station being Hong Kong West Kowloon Station, including any accompanying children who are eligible for free travel. |
| High Speed Rail Cross-Boundary Trains | : the High Speed Rail trains which operate between the passenger stations managed by CR and Hong Kong West Kowloon Station. |
| Guangzhou-Shenzhen-Hong Kong Section | : the High Speed Rail section between Guangzhou Station and Hong Kong West Kowloon Station. |
| Record of Operations | : a written proof prepared under special circumstances during the course of passenger transport for the purpose of recording certain matters between the Railway Transport Enterprise(s) and the passenger, or the handover of business between the trains and stations. |
| 12306 Website | : the ticketing and service website of CR at www.12306.cn (including the “铁路 12306移动端” mobile application). |
| Ticket | : an essential proof of railway passenger transportation contract. Tickets referred to herein shall be electronic Tickets in a digital format. |
| Connecting Tickets | : the multiple tickets for a journey in subsequent travel sections connecting from a Departure Station to an Arrival Station. A Departure Station is the Arrival Station or the different stations within the same city on the ticket for the previous journey. |
| Trip Information Reminders | : a reminder slip which contains the information of an electronic Ticket, which shall be printed at ticket machines or designated ticketing counters in stations or through the 12306 Website. They shall not be used as a proof of travel. |
| Reimbursement Receipt | : a receipt showing the fare or charges amount, serving as an invoice for collection by a passenger who has purchased, altered, or refunded an electronic Ticket. It shall not be used as proof of travel and shall only be used for the reimbursement of expenses. The Reimbursement Receipt shall only be collected once and shall not be reprinted. |
| Notes to Passengers | : the matters for attention that the Railway Transport Enterprise(s) publicises to passengers. |
| Real-name Ticket Policy | : the policy which requires passengers to provide valid identification documents when purchasing, altering or refunding Tickets, paying excess fares, obtaining Reimbursement Receipts and handling other formalities, and while on board the train; and allows the Railway Transport Enterprise(s) to record part of the identification information in the Tickets and to inspect the Tickets and passengers' identification documents. |
| Seat | : the car and the location of seat or berth specified in the Ticket. |
| Class of Travel | : the seats in different classes. |
| Departure Station | : the departure station specified in the Ticket. |
| Arrival Station | : the arrival station specified in the Ticket. |
| Alteration | : the process through which a passenger may change the date of his/her departure, train number, seat or Class of Travel. |
| Cash Payment | : the payment of a fare when purchasing or altering Ticket(s) by means such as cash in RMB, cash in HKD, Octopus, etc. All purchases or Alterations made at MTR's ticket agents are regarded as made by Cash Payment regardless of the payment method used. |
| Octopus | : the electronic payment system operated by Octopus Cards Limited in Hong Kong. |
| Child Ticket | : the discount Ticket (concessionary Ticket) for children who are aged 6 but below 14. An Adult Ticket shall be purchased for any minor aged 14 or above. Ages of the children are calculated based on the date of travel. |
| Student Ticket | : the discount Ticket (concessionary Ticket) for eligible Hong Kong students who are studying in Chinese Mainland. |
| Train Ticket Student Discount Card | : the discount card for use when purchasing Student Tickets issued to eligible students under the supervision of the Ministry of Education of the People's Republic of China and CR, which must be attached to a valid student card. The name of the student, valid identity card number, discount travel section, enrollment date and number of discounted journeys shall be specified in the card. |
| Disabled Military Ticket | : the discount Ticket (concessionary Ticket) for persons holding a Certificate for Disabled Military of the People's Republic of China, Certificate for Disabled Policemen of the People's Republic of China or Certificate for State Integrated Fire and Rescue Team Disabled Members issued by the relevant authorities of the People's Republic of China. |
| Adult | : a person aged 18 or above. |
| MTR By-laws | : the By-laws made by MTR under Section 34 of the Mass Transit Railway Ordinance. |

Chapter 2: Passenger Transport

- Rule 6 :** Sale of Tickets
- (1) The destination of Tickets for sale to Cross-Boundary Passengers must not be beyond the terminus station for the specific train.
 - (2) Ticketing methods
Tickets can be purchased through the 12306 Website, station ticketing counters, ticket agents, ticket machines, etc.
 - (3) The advance sales period shall be 15 days (inclusive). Any changes to the advance sales period shall be announced by the Railway Transport Enterprise(s) in advance.
 - (4) The purchase of Tickets through the 12306 Website, with Hong Kong West Kowloon Station as the Departure Station, shall be made no later than 30 minutes before the train departure time. Other ticketing methods have their respective sales cut-off times.
 - (5) Upon purchase of a Ticket, a passenger may obtain a copy of the Reimbursement Receipt at any designated ticketing counters in stations or ticket machines with his/her valid, identification document used for ticket purchase before the train departure time or within 180 days of the date of travel. If the Ticket is purchased at Hong Kong West Kowloon Station or via MTR's ticket agents, the Reimbursement Receipt can only be obtained at Hong Kong West Kowloon Station.
 - (6) Passengers shall provide true, valid contact information to the Railway Transport Enterprise(s) and immediately check the ticket information and the fare amount upon purchase of the Tickets.
- Rule 7 :** Child Tickets
- (1) A child who is aged below 6 may travel free, provided that he/she is accompanied by an Adult holding a Ticket and does not need to occupy an additional seat. In the event that more than one child is travelling with a single Adult holding a Ticket, Child Ticket(s) shall be purchased for the additional child(ren). In the event that any child who is eligible for free travel occupies a seat, a Child Ticket shall be purchased for him/her.
 - (2) A child eligible for free travel, provided that he/she is accompanied by an Adult holding a Ticket shall declare to the Railway Transport Enterprise(s) upon purchase of the Tickets. The valid identification document used for declaration will be his/her proof of travel.

- (3) Children eligible for free travel and children eligible to purchase Child Tickets shall travel in the company of an Adult.
- (4) Child Tickets shall bear the same date of travel, train number, and Class of Travel as those of the Ticket of the accompanying Adult, and the Arrival Station shall not be beyond that of the Adult's Ticket.
- (5) The fare of a Child Ticket for Second or First Class is 50% of the full implemented fare for the corresponding type of seat; for Premium or Business Class is 80% of the full implemented fare for the corresponding type of seat; for berths the fare is 70% of the full implemented fare. The fare shall be calculated to the nearest whole number with fractional amounts rounded off. When the full implemented fare is not less than 40% of the published fare, the minimum fare for a Child Ticket is 40% of the published fare for the corresponding type of seat. When the full implemented fare is less than 40% of the published fare, the fare for a Child Ticket is based on the full implemented fare.

Rule 8 : Student Tickets

- (1) Students and post-graduates enrolled in any higher education institutions in Chinese Mainland can purchase Cross-Boundary Student Tickets using their student cards which are attached with concessionary and preferential certificates with their institutions' stamps affixed, together with the Train Ticket Student Discount Cards, for travel between their home and the locations of their institutions (or the place where they are undertaking an internship). Newly enrolled students shall use their confirmation of enrollment while fresh graduates shall use their institutions' written proof to purchase Student Tickets once.
- (2) Each eligible student shall be entitled to purchase Student Tickets for only four single journeys each academic year (1 October to 30 September the following year). Where the maximum number of purchase is not made during any academic year, the remainder cannot be carried forward to the next academic year.
- (3) Student Tickets shall be sold for trains of short distance or reasonable route. Where a student purchases Connecting Tickets within the discount travel section recorded in his/her student card, only one journey will be deducted.
- (4) Student Tickets are only available for Second Class, First Class and travel in berths. The fare is 75% of the full implemented fare for the corresponding type of seat. The fare shall be calculated to the nearest whole number with fractional amounts rounded off. When the full implemented fare is not less than 40% of the published fare, the minimum fare for a Student Ticket is 40% of the published fare for the corresponding type of seat. When the full implemented fare is less than 40% of the published fare, the fare for a Student Ticket is based on the full implemented fare.
- (5) Student Tickets shall not be sold if the proposed travel exceeds the discount travel section.
- (6) Where the discount travel section is altered, the official seal of his/her institution shall be stamped on the student card and the relevant data recorded in the Train Ticket Student Discount Card shall be revised accordingly.

Rule 9 : Disabled Military Tickets

The fare for Disabled Military Tickets is 50% of the full implemented fare for the corresponding type of seat. The fare shall be calculated to the nearest whole number with fractional amounts rounded off. When the full implemented fare is not less than 40% of the published fare, the minimum fare for a Disabled Military Ticket is 40% of the published fare for the corresponding type of seat. When the full implemented fare is less than 40% of the published fare, the fare for a Disabled Military Ticket is based on the full implemented fare.

Rule 10 : Conditions of Travel

- (1) Passengers' proof of travel are the valid identification documents used for ticket purchase. Any accompanying children who are eligible for free travel, the proof of travel are their valid identification documents used for declaration upon purchase of the Tickets. Tickets shall only be valid for the dates and train numbers specified therein. Passengers must board the trains according to the dates, train numbers, car numbers and seat numbers specified in the Tickets. Passengers who wish to change to an earlier or later train shall complete the Alteration procedures within the specified time limit. Boarding an earlier or later train without Alteration shall be treated as travel without a Ticket. If a passenger alights from his/her train mid-journey, the section not travelled shall become invalid. Passengers are not allowed to stay in cars (areas) where the Class of Travel is higher than the original class ticketed.
- (2) Passengers holding discount Tickets (concessionary Tickets) shall have the proof of entitlement used for purchasing such Tickets while travelling.
- (3) Passengers who are entitled to purchase Student Tickets must complete verification of their entitlement once every academic year through the 12306 Website, designated ticketing counters in stations or ticket machines, using their identification documents and Train Ticket Student Discount Cards before travelling. Verification of entitlement cannot be completed if a passenger does not have Train Ticket Student Discount Card or the data contained in the Train Ticket Student Discount Card is incomplete, unreadable or does not match the data recorded on his/her student card.
- (4) Passengers shall take proper care of the valid identification documents used for purchase of Tickets and the ticket purchase information.
- (5) Passengers shall undergo ticket checks (inspection) by station or train staff when entering and exiting stations, and on board trains.
- (6) Passengers shall undergo security checks when entering stations.
- (7) Passengers shall take care of railway equipment and facilities, follow the instructions of railway staff, and maintain public order and transportation safety.

Rule 11 : Denial of Travel

Passengers shall be prohibited from boarding a train or asked to leave a train, and have their identification information recorded, by station or train staff if they:

- (1) are deemed unfit for travel under the relevant laws or regulations;
- (2) are deemed by the Railway Transport Enterprise(s) as a threat to public health or safety;
- (3) have violated the relevant laws or regulations, disrupted the public order of stations or trains, or caused a nuisance to others;
- (4) have boarded a train in violation of the relevant rules and refused to pay excess fares;
- (5) have refused the security check; and insisted on carrying or entraining the prohibited or restricted items;
- (6) have refused the Real-name Ticket verification;
- (7) have over-travelled beyond the Arrival Station specified in their valid Ticket after being notified that the train has no passenger capacity.

If the passengers have purchased Tickets, they shall have their Tickets refunded (refund charges shall apply) at the Departure Station; and no refund shall be made for the untravelled section of the ticketed journey if they are asked to leave the train mid-journey. The transport contracts shall be terminated immediately upon occurrence of such circumstances. Any serious circumstances shall be referred to the relevant law-enforcement authorities.

Rule 12 : Alteration of Cross-Boundary Tickets

- (1) Within the advance sales period and subject to transport capacity, passengers are only allowed to alter their Tickets once, and are not allowed to alter the Departure Station and Arrival Station.
- (2) Alterations shall be made no later than the train departure time for which date and train number are contained in the Tickets. For Tickets with Hong Kong West Kowloon Station as the Departure Station, Alterations shall be made no later than 30 minutes before the specified departure time.
- (3) Where the fare of the altered Ticket is higher than that of the original Ticket, the passenger must pay the fare difference; where the fare of the altered Ticket is lower than that of the original Ticket, the fare difference shall be refunded to the passenger.
- (4) Methods for Alterations
 1. Should passengers purchase their Tickets by methods other than Cash Payment and have not collected their Reimbursement Receipts, they shall alter their Tickets by logging on to the 12306 Website or at designated ticketing counters in stations.
 2. Should passengers purchase their Tickets by Cash Payment or have collected their Reimbursement Receipts, they shall alter their Tickets at designated ticketing counters in stations. Should passengers purchase their Tickets through MTR's ticket agents and have not collected their Reimbursement Receipts, they shall alter their Tickets through the original ticket agents where the Tickets were purchased.
- (5) Tickets shall be non-refundable after Alteration.
- (6) Any Reimbursement Receipts collected shall be returned upon Alteration. New Reimbursement Receipts shall be collected for the Tickets newly issued after Alteration.

Rule 13 : Refund of Cross-Boundary Tickets

- (1) Refunds shall be made no later than the train departure time for which date and train number are contained in the Tickets. For Tickets with Hong Kong West Kowloon Station as the Departure Station, refunds shall be made no later than 30 minutes before the specified departure time.
- (2) Methods for Refunds
 1. Should passengers purchase their Tickets by methods other than Cash Payment and have not collected their Reimbursement Receipts, they shall refund their Tickets by logging on to the 12306 Website or at designated ticketing counters in stations. The refund amounts shall be returned through the original payment methods.
 2. Should passengers purchase their Tickets by Cash Payment or have collected their Reimbursement Receipts, they shall refund their Tickets at designated ticketing counters in stations. Alternatively, they shall also refund their Tickets by first logging on to the 12306 Website to return the Tickets. The refund amounts shall be collected at designated ticketing counters in stations with the identification documents of the passengers used for ticket purchase shown within 180 days of the date of the return of the Tickets. Should passengers purchase their Tickets through MTR's ticket agents and have not collected their Reimbursement Receipts, they can also be refunded at the ticket agents through which the Tickets were purchased.

- (3) Any Reimbursement Receipts collected shall be returned upon refunds. Passengers may obtain a copy of the Reimbursement Receipt for the refund charges at any designated ticketing counters in stations or ticket machines with the valid identification document used for ticket purchase within 180 days of the date of the refund of the Tickets.
- (4) Standard of refund charges: 50% of the ticketed fare for refunds made within 48 hours before the ticketed departure time; 30% of the ticketed fare for refunds made between 48 hours and the 7th day before the ticketed departure time; 5% of the ticketed fare for refunds made 8 days or more before the ticketed departure time. The refund charges shall be calculated to the nearest whole number with fractional amounts rounded down.

Rule 14 : Changes in Train Equipment Conditions

Where passengers are seated in the Class of Travel lower than that specified in their Tickets due to the liability of the Railway Transport Enterprise(s) such as a change of train type, or due to a natural disaster, the train purser shall prepare Records of Operations and hand them to the station where the passengers alight. The fare difference shall then be refunded.

Rule 15 : Unfinished Journey due to Physical Injury or Sickness

Passengers shall not refund their Tickets after the start of their journey. However, in the event that passengers have to end their journey mid-trip due to physical injury or sickness, they may request a refund of the difference between the fare paid and the fare for the travelled section at the station where the passengers alight within 30 days from the date of disembarkation in accordance with verification by the station or train staff. The amount refunded is subject to a refund charge of 50% of the refund amount payable. The Ticket(s) of any passenger's accompanying the passenger(s) shall be refunded in the same way.

Rule 16 : Sale of Incorrect Tickets, Purchase of Incorrect Tickets, Incorrect Boarding and Incorrect Disembarkation

- (1) Where a Ticket is mistakenly sold or purchased at the ticketing counters in stations, passengers shall immediately make request on the spot and the station shall re-issue a Ticket without charging any refund fees. The fare difference shall then be refunded without refund fee being charged.
Where a sale of incorrect Tickets is caused by the liability of the Railway Transport Enterprise(s), it should be refunded or re-issued a new Ticket for passengers free of charge.
- (2) Where a passenger has mistakenly boarded a train or disembarked at a station, he/she shall notify the station or train staff. The train purser shall prepare a Record of Operations and hand it to the next station where the train stops. The station shall then prepare another Record of Operations and arrange for the passenger to board the next available train for free to the correct station. Free transport shall be limited to Second Class travel and no disembarkation mid-journey shall be allowed. If the passenger alights from the train mid-journey, the fare for the journey(s) travelled for free shall be charged according to the Class of Travel of train for the return trip. If a passenger claims that he/she has mistakenly boarded a train or disembarked at Hong Kong West Kowloon Station later than 10 minutes after arriving at Hong Kong West Kowloon Station, he/she shall be treated as having travelled without a Ticket.

Rule 17 : Changes on Board

- (1) Where a passenger on board a train requests to change to a higher Class of Travel, the difference between the higher fare after change and the original paid fare shall be paid; where a passenger requests to change to a lower Class of Travel, the difference between the lower fare and the original fare paid shall not be refundable.
- (2) Where a passenger fails to request to travel beyond the Arrival Station before arriving at the Arrival Station specified in his/her valid Ticket and continues travelling, he/she shall be treated as having travelled without a Ticket. Where a passenger makes such a request before arriving at the Arrival Station specified in his/her Ticket, the following rules shall apply:
 1. no over-travel to Hong Kong West Kowloon Station shall be allowed. Where a passenger over-travels to Hong Kong West Kowloon Station without consent, he/she shall be treated by Hong Kong West Kowloon Station as having travelled without a Ticket;
 2. passengers who have departed from Hong Kong West Kowloon Station, and have over-travelled in a section that involves the Guangzhou-Shenzhen-Hong Kong Section, shall pay the difference between the fare for the journey between the Departure Station and the actual Arrival Station, and the original fare paid; if the over-travelled section does not involve the Guangzhou-Shenzhen-Hong Kong Section, the fare in respect of the over-travelled section.

Rule 18 : Non-compliance with the Conditions of Travel

Where a passenger commits any of the following acts, the Railway Transport Enterprise(s) may handle the situation according to the provisions below and record the passenger's personal identification information:

- (1) a passenger travelling without a Ticket or with an invalid Ticket shall pay the fare in respect of the section from the stations where he/she boarded the train (or the origin station of the train if undetermined) and the Arrival Station, and an excess fare amounting to 50% of the full ticket price for the section travelled;
- (2) a passenger who is eligible to travel on a Child Ticket but fails to buy a Ticket shall pay the Child Ticket fare. A minor who are aged 14 or above found travelling on a Child Ticket shall pay the fare difference between a Child Ticket and an Adult Ticket together. An Adult found travelling on a Child Ticket shall be treated as having travelled without a Ticket, and shall be handled according to paragraph (1) of this Rule;
- (3) a passenger travelling in a higher Class of Travel with a Ticket of a lower Class of Travel shall pay the fare difference between the two classes for the section travelled in accordance with the provisions, and an excess fare amounting to 50% of the full ticket price for the section travelled;
- (4) a passenger travelling on a discount Ticket (concessionary Ticket) but is not eligible for such a Ticket under the conditions of such discount Tickets (concessionary Tickets) shall pay the fare difference between the fare payable and the discounted fare, and an excess fare amounting to 50% of the full ticket price for the section travelled;
- (5) if any of the situations under (1) to (4) listed above is found to have occurred at Hong Kong West Kowloon Station, a surcharge as specified under the MTR By-laws shall become payable: the surcharge for journeys from any station within the Guangzhou-Shenzhen-Hong Kong Section to Hong Kong West Kowloon Station is set at HKD1,500; while the surcharge for journeys from stations outside the Guangzhou-Shenzhen-Hong Kong Section to Hong Kong West Kowloon Station is set at HKD3,000. In case of journeys undetermined, the surcharge for journeys from stations outside the Guangzhou-Shenzhen-Hong Kong Section to Hong Kong West Kowloon Station shall be payable.

Rule 19 : Handling of Non-complying Passengers who Refuse to Pay the Chargeable Charges under these Rules

If a passenger boards a train in violation of rules and refuses to pay the chargeable charges provided under these Rules, train purser shall prepare a Record of Operations and refer the passenger to the next station where the train stops. If such passenger refuses to pay the charges in Hong Kong West Kowloon Station, MTR shall have the right to prosecute the passenger according to the MTR By-laws.

Rule 20 : Passengers Unable to Complete the Exit and Entry Formalities at Hong Kong West Kowloon Station

- (1) If a passenger is unable to complete Mainland exit formalities or Hong Kong entry formalities, station staff shall assist the passenger to board the next available train back to a Mainland station after purchase of a new Ticket at Hong Kong West Kowloon Station or on board the train for the return trip. Should the passenger purchase a Ticket on the 12306 Website, station and train staff shall inspect and verify his/her ticket purchase record.
- (2) If a passenger is unable to complete Hong Kong exit formalities or Mainland entry formalities, the unused Ticket shall be handled according to the relevant ticketing rules herein.

Rule 21 : Limitations to the Carry-on Items

- (1) Passengers shall be responsible for their own carry-on items which shall be placed properly and not affect the usage and safety of the public areas.
- (2) Limits on the weight and size of items which can be carried by each passenger: 20 kg for Adults; 10 kg for children (including children who travel free of charge); 35 kg for diplomatic personnel. The external dimensions (i.e. length plus width plus height) of each item shall not exceed 130 cm. No baggage consignments shall be accepted. Elderly, young children, sick passengers, disabled passengers and pregnant women using mobility aids for travelling, their folding wheelchairs, and the folding strollers used by accompanying infants can be carried free of charge which are not subject to the above restrictions.
- (3) Passengers are permitted to bring guide dogs into the stations or onto trains. Guide dogs shall be kept on a leash, be equipped with a guide harness and pass through security checks. Passengers shall produce their valid documents used to purchase Tickets, disability certificate, guide dog working certificate (with information of the guide dog user and affixed with the official stamp of the Mainland public security authority or China Disabled Persons' Federation, or with the logo of the International Guide Dog Federation "IGDF", or certificates acknowledged and approved by both Railway Transport Enterprises) and the animal health immunization certificate. Any passengers accompanied by a guide dog shall comply with both Mainland and Hong Kong import and export quarantine regulations and the relevant railway regulations, and ensure the safety of other passengers and hygiene inside the train compartments. The supervision, feeding, and general care of the guide dog are solely the responsibility of the passenger accompanied by the guide dog. Where the guide dog causes damage or loss to the railway or third parties, the passenger accompanied by the guide dog shall be responsible for any compensation.
- (4) The following items are prohibited or restricted on trains:
 1. items prohibited and restricted from being carried under these Rules (see Attachment 1);
 2. bicycles, motorised wheeled vehicles (electric wheelchairs not included) and self-balancing scooters which have not been properly packaged in a cardboard box or other rigid package.
- (5) Except for wheelchairs, wheeled vehicles carried by passengers shall not be used while in stations or on trains. Passengers shall operate wheelchairs manually instead of using the motor, when they are on a platform or on board a train.

Rule 22 : Carry-on Items Exceeding the Specified Allowance

- (1) A passenger found carrying overweight or oversized items must place them in the designated space on the train. The train purser shall prepare a Record of Operations and hand it to the Arrival Station of the passenger for handling. The passenger shall pay a transport charge for carry-on items in excess of the free baggage allowance at a rate of RMB20 per kg (weight less than 1 kg will be calculated as 1 kg). For any un-detachable overweight and oversized item, the transport charge shall be levied according to the weight of the entire item.

- (2) Where a passenger is found carrying prohibited or restricted items on to train in violation of paragraph (4), Rule 21, the matter shall be referred to the staff at the next station where the train stops. If the next station where the train stops is Hong Kong West Kowloon Station, the matter will be handled according to the applicable rules of MTR. If the next station where the train stops is a Mainland station, the matter will be handled according to the applicable rules of CR.

Rule 23 : Handling of Passengers' Lost Property
Lost property found on train shall, by all means, be returned to their owners. If the passenger has alighted from the train, the train purser shall prepare a Record of Operations indicating the type and number of items found, and hand them to the station where the owner alighted from the train. If the station cannot be determined, the lost property and the Record of Operations shall be handed to the next station where the train stops or the terminus station.

Hong Kong West Kowloon Station and Mainland stations shall, in accordance with the applicable rules of MTR and CR respectively, properly retain and correctly return passengers' lost property, and properly dispose of any unclaimed lost property. Perishable items and fresh foods shall not be retained.

The retention period for passengers' lost property shall be 30 days. Passengers may make enquiries about their lost property and claim the same at stations.

Rule 24 : Damage of On-board Equipment or Items by Passengers
Passengers who damage equipment or items inside the train shall be liable to pay compensation. The train purser shall prepare a Record of Operations, and pass the Record of Operations and refer the person who is responsible for the damage to station staff at the passenger's arrival station. The station staff shall then require the passenger to pay compensation in accordance with the amount claimed by the operator of the train.

Chapter 3: Real-name Ticket Policy Management

Rule 25 : Tickets issued under the Real-name Ticket Policy must be purchased with the valid identification documents of passengers. Passengers entering any station to board trains must present their valid, identification documents used for ticket purchase. Passengers will only be allowed to enter the station to board trains when their Tickets, identification documents and identities match. If Tickets, identification documents, and identities are inconsistent, it will be treated as not having valid Tickets. Passengers must be inspected by the Railway Transport Enterprises. Passengers shall ensure that their exit and entry permits and endorsements are valid.

Rule 26 : Each valid identification document shall be used to purchase one real-name Ticket for the same train on any given date of travel.

Rule 27 : Valid identification documents under the Real-name Ticket Policy shall include: the People's Republic of China Resident Identity Card, the People's Republic of China Residence Permit for Hong Kong and Macao Residents, the People's Republic of China Residence Permit for Taiwan Residents, the People's Republic of China Foreign Permanent Resident ID Card, Mainland Travel Permit for Hong Kong and Macao Residents, the People's Republic of China Exit/Entry Permit for Travelling to and from Hong Kong and Macao, Mainland Travel Permit for Taiwan Residents, valid passports which may be used according to the regulations of the People's Republic of China, and any temporary identification documents issued by the authorities issuing any of the above identification documents.

Rule 28 : Passengers refunding or altering their Tickets shall provide their own valid identification documents. Persons refunding or altering Tickets on behalf of others shall produce their own valid identification documents, in addition to the valid identification documents of the passengers.

Rule 29 : Ticket purchase over the 12306 Website requires true and accurate information of passengers' valid identification documents. Collection of Reimbursement Receipts requires the valid, identification documents of the passengers used for Ticket purchase.

Rule 30 : Ticket Re-Issue Procedures for Passengers Who Have Lost Their Identification Documents Used to Purchase Their Electronic Tickets

- (1) Loss of identification documents used to purchase electronic Tickets before boarding the train
Under such circumstances, the passengers shall proceed to the issuing authorities of the identification documents used to purchase the electronic Tickets for re-issue of the documents. The passengers shall then use the re-issued identification documents to enter or exit the station or board the train. A new Ticket shall be purchased should the train be missed.

- (2) Loss of identification documents used to purchase electronic Tickets on board or before exiting station

1. A passenger who has lost his/her identification document must voluntarily declare this to the staff and cooperate with the staff during inspection. The passenger shall pay for a new Ticket. If the staff verifies and is satisfied that the relevant seat was properly used or no exit record of this Ticket is found, the staff shall issue a Record of Operations to the passenger.
2. Within 30 days from the date of travel, the passenger shall proceed to a ticket refund counter in any station along the route with the Record of Operations, the identification document issued by the issuing authority of the identification document used to purchase the electronic Ticket and the re-purchased Ticket for the station staff's verification of his/her identification information, the date of travel, train number and other information of the originally purchased and re-purchased Ticket, the existence of a ticket purchase record, and the validity of the Ticket purchased. Upon verification, the passenger will be refunded of the fare insofar as the travel section of the re-purchased Ticket is consistent with that of the originally purchased Ticket. When processing refund applications, if any exit record is found on the identification document claimed lost, no refund of the re-purchased Ticket shall be accepted; if no exit record is found, the re-purchased Ticket shall be refunded without charging any refund fees.

Rule 31 : Passengers shall use valid identification documents, otherwise staff may refuse to provide any service.

Chapter 4 : Discounts for Tickets

Rule 32 : Railway Transport Enterprise(s) may offer different types of discount Tickets. The rules for the use of discount Tickets and ticketing will be publicised separately.

Chapter 5 : Passenger Personal Injury

Rule 33 : Passengers who are injured while in stations or on trains should immediately notify the station operations staff and/or the train crew of the situation. Any passenger personal injury that occurs on board trains should be referred to the station by the train purser. If the passenger does not agree to alight from the train at the specified station for treatment, he/she must fill in and sign a Liability Waiver (see Attachment 2).

Rule 34 : Passengers who are injured shall claim for compensation from the Railway Transport Enterprise(s) within three years from the day following the personal injury. The Railway Transport Enterprise(s) shall respond to the claimant as soon as possible upon receipt of the compensation claim.

Chapter 6 : Delay and Disruption of Transport

Rule 35 : If trains are delayed due to that the operation of railway is affected by the liability of the Railway Transport Enterprise(s) or natural disasters, etc., and passengers request for cancellation of travel at the Departure Station, full refund without refund fee being charged shall be granted prior to departure of the relevant trains. Refunds for the Connecting Tickets that have been purchased prior to the announcement of the delay of the relevant trains at Departure Station shall be handled at the same time without charging any refund fees. If the passenger requests refunds of the Connecting Tickets separately, it shall be made in accordance with Rule 13.

Rule 36 : If train service is suspended, cancelled entirely, cancelled mid-journey, returned mid-journey, or rerouted due to that the operation of railway is affected by the liability of the Railway Transport Enterprise(s) or natural disasters, etc., refunds shall be processed within 30 days according to the following provisions:

- (1) At the Departure Station:
 1. Refund the full fare when requested by the passenger.
 2. Refund the full fare when Railway Transport Enterprise(s) arrange for other trains or the original train to return to the Departure Station.
- (2) Mid-journey: Refund the fare of the untravelled section for trains terminating at Hong Kong West Kowloon Station, and refund the fare difference between the original fare paid and the fare for the travelled section for trains departing from Hong Kong West Kowloon Station. However, any amount that has been additionally charged due to violation of the rules, and any Ticket that has been used to arrive at the Arrival Station will not be refunded.
- (3) At the Arrival Station, if passengers are transported to their respective Arrival Stations by the Railway Transport Enterprise(s) by other trains, no refund will be offered. If the re-arrangement means a passenger has to board a higher class train or higher Class of Travel than that originally ticketed, the fare difference between the original fare paid and the fare of the higher class train or higher Class of Travel shall not be charged. However, if the re-arrangement causes a passenger to board a lower class train or lower Class of Travel than the one ticketed, a refund will be offered for the fare difference in respect of the section subject to such change.
- (4) Connecting Tickets that have been purchased prior to the announcement of the disruption of the relevant train at the Departure Station shall be refunded at the same time prior to departure of the connecting trains without charging any refund fees. If the passenger requests refunds of the Connecting Tickets separately, it shall be made in accordance with Rule 13.

Chapter 7 : Supplementary Provisions

Rule 37 : These Rules are to be interpreted by CR and MTR. The matters not addressed herein are to be discussed and settled between CR and MTR.

Rule 38 : Both parties, after discussion, may amend, supplement or add or delete provisions of the main body of these Rules by executing written supplementary agreement.

Rule 39 : These Rules shall become effective on 1st April 2026.

ATTACHMENT 1

List of Prohibited and Restricted Items

I. Prohibited Carry-on Items

- (1) Guns and ammunition (major components included)
 1. Military guns and official guns: pistols, sub-machine guns, rifles, machine guns, anti-riot guns, etc. and all kinds of matching ammunition.
 2. Civilian guns: air pistols, shotguns, sport guns, tranquiliser guns, etc. and all kinds of matching ammunition.
 3. Prop guns, starting pistols, steel ball guns, tear gas guns, stun guns, etc. and all kinds of matching ammunition.
 4. Samples and imitations of the above items.
- (2) Explosives-related items
 1. Ammunition: bombs, flares, incendiary bombs, smoke bombs, signal flares, tear gas canisters, gas bombs, grenades, land mines, anti-tank grenades, etc.
 2. Blasting equipment: explosives, detonators, fuses, detonation cords, seismic bombs, blasting agents, etc.
 3. Pyrotechnic products: all kinds of fireworks and firecrackers, such as firework shells, fireworks (including cold fireworks), firecrackers, snappers, party poppers, smashing firecrackers; starting pistol caps; black powder; gunpowder; firing lines; and products of firework effects such as steel wool fireworks.
 4. Imitations of the above items.
- (3) Controlled apparatus
 1. Controlled knives: special purpose knives (daggers, bayonets, sabres, cant scrapers, hunting knives, extra-long spring folding knives, etc.), special kitchen knives (extra-long cleavers, extra-long watermelon knives, extra-long chef knives, boning knives, sticking knives, utility knives, etc.) and sharpened knives for martial arts and handicraft and gift use (martial arts knives, swords, etc.) which are defined as controlled knives under the Controlled Knife Classification and Security Requirements (GA 1334-2016), and other controlled knives (all kinds of knives that exceed the measurement specification limits provided under GA/T 1335 Daily Knife Classification and Security Requirements).
 2. Other apparatus: batons, daggers for military or police use, tear gas devices, electric stunners, self-defence devices, crossbows, crossbow bolts, etc.
- (4) Everyday apparatus
 1. Sharp tools: daily knives, such as kitchen knives, fruit knives, scissors, cutter knives, wood carving knives and paper cutters with a length of blade over 60 mm; professional knives, such as scalpels, hand planers and milling cutters; and instruments, such as knives, spears and halberds.
 2. Blunt tools: clubs, bats, snooker cues, hockey sticks, etc.
 3. Tools and farm tools: drills, chisels, awls, saws, axes, welding torches, nail guns, hammers, ice axes, rakes, shovels, grub hoes, hoes, spading forks, sickles, manual straw cutters, etc.
 4. Others: non-mechanical bow and arrow equipment, such as recurve bows and compound bows; firefighting guns; darts; slingshots; self-defence spray in containers over 50 ml, etc.
- (5) Flammable and explosive articles
 1. Compressed gases and liquefied gases: hydrogen, methane, ethane, ethylene oxide, methoxymethane, butane, natural gas, ethylene, vinyl chloride, propylene, acetylene (dissolved in medium), carbon monoxide, liquefied petroleum gas, Freon, oxygen (excluding bagged medical oxygen for patients), water gas, etc.
 2. Flammable liquids: gasoline (including methanol gasoline and ethanol gasoline), kerosene, diesel, benzene, alcohol, alcoholic beverages containing more than 70% alcohol by volume or with illegible labels, 1,2-epoxypropane, carbon disulphide, methanol, acetone, ether, paints, thinners, rosin oil, etc.
 3. Flammable solids: red phosphorus, flash powder, solid alcohol, celluloid, foaming agent H, azobisisoheptanenitrile, etc.
 4. Spontaneous combustible articles: yellow phosphorus, white phosphorus, nitrocellulose (including nitrate film), oil paper and its products, etc.
 5. Articles that are flammable when wet: metallic potassium, sodium, lithium, calcium carbide, magnesium aluminium powder, etc.
 6. Oxidants and organic peroxides: potassium permanganate, potassium chlorate, sodium peroxide, potassium peroxide, lead peroxide, peracetic acid, hydrogen peroxide, sodium chlorate, ammonium nitrate, etc.
- (6) Toxic chemicals
Highly toxic chemicals, such as cyanide, arsenic, selenium powder, phenol, chlorine, ammonia, methyl isocyanate, dimethyl sulphate, and highly toxic pesticides, such as rodenticides, insecticides, herbicides.
- (7) Corrosive articles
Sulphuric acid, hydrochloric acid, nitric acid, sodium hydroxide, potassium hydroxide, batteries filled with liquids (containing potassium hydroxide solids or filled with liquid acid or lye), mercury, etc.
- (8) Radioactive materials
Radioactive materials refer to materials containing radionuclides where both the activity and specific activity levels exceed the exemption values required by the State. Refer to Radioactive Material Classification and Directory (Interim) for details.
- (9) Contagious substances
Contagious substances include highly pathogenic microbial bacterial (viral) strains and infectious specimen contagious to humans. Refer to Category I and Category II pathogenic microbes categorized according to their hazard levels under Directory of Pathogenic Microbes Contagious among Humans.
- (10) Other articles that may endanger the safety of train operations
 1. Highly magnetic materials that may interfere with train signals.
 2. Hydrogen sulphide and items with strong irritant odours or peculiar odours such as fetor.
 3. Articles that may easily cause other passengers to panic.
 4. Articles of indeterminable nature but that may be dangerous.
- (11) Other articles that are prohibited from being carried on and transported by laws, administrative regulations and rules.

II. Restricted Carry-on Items

- (1) Alcoholic beverages containing 24% or more, but not more than 70% alcohol by volume in unopened packaging with legible labels, not exceeding 3000 ml in total.
- (2) Daily necessities in non-pressurised self-spray containers containing flammable substances, such as perfumes, Florida water, sprays, gel. Each container must not exceed 100 ml. Only one piece of each type of item is allowed.
- (3) Nail polish and remover not exceeding 50 ml in total.
- (4) Cold waving conditioner, hair dyes, mousse, hair sprays, insecticide sprays, air fresheners in pressurised self-spray containers. Each container must not exceed 150 ml. Only one piece of each type of item is allowed, not exceeding 600 ml in total.
- (5) Up to two boxes of safety matches and two ordinary lighters.
- (6) Power banks and lithium batteries with legible labels and with a rated energy capacity of not more than 100Wh per unit. Lithium batteries in motorised wheelchairs are not counted.
- (7) Live animals limited to guide dogs with working certificates and fish, prawns, crabs, shellfish and molluscs that are packaged in sealed containers as food.
- (8) Other articles that are restricted from being carried on and transported by laws, administrative regulations and rules.

ATTACHMENT 2

Liability Waiver

I, _____ (name of identification document: _____ ; document number: _____) hereby declare that, I/I am the guardian of _____ (the party concerned, name of identification document: _____ ; document number: _____) (please tick the box as appropriate):

- Refuse/Refuse on behalf of the party concerned, treatment by _____ arranged by _____ station/train, and choose to receive treatment by _____ .
- Refuse/Refuse on behalf of the party concerned, treatment by _____ arranged by _____ station/train, and choose to continue the journey.
- Refuse/Refuse on behalf of the party concerned, treatment by _____ arranged by _____ station/train, and choose to end the journey.
- Others: _____

I declare that I clearly understand all the risks which may occur to myself/the party concerned in making the choice above. I confirm that, by signing this waiver, I/ and the party concerned agree to waive the Railway Transport Enterprise(s) and their agents of all obligations and liabilities that may be caused by my choice above, and waive the right to claim for any damages from or raise any other litigation claims against the Railway Transport Enterprise(s).

Passenger/Guardian's signature: _____ Date: _____