

新聞稿

Press Release

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High Speed Rail (Hong Kong Section) Introduces Two Multi-ride Tickets Provides Convenience and Discounts for Frequent Cross-boundary Travelers

The MTR Corporation has been continuously enhancing the services of High Speed Rail (Hong Kong Section) ("HSR") since its resumption in January 2023, providing convenience to passengers through the introduction of new stations and ticket arrangements, etc. To further cater to various travelling needs, HSR is introducing two new types of Multi-ride Tickets starting from 25 January 2024 (Thursday), allowing passengers to travel with discounted fares for rides between Hong Kong West Kowloon Station and a specific short-distance station in the Guangzhou-Shenzhen-Hong Kong section as the destination.

As we approach the Lunar New Year, Hong Kong West Kowloon Station is gearing up with extra staff to help passengers, as well as enhanced signage and information. The efforts aim to facilitate passengers using the High Speed Rail network through Hong Kong West Kowloon Station during the festive season.

Multi-ride Tickets Catering to Different Passenger Needs

The two new Multi-ride Tickets are the "20-ride Ticket", which allows for 20 trips within 90 days and the "30-day Ticket" for 60 trips within 30 days. These tickets will be available for sale on the 12306 platform starting from this Thursday. Stations applicable to the two Multi-ride tickets are as follows:

Ticket Types	20-ride Ticket	30-day Ticket
Choice of Stations	A total of ten stations, including Futian, Shenzhenbei, Guangmingcheng, Humen, Qingsheng, Dongguannan, Changping, Dongguan, Guangzhounan and Guangzhoudong	
Time Limit and Frequency	20 trips within 90 days	60 trips within 30 days

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Each Multi-ride Ticket is applicable to one designated station. The tickets offer discounts ranging from about 4% to 36%, depending on the ticket type, destination, seat class, and actual usage. The "20-ride Ticket" offers a maximum 11%* discount, while the "30-day Ticket" offers up to a 36%* discount.

These new tickets make it easy for passengers to purchase and use the tickets with simple steps. Passengers can purchase suitable Multi-ride Tickets through the 12306 platform, after which passengers can reserve train journeys. The "20-ride Ticket" allows reservations for up to four train trips, and the "30-day Ticket" enables reservations for up to ten train trips. After taking each train trip, it will be deducted from the Multi-ride Ticket. If passengers do not take a reserved trip, they can cancel it anytime before train departure. Otherwise, the trip will be deducted. In addition, the existing "Futian Same-day Flexi-trip Arrangement" does not apply to the "20-ride Ticket" and "30-day Ticket."(Please refer to the annex for the detailed instructions for use)

"With the deepening integration between the Mainland and Hong Kong, the need for cross-boundary travel is increasing and becoming more diverse. In the new year, HSR will keep enhancing services and expanding the network, and exploring more services and products that can cater to the needs of different passengers. The introduction of the two Multi-ride Tickets makes travelling easier for regular travelers. We are also working closely with Mainland railway authorities, with a plan to extend the Futian Same-day Flexi-trip Arrangement to Shenzhenbei Station in March, making travel more convenient for even more passengers. As we approach the Year of the Dragon, MTR wishes all passengers success and prosperity!" said Ms Jeny Yeung, Managing Director - Hong Kong Transport Services of the MTR Corporation.

Get Prepared for the Lunar New Year

Expecting more travelers during Lunar New Year, Hong Kong West Kowloon Station will deploy extra staff to assist passengers. There will also be enhanced announcements and signage at the station, together with reminders to passengers through various channels about buying tickets and travel tips. The HSR team also maintains close contact with Mainland railway authorities and relevant government departments in order to make timely adjustments to services if needed.

Moreover, from 20 January (Saturday) to 27 February (Tuesday), the station will be decorated for Lunar New Year, hosting activities like collaborations with the local cartoon "Din Dong", themed photo spots, and festive stickers for passengers to download at the station. During the Lunar New Year, Captain Go, Din Dong, and Gentle-cat will make surprise appearances at Hong Kong West Kowloon Station, accompanied by lion dance performances, to celebrate the new year with passengers.

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* Discounts are based on fully used Multi-ride Tickets for trips between Hong Kong West Kowloon Station and Guangzhoudong in first-class seats.

About MTR Corporation

To Keep Cities Moving, MTR makes encounters happen and rendezvous for a more connected tomorrow. As a recognised world-class operator of sustainable rail transport services, we are a leader in safety, reliability, customer service and efficiency.

MTR has extensive end-to-end railway expertise with 45 years of railway projects experience from design to planning and construction through to commissioning, maintenance and operations. Going beyond railway delivery and operation, MTR also creates and manages dynamic communities around its network through seamless integration of rail, commercial and property development.

With more than 50,000 dedicated staff*, MTR carries over 10 million passenger journeys worldwide every weekday in Hong Kong, Mainland China, Australia, the United Kingdom and Sweden. Together, we Go Smart and Go Beyond.

For more information about MTR Corporation, please visit www.mtr.com.hk

*includes our subsidiaries, associates and joint ventures in Hong Kong and worldwide

Annex:

1. HSR Cross-boundary Multi-ride Tickets Lazypack

Product Introduction

Product type	20-ride Ticket	30-day Ticket
Station Combination	For journeys between West Kowloon Station and a fixed Mainland station of your choice (Futian / Shenzhenbei / Guangmingcheng / Humen / Dongguannan / Changping / Dongguan / Qingsheng / Guangzhounan / Guangzhoudong)	
Time and Ride Limits	20 rides in 90 days	60 rides in 30 days
Discounts*	Up to about 11%	Up to about 36%

*Adult First Class or Second Class tickets are available
 • Passengers can take the trains traveling to/from West Kowloon Station and terminate at Futian, Shenzhenbei, Guangzhounan or Guangzhoudong
 • Tickets are sold in renminbi. Fares can be checked on 12306 official website or mobile app
 • Tickets must be activated for travel within 30 days from the date of purchase and are valid from the first day of use

*Discounts are based on the calculation of using all the trips for Guangzhoudong on First class

Easy Travel in 3 Steps

- Buy Ticket**
12306 official website or mobile app
- Reserve Seat**
via 12306 or at Mainland stations
- Taking Train**
Present an identification document at the gate

Seat Reservation at a Glance

Seat reservation for multiple train trips in one go

20-ride Ticket	30-day Ticket
seats for 4 train trips can be reserved in one go	seats for 10 train trips can be reserved in one go

Multiple reservation channels

- 12306 official website or mobile app
- Ticket machines at Mainland stations
- Boarding gates at Mainland stations: Confirm the seat directly with the identification document when entering the gate

Reservation cut-off time

- For 12306: 45 minutes before departure at West Kowloon Station/30 minutes before departure at Mainland stations
- For ticket machines and boarding gates at Mainland stations: subject to the arrangements at individual stations

Reservation cancellation

- Reservations can be cancelled before departure without service charge, whereas passengers who have not cancelled their reservations will be deemed as boarded

Reminders

- Tickets that are not used within 30 days from the date of purchase will automatically expire and be refunded in full
- Passengers must embark at the specified station. Alighting beyond or before the designated station will be treated as travelling without a ticket
- These ticket products are not applicable to the Same-day Flexi-trip Arrangement

2. [HSR Cross-boundary Multi-ride Tickets Leaflet](#)

3. Multi-ride Ticket Page

www.highspeed.mtr.com.hk/en/latest-news/multi-ride-tickets.html

4. HSR Lunar New Year Travel Tips

- Stay updated with the latest information on the HSR website and app.
- Purchasing cross-boundary and other mainland HSR tickets anytime, anywhere through the 12306 platform is simple and convenient. Apart from Hong Kong West Kowloon Station, HSR appointed agents are available in Hong Kong Island, Kowloon, and the New Territories. It is convenient to purchase tickets through appointed agents (no additional charges).

Agency List

www.highspeed.mtr.com.hk/res/pdf/list-of-ticket-agents.pdf

- If purchasing tickets for family or friends, confirm and update the passenger list in the 12306 accounts in advance for easy ticket purchase.
- When purchasing tickets at designated agents or Hong Kong West Kowloon Station, bring the original identification documents of all passengers. If using self-service ticket machines at Hong Kong West Kowloon Station, prepare a contactless credit card or other electronic payment tools.
- Before departure, confirm the latest status of the train and allow sufficient time for the journey

5. Hong Kong West Kowloon Station Lunar New Year Programme

Date	Content
8 February 9 February (Lunar New Year's Eve) 8:00am to 12:00pm	Captain Go Flash Mob and Distribution of Souveneirs
11 February (The 2 nd day of Lunar New Year) 13 February (The 4 th day of Lunar New Year) 1:00pm to 3:00pm	Jentle-cat Flash Mob
12 February (The 3 rd day of Lunar New Year) 2:30pm	Lion Dance Performance
12 February (The 3 rd day of Lunar New Year) 14 February (The 5 th day of Lunar New Year) 1:00pm to 3:00pm	Din Dong Flash Mob

Remarks: No further notice will be issued in case of event changes