

## 新聞稿

### Press Release

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#### **“Flexi-trip” Arrangements for High Speed Rail Extended to Cover Shenzhenbei Station**

MTR Corporation announced today (15 March 2024) that, after discussions with mainland railway authorities and relevant departments of the governments of two sides, the "Same-day Flexi-trip Arrangement" for High Speed Rail ("Flexi-trip") will be extended to include train trips running to and from Shenzhenbei Station directly and those via Futian Station starting next Monday (18 March 2024). The extension aims to facilitate passengers who need to travel between Shenzhen and Hong Kong.

Launched in last August, “Flexi-trip” allows passengers to flexibly change to same-day train trip between Hong Kong West Kowloon Station and Futian Station, a feature that has been warmly welcomed by passengers. With this extension, “Flexi-trip” will apply to a total of 92 train trips, up from the current 38, providing up to ten train trips per hour during peak times for alteration. It is important for passengers to note that 'Flexi-trip' only allows changes to designated same-day train trips for the same station.

#### **Upgraded “Flexi-trip”**

<b>Applicable Trip</b>	<b>Current</b>	<b>No. of Train Trips Available for Alteration</b>
Hong Kong West Kowloon – Futian	38	38
Hong Kong West Kowloon – Futian – Shenzhenbei	—	27
Hong Kong West Kowloon – Shenzhenbei	—	27

The extended “Flexi-trip” will cover all destinations in Shenzhen  
Providing a total of **92 train trips** for passengers’ change

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“Currently, about 80% of cross-boundary passengers using the High Speed Rail are short-distance travellers, with the majority commuting between Hong Kong and Shenzhen. We have been committed to serving passengers’ needs, such as introducing multi-journey tickets earlier this year. The “Flexi-trip” has been well received by passengers since its launch, and the extended arrangement allows cross-boundary travelers to commute more easily between the two places. Meanwhile, I would like to express my gratitude to the Mainland railway authorities and relevant government departments for their continuous support,” said Ms Jeny Yeung, Managing Director – Hong Kong Transport Services of MTR Corporation.

The extension of “Flexi-trip”<sup>\*</sup> to Shenzhenbei Station follows the same arrangement as the one for Futian. Passengers can make up to three additional changes to their train journey on the day of travel, while the provision of “Non-reserved Seat” also applies. Passengers can access the “Flexi-trip” interface directly through the 12306 website or mobile app to change their train trip. They can also use self-service ticket machines at Hong Kong West Kowloon Station's B1 ticketing hall or the "Flexi-trip" kiosk at the B3 departure hall, as well as ticket counters at the station. Passengers departing from Shenzhenbei Station or Futian Station can also use self-service ticket machines and ticket counters for "Flexi-trip" procedures.

Flexi-trip is only applicable for the change of designated same-day train services for the same station. After passengers complete the required simple steps, the system will automatically assign them seats of the same class as the original ticket or “Non-reserved Seat”. Tickets processed under “Flexi-trip” cannot be refunded. Additionally, the “Flexi-trip” arrangements do not apply to multi-ride tickets for Futian and Shenzhenbei stations.

Please refer to below link for the instruction details.

<https://www.highspeed.mtr.com.hk/en/latest-news/flexi-trip.html>

A series of promotional and educational materials for the extended “Flexi-trip”, including webpage, leaflet, videos, and information pack, will be distributed through various channels. Meanwhile, Hong Kong West Kowloon Station will put up notices, set up a helpdesk and deploy additional manpower to assist passengers.

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\* Passengers departing from Hong Kong West Kowloon Station can directly use "Flexi-trip" for free ticket changes from 45 minutes prior to the original train departure to within one hour after the train departs. For passengers departing from Shenzhenbei Station and Futian Station, they can directly use "Flexi-trip" from 30 minutes prior to train departure to within one hour after the train departs.

According to “The Rules for Guangzhou-Shenzhen-Hong Kong High Speed Rail Cross-Boundary Passenger Transport”, passengers are entitled to free ticket alteration once, including changing the date, train trip and Class of Travel. The cut-off time is 45 minutes before their train’s scheduled departure from Hong Kong, and 30 minutes before the train’s scheduled departure from the Mainland. Each ticket can be altered only once and is non-refundable upon alteration. With the launch of “Flexi-trip”, passengers travelling between Hong Kong West Kowloon Station and Shenzhenbei or Futian stations can continue to enjoy the free general ticket alteration once.

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## 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](http://www.mtr.com.hk)


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

**Annex:**

**1. High Speed Rail "Same-day Flexi-trip Arrangement" Lazypack**



High Speed Rail



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## Same-day Flexi-trip Arrangement

Hassle-free journey between West Kowloon and Futian or Shenzhenbei

**Introduction**


- 1 Applicable for passengers travelling between West Kowloon Station and Futian or Shenzhenbei Station who wish to change their train trip for the same day on the day of travel
- 2 Allow to change your train trip up to 3 times. Change of station is not allowed
- 3 Must be processed no later than 1 hour after train departs
- 4 Select a new departure from the trains with Shenzhenbei or Futian Station as a terminal station. Passengers for Futian can also select Shenzhenbei trains that make a stopover at Futian
- 5 A ticket with the same Class of Travel as the original ticket will be arranged

### When to use Flexi-trip

Any changes made to the originally purchased ticket before?

**No** → Less than 45 minutes\* before train departure? → **Yes** → Use Flexi-trip on the day of travel

**No** → Make the change using General Ticket Alteration (Thereafter, additional changes via Flexi-trip Arrangement on the day of travel)





\* Cut-off time for General Ticket Alteration: 45 minutes before train departure from Hong Kong or 30 minutes before train departure from Mainland

#### Flexi-trip Seat Arrangement for Second Class

- If the second class seats are fully booked, Non-reserved Seat Tickets are available in selected compartments, which may require standing during the journey
- These tickets are available before train departure

#### Recommended ways to change ticket through Flexi-trip

The most convenient way to process Flexi-trip is through self-service. It only takes a few steps to complete.

	12306 official mobile app and website
	Before entering the gate: Ticket Machines (at the Ticketing Concourse on Level B1) After immigration: Flexi-trip Self-service Points (at the opposite to the Gate no. 11 in the Departure Concourse on Level B3)
Futian and Shenzhenbei stations	Ticket Machines



Remark: Flexi-trip can also be processed at the Ticketing Counters of West Kowloon, Futian and Shenzhenbei stations / 12306 is available for registered users only on Chinese platform

#### General Ticket Alteration Channels

- 12306 Official Mobile App and Website
- West Kowloon Station: Ticketing Counters on Level B1
- Ticketing Counters in Mainland stations
- Designated ticket agents

#### Warm Reminders:

- Refunds are not available for tickets that have been changed through Flexi-trip Arrangement or General Ticket Alteration

 Flexi-trip
  Details on General Ticket Alteration

**2. High Speed Rail "Same-day Flexi-trip Arrangement" Leaflet**