

Terms and Conditions for Ticket Booking via Ticketing & Service Hotline:

1. Only tickets for trains departing or arriving Hong Kong West Kowloon Station are available for sale on Ticketing & Service Hotline. All ticket(s) must be collected at Hong Kong West Kowloon Station.
2. 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.
3. Unless otherwise specified, tele-ticketing is available within 15 days up to 45 minutes before train departure. Ticket sales starts at 8 a.m. on the first day of the pre-sale period for trains departing from Hong Kong. For trains departing from the Mainland to Hong Kong, the start time of ticket sales on the first day of pre-sale period varies according to the policy of respective Mainland railway companies.
4. Adult Ticket applies to travellers aged 18 or above or of a height over 1.5 metres. Child Ticket applies to travellers aged below 18 and of a height from 1.2 to 1.5 metres. Children must travel with an adult.
5. Each traveller aged 18 or above with a valid Adult Ticket can bring one child whose height is below 1.2 metres free of charge if the child does not occupy a seat. Any extra children travelling should be in possession of their own purchased Child Ticket.
6. Child Ticket must be purchased together with Adult Ticket. Personal identity document of either the child or his/her accompanied adult can be used for ticket purchase.
7. Travellers must provide any one of the following personal identity documents and pass the real-name checking upon ticket purchase. The personal identity documents include "Mainland Travel Permit for Hong Kong and Macao Residents", "PRC Resident Identity Card", "PRC Exit/Entry Permit for Travelling to and from Hong Kong and Macao", "Mainland Travel Permit for Taiwan Residents" or foreign passports recognised by the PRC Government.
8. Personal information including the full name and designated personal identity document number should be provided for each ticket. Travellers are required to produce both the ticket and the original of the corresponding personal identity document for verification during the journey.
9. Travellers may provide their HK/Mainland mobile phone number to receive SMS messages on the latest train service information.
10. Each traveller can only purchase one ticket for the same train on the same day.
11. Ticketing & Service Hotline allows a maximum of eight (8) tickets for each order. Seats are automatically assigned by the system.
12. Travellers under the same order should take the same train of the same class of travel on the same date. For round trip journey, the same list of travellers applies to both the outbound journey and return journey.
13. Tickets are only valid for the traveller, stations, departure date, train number, class of travel and ticket type specified on the ticket.
14. Ticket(s) purchased via this Hotline must be collected at Hong Kong West Kowloon Station. Please allow sufficient time for ticket collection. The cut-off time is 30 minutes before the train departure time. To collect the tickets at the ticketing counters, please present the original of all personal identity document(s) used for ticket order. For travellers who have purchased tickets with Hong Kong West Kowloon as arrival station, please make sure sufficient time has been allowed to board the train after ticket collection.
15. Unless otherwise specified, travellers using Mainland Travel Permit for Hong Kong and Macao Residents or PRC Resident Identity Card can also collect tickets from ticket machines at Hong Kong West Kowloon Station. Please allow sufficient time for ticket collection. The cut-off time is 30 minutes before the train departure time. Please bring along the original of the corresponding personal identity document(s) together with the credit card for placing the order or ticket order number and ticket collection password.
16. Each unused ticket can only be altered one time for the departure time, train number and/or class of travel. Altered tickets are non-refundable.
17. Tickets, which are purchased from this hotline and have not been collected, can be altered through this hotline at least 45 minutes before train departure. 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 least 45 minutes before train departure at Hong Kong West Kowloon Station (for collected tickets with Mainland station as departure station, the alteration cut-off time is 30 minutes before train departure); or at a Mainland station, subject to terms and

conditions. Please refer to the documents listed in Clause 22.

18. Unused tickets, which are purchased via this Hotline, can be refunded at Hong Kong West Kowloon Station at least 45 minutes before train departure. Refund amount is subject to the time when the customer makes the request. For details, please refer to the documents listed in Clause 22.
19. For the details of the conditions of use of promotional discount tickets, please refer to the respective terms and conditions.
20. Permitted limits of luggage per traveller: 20 kg for adult and 10 kg for child. Total dimensions (i.e. length plus width plus height) of each piece of luggage shall not exceed 130 cm.
21. Ticketing & Service Hotline accepts Visa Card and Mastercard for payment. Please note that virtual credit cards are not accepted.
22. For other details, please refer to the “Rules for Guangzhou-Shenzhen-Hong Kong High Speed Rail Cross-Boundary Passenger Transport” and “Conditions of Issue of Tickets” posted at stations or MTR website.
23. The Contracts (Rights of Third Parties) Ordinance shall not apply to the terms and conditions herein.
24. The above terms and conditions are subject to change. MTR Corporation Limited reserves the right to make the final decision in the event of any disputes.

Terms and Conditions for Alteration of Tickets via Ticketing & Service Hotline:

1. Ticketing and Service Hotline only handles alteration of tickets purchased via this Hotline.
2. 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 via this Hotline, 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.
3. Tickets, which are purchased from this hotline and have not been collected, can be altered through this hotline at least 45 minutes before train departure. 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 least 45 minutes before train departure at Hong Kong West Kowloon Station (for collected tickets with Mainland station as departure station, the alteration cut-off time is 30 minutes before train departure); or at a Mainland station, subject to terms and conditions. Please refer to the documents listed in Clause 11.
4. Each unused ticket can only be altered one time. Altered tickets are non-refundable.
5. Only the departure date, train number and class of travel can be altered.
6. Alteration of one single ticket is allowed for each transaction. Outbound and return journeys of a round trip booking must be altered in separate transactions.
7. When a Child Ticket is registered with an adult's personal identity document, the original personal identity document of the registered adult must be presented to collect the Child Ticket even if the adult is no longer travelling with the child after ticket alteration. Please be reminded that children must travel with an adult.
8. The same credit card for the original order must be used for ticket alteration. If the fare of the original ticket is higher than the new one, the difference will be refunded to the aforesaid credit card account. In case of a lower fare, the new fare will be charged to this credit card while the original fare will be refunded. Refund processing time is subject to the arrangement of individual banks.
9. Some promotional discount tickets cannot be altered and refunded. Please refer to the respective terms and conditions for details.
10. For other details, please refer to the “Rules for Guangzhou-Shenzhen-Hong Kong High Speed Rail Cross-Boundary Passenger Transport” and “Conditions of Issue of Tickets” posted at stations or MTR website.
11. The Contracts (Rights of Third Parties) Ordinance shall not apply to the terms and conditions herein.
12. The above terms and conditions are subject to change. MTR Corporation Limited reserves the right to make the final decision in the event of any disputes.