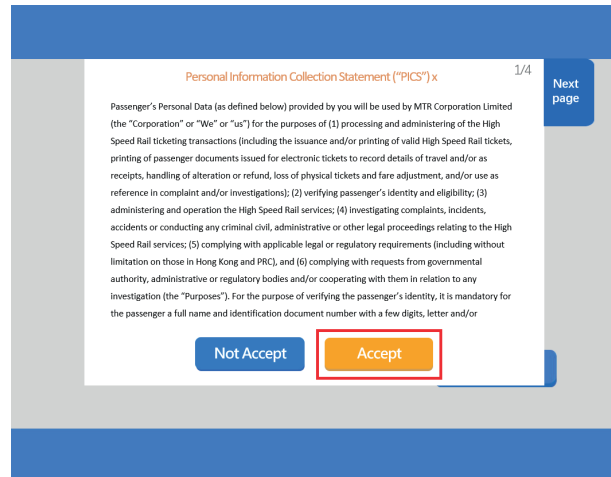
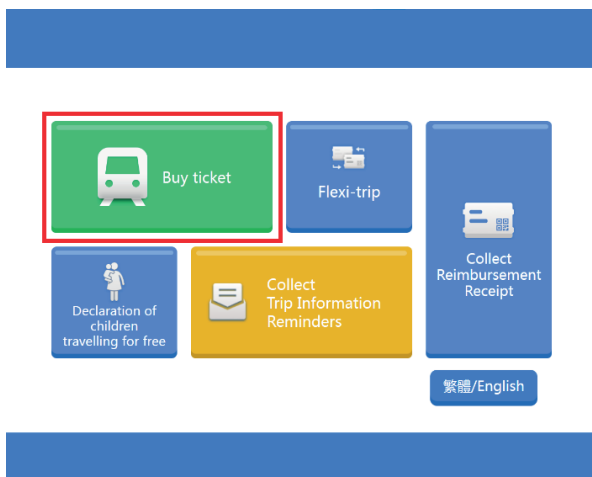


Tutorial for Ticket Purchase at Ticket Machine in Hong Kong West Kowloon Station

Valid identification document of all passengers must be provided when buying tickets from Ticket Machines at West Kowloon Station. Original Mainland Travel Permits for Hong Kong and Macao Residents (Home Return Permits), PRC Resident Identity Cards, Mainland Travel Permits for Taiwan Residents and valid Passports are accepted. Tickets for trains departing from or arriving Hong Kong West Kowloon are available. You can buy a maximum of 9 single journey tickets for each transaction. Children eligible for free travel are not counted in the transaction limit. If you wish to buy round-trip tickets, please note that separate transactions are required.

Steps of ticket purchase

Step 1: Select station and date



- Click **【Buy ticket】**, read and accept “Privacy Policy Statement”

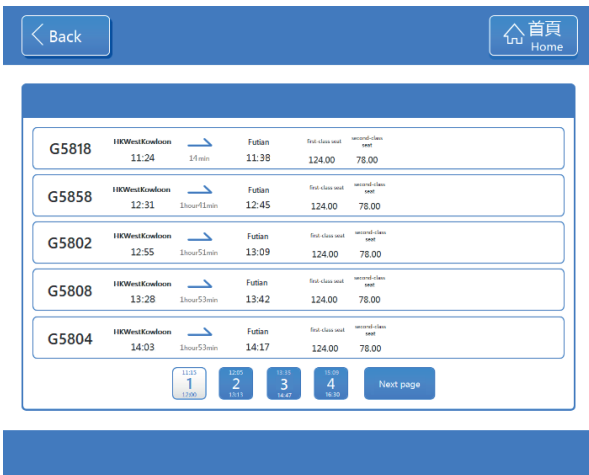


- Click **【Stations】** to select departure / arrival station. Hong Kong West Kowloon Station is defaulted as departure station.
- If you buy outbound tickets to the Mainland, simply select the arrival station on the screen



- After selecting stations, click **【Date】** to choose departure date within 15 days. Click **【Search】** to view the available trains

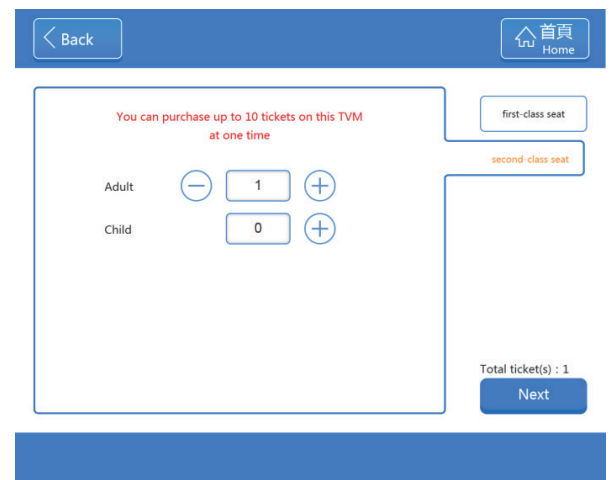
Step 2: Select train



- Available trains are displayed by pages for selection

Note

Cut-off time of ticket purchase is 45 minutes before train departure. Please allow sufficient time for boarding and immigration procedures

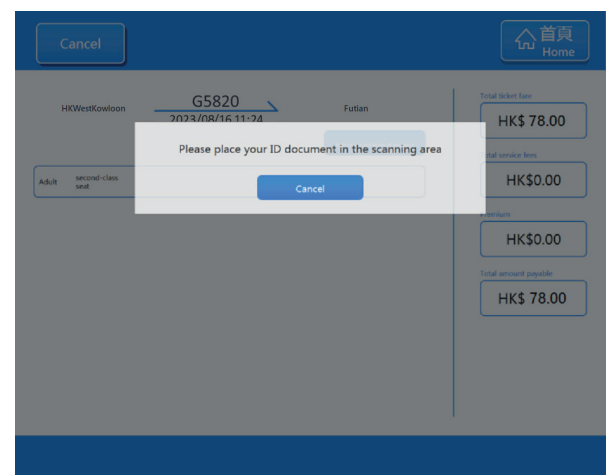
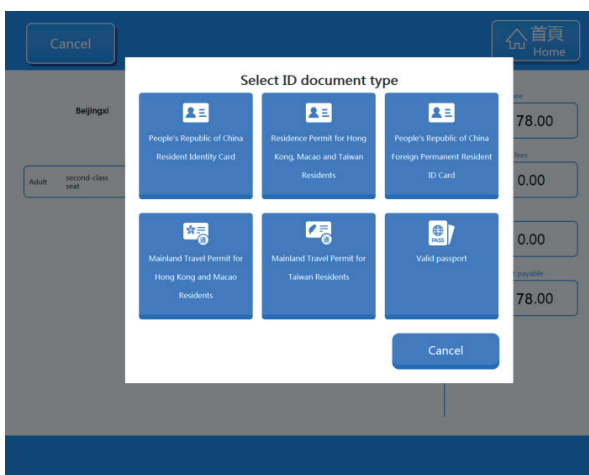


- Select Class of Travel and input number of ticket, then click **【Next step】**

Tips

Child Ticket is applicable for child aged 6 but below 14

Step 3: Register identification document

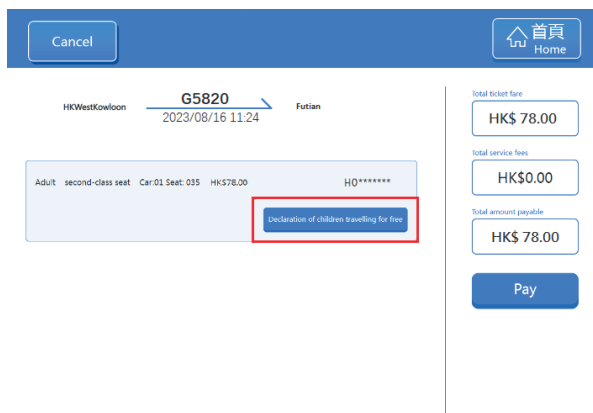


- Select the identification document type, then put it on the designated scanner of the Machine for scanning and registration



- If you buy ticket with a Home Return Permit, please put it on the scanner to the right of the Machine. Remember to collect it after completing the process

Step 4: Register children travel for free

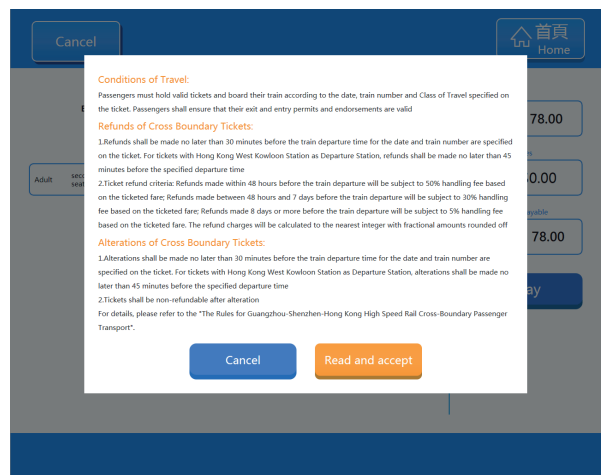
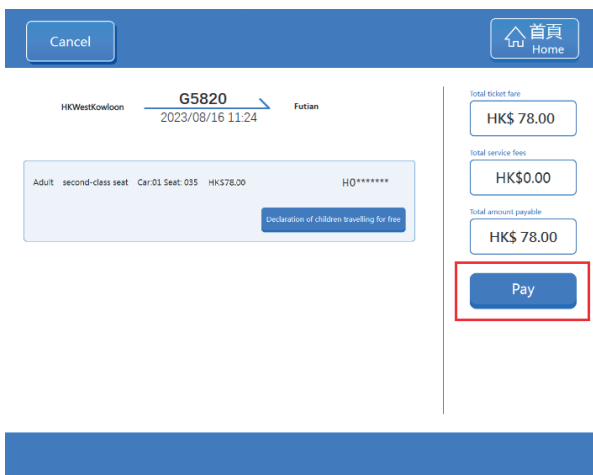


- If you have an accompanied child who is eligible for travel free, you should register his/her identification document by clicking **【Declaration of children travelling for free】** and follow the instruction to scan his/her identification document

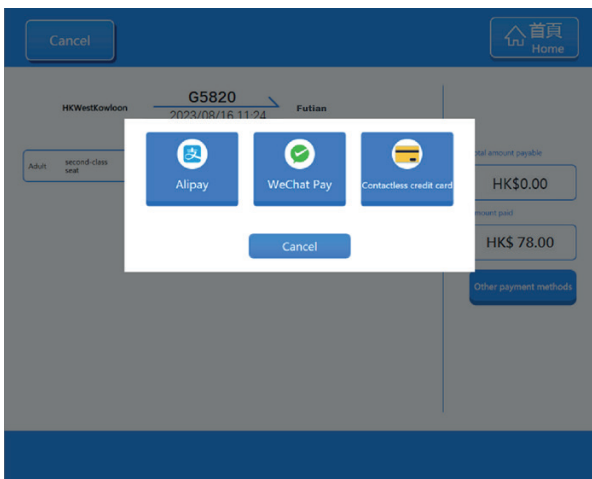
Tips

A child whose age is below 6 and does not need to occupy a seat can travel for free. Child's identification document should be linked with Adult Ticket. Each passenger aged 18 or above can only register one child who is eligible for free travel

Step 5: Payment



- Check the ticket information, then click **【Payment】** , and read and accept relevant terms and conditions



- Select payment method, then follow instructions to complete the process

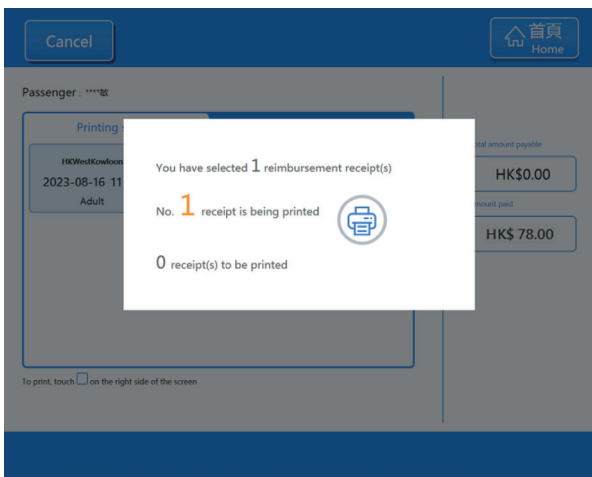
Tips

The Machine accepts contactless credit cards (transaction limit HK\$1,000) and other mobile payment (eg Alipay and WeChat)



- If you use contactless credit card, please put it on the designated card reader

Step 6: Collect Trip Information Reminders



- After purchasing the ticket, the system will automatically print the Trip Information Reminders, providing the details of the ticket

Note:

Trip Information Reminders are for reference only and cannot be used to board the train. Reminders can be re-issued before train departure, however, they can only be printed twice if issued by Ticket Machines

Tips

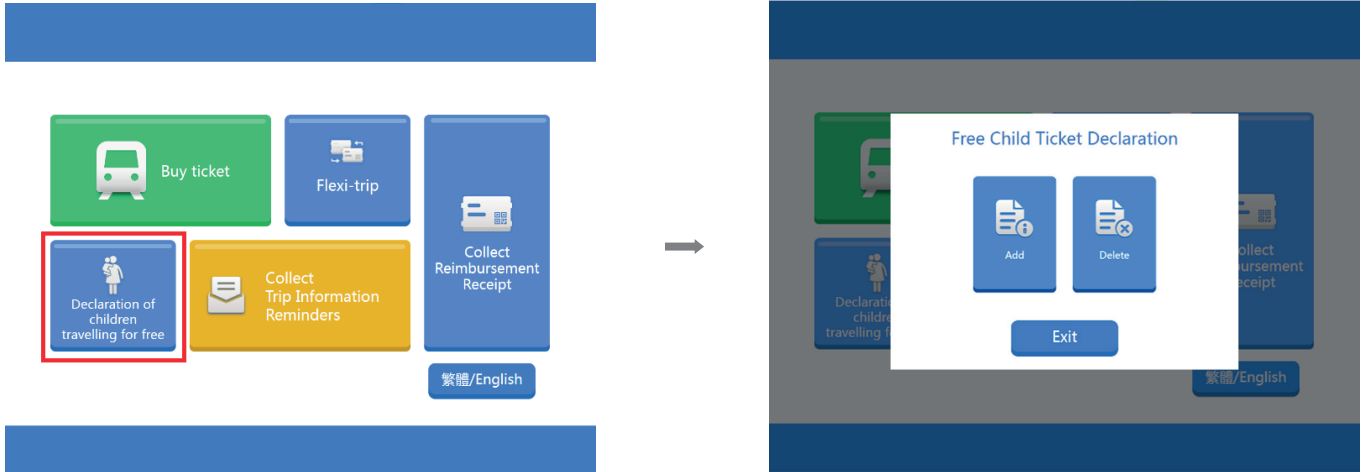
- Passengers who buy tickets with contactless credit cards can collect a credit card receipt by clicking 【Confirm】 after printing the Reminders
- Ticket receipt can only be obtained from the Machine of which the transaction is made. Re-printing is not allowed after the transaction



Additional Method for Registration of children travel for free

If you haven't registered your accompanied child who is eligible for travel free upon ticket purchase at any ticketing channels, you can do it at Ticket Machines afterwards with the processes as below:

Step 1: Select ticket of accompanied adult

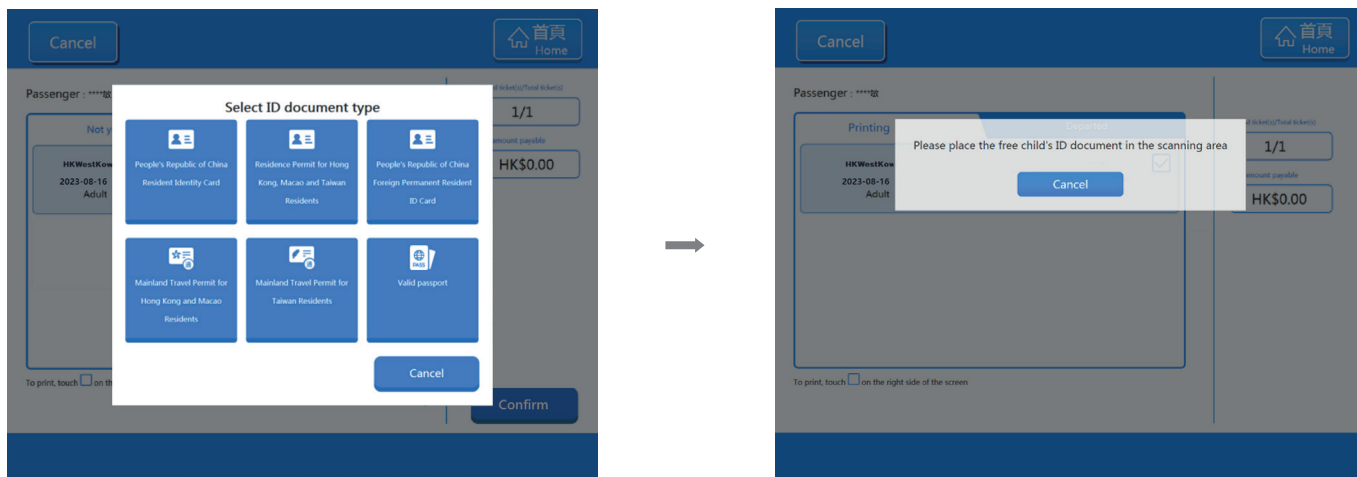


- Click **【Free Child Ticket Declaration】** and then click **【Add】**



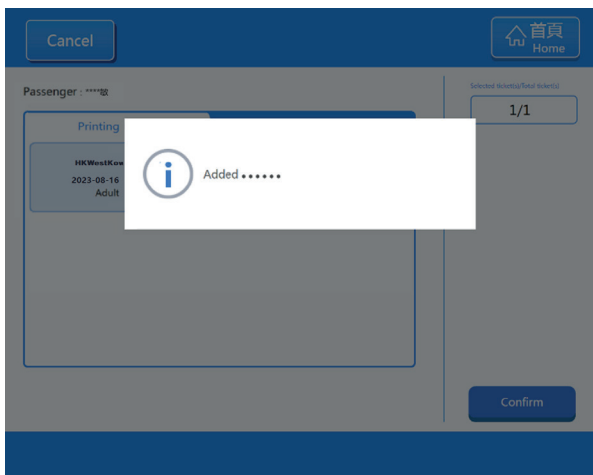
- Select the type of identification document used for ticket purchase by the accompanied adult. Then put it at the designated scanner
- Select the ticket of accompanied adult, then click **【Confirm】**

Step 2: Register the identification document of an accompanied child



- Select the identification document type of accompanied child for registration. Then put it at the designated scanner

Step 3: Success registration



- Complete registration and collect the identification document



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