

# 車票發出條件

## 章節A：市區綫及機場快綫(在下文中界定)使用的車票

### 第一部：一般條件

除非內文另有規定，否則本部概括而言適用於車票發出條件(“條件”)章節A內的所有類別之車票。

**1.1 附例及發出條件：**香港鐵路有限公司(“港鐵公司”)或其授權代理人發出所有供在機場快綫及市區綫乘搭列車用的車票(在下文第1.2段中界定)皆依照《香港鐵路附例》(“附例”)及本條件章節A發出。不遵從附例及本條件章節A的規定使用車票者可被檢控或徵收附加費。附例副本已展示於各港鐵車站內。

**1.2 釋義：在本條件章節A中 –**

“八達通”(Octopus)指由八達通卡有限公司按八達通發卡條款發出的八達通卡；

“八達通發卡條款”(Conditions of Issue of Octopus)指由八達通卡有限公司或代表八達通卡有限公司不時公布的八達通卡的發出條款；

“小童”(child)指3歲或以上，惟未滿12歲之人士；凡身高95厘米或以上而未能提供年齡證明之乘客，將被視作3歲或以上者論；

“屯馬綫”(Tuen Ma Line)指港鐵公司營運的行走於屯門站與烏溪沙站之間的鐵路及其任何支綫；

“市區綫”(URL)指港鐵的市區綫，包括港島綫、觀塘綫、荃灣綫、東涌綫、將軍澳綫、迪士尼綫、東鐵綫、南港島綫及屯馬綫；

“東鐵綫”(East Rail Line)指港鐵公司營運的行走於紅磡站與羅湖站及落馬洲站(視屬何情況而定)之間的鐵路及其任何支綫；

“港鐵”(MTR)指市區綫及機場快綫；

“長者”(senior citizen)指65歲或以上之人士；

“車票”(ticket)指由港鐵公司或獲港鐵公司正式授權的人不時發出的各種形式的車票、卡(包括八達通)、裝置、器具、通行證或許可證，及包括經官方流動應用程式或由港鐵公司指定的方式於智能裝置生成的核准密碼或編碼數據或資料(包括二維碼)，以供乘客乘搭港鐵列車時用以進入或離開車站的已付車費區域，即港鐵公司內的自動收費系統的部份；

“博覽館站”(AsiaWorld-Expo Station)指位於香港赤鱗角博覽館旁相連的機場快綫車站；

“殘疾人士”(PwD)指在乘搭港鐵時，持有記錄該人士的殘疾人士身分的個人八達通的人士；

“遊客”(tourist)指不屬於香港居民，並已在香港逗留少於14天的人士，其在乘搭港鐵時持有個人護照或相若的有效遊客身分證明；

“單程票”(SJT)指港鐵公司發出供乘搭港鐵之用之單程車票；

“頭等額外費”(first class premium)指適用於乘搭東鐵綫列車頭等車廂人士的額外費；

“學生”(student)指在乘搭港鐵時，持有記錄該人士的學生身分的個人八達通的人士；

“機場快綫”(AEL)指港鐵的機場快綫；

“機場站”(Airport Station)指位於香港赤鱗角機場的機場快綫車站；

“羅湖/落馬洲特惠乘車計劃使用者”(Lo Wu/Lok Ma Chau Concessionary Travel Scheme user)指在乘搭市區綫時，持有記錄該人士的羅湖/落馬洲特惠乘車計劃資格的個人八達通的人士。

**1.3 繳付車費：**

(a) 所有港鐵乘客(由一名購票乘客陪同3歲以下者的乘客除外)必須繳付適當車費(不論成人、學生或特惠車費)；應付車費已詳列在各港鐵車站內所展示的收費表上。本1.3(a)段不適用於港鐵公司發予員工的員工八達通。

(b) 任何人在未先行取得頭等車票或持有記錄有頭等車程核准密碼的車票，不得進入或登上頭等車廂。而該頭等車票或記錄在車票上的頭等車程核准密碼，須在進入及乘搭頭等車廂時根據第1.5段的規定屬於有效。

(c) 除明顯或有憑證的錯誤外，扣減的車程次數或車票儲值，將被視作已付的車費。

**1.4 轉乘及推廣折扣和優惠：**由港鐵公司提供的任何種類而並無於本條件章節A明文說明而供特定類別之人士或車票，或於特定時間或區域使用的轉乘及推廣折扣和優惠，須受港鐵公司在有關推廣時或之前所公布的條款及條件限制；港鐵公司有絕對酌情權修改、檢討及撤銷此等折扣和優惠。

**1.5 無有效車票乘車之附加費：**任何人士(3歲以下者除外)位於市區綫之已付車費區域內而：-

(a) 並無持有車票；

(b) 持有不適用於該乘客正在乘搭的車廂或車廂隔間中的車票，而如屬乘搭頭等車廂的情況，無持有頭等車票或在該乘客進入頭等車廂前未經自動處理裝置在車票上記錄頭等車程核准密碼的車票；

(c) 持有之車票遭損壞、塗改或干擾，或資料記錄遭塗改、刪除或損壞；

(d) 使用逾期車票；

(e) 使用特惠車票卻並不符合該車票的任何一項發出條件，

將被視作無購票論，並須繳交\$500作為附加費，及將該車票(若有車票者)交予港鐵公司職員。就本段1.5(a)而言，任何人士如沒管有記錄適當的入閘密碼及符合其車程情況的資料的車票，該人即被視作並無持有車票。就本段1.5(b)而言：

(i) 在頭等車廂佔用座位或站立的乘客，包括該等站立在走廊或通道的乘客，均被視作乘搭頭等車廂；

(ii) 頭等車票在其被用以進入車站的已付車費區域150分鐘後，將被視作無效而不得用於乘搭頭等車廂；

(iii) 車票在其被用以進入車站的已付車費區域150分鐘後，經自動處理裝置在該車票上記錄的頭等車程核准密碼將被視作無效。

**1.6 遺失車票之附加費：**如乘客乘車期間遺失車票而有合理解釋，並即時向港鐵公司職員報失，港鐵公司可酌情收取相等於當時最高額之成人單程車費作為附加費。

**1.7 同一車站出入閘：**任何人使用車票進入市區綫車站(羅湖站及落馬洲站除外)，並使用同一車票於同一車站通過出閘機離開，期間並沒有使用該車票在市區綫其他車站離開已付車費區域，須繳交的費用如下：

(a) 在通過車站入閘後20分鐘內於同一車站通過出閘機離開，須繳交當時最低額之成人或特惠單程車費(視屬何情況而定)

，唯殘疾人士(小童除外)或學生如使用車票二維碼進入及離開車站則須繳交當時最低額之成人車費；及

(b) 在通過車站入閘後超過20分鐘，但少於150分鐘內於同一車站通過出閘機離開，須繳交的費用如下：

(i) 除屬於本1.7(b)段第(ii)及(iii)項人士外，須繳交\$10；

(ii) 小童、學生(除使用車票二維碼進入及離開車站者外)或使用車票二維碼進入及離開車站的長者須繳交\$5；

(iii) 使用八達通進入及離開車站的殘疾人士或使用八達通進入及離開車站的長者須繳交當時最低額之特惠單程車費。

任何人使用車票進入羅湖站或落馬洲站，並使用同一車票於同一車站通過出閘機離開，期間並沒有使用該車票在市區綫的其他車站離開已付車費區域，須繳交的費用如下：

(c) 在通過車站入閘後20分鐘內於同一車站通過出閘機離開，須繳交以當時該車站而計算之最低額之成人或特惠單程車費(視屬何情況而定)，唯殘疾人士(小童除外)如使用車票二維碼進入及離開車站則須繳交當時最低額之成人車費；及

(d) 在通過車站入閘後超過20分鐘，但少於150分鐘內於同一車站通過出閘機離開，須繳交的費用如下：

(i) 除使用八達通進入及離開車站的殘疾人士、使用八達通進入及離開車站的長者或羅湖/落馬洲特惠乘車計劃使用者外，任何人使用頭等車票或經自動處理裝置記錄頭等車程核准密碼的車票，須繳交最低額之頭等車費，即以當時該車站而計算之最低額之成人或特惠單程車費(視屬何情況而定)加頭等額外費。為免生疑問，當殘疾人士(小童除外)使用車票二維碼進入及離開車站，則須繳交當時最低額之成人單程車費加頭等額外費；而當長者使用車票二維碼，則須繳交當時最低額之適用於小童八達通的特惠單程車費加頭等額外費；

(ii) 在其他情況下，須繳交以當時該車站而計算之最低額之成人或特惠單程車費(視屬何情況而定)。羅湖/落馬洲特惠乘車計劃的優惠並不適用於本部分。

**1.8 乘車超過限定時間之附加費：**所有乘客進入已付車費區域後，須在合理可行的情況下，盡速登上第一班到站的列車前往目的地，並須在入閘後150分鐘內完成車程，然後通過出閘機離開已付車費區域。在不損害第1.5段的應用下，乘客在沒有合法授權或合理解釋下，未能於150分鐘內離開已付車費區域，可被徵收相等於當時最高額之成人或特惠單程車費(視屬何情況而定)作為附加費。為免生疑問，特惠車費並不適用於使用車票二維碼的殘疾人士(小童除外)或使用車票二維碼的學生。羅湖/落馬洲特惠乘車計劃的優惠並不適用於本部分。

**1.9 使用單程票：**單程票只限在發出當日乘搭單程港鐵之用。單程票可使用於港鐵的任何一段車程，只要該車票所記錄的票值相等於由入閘車站至出閘車站所應繳付的車費。如持有單程票的乘客前往之目的超越其車票票值所限，須在離開已付車費區域前，(倘在機場快綫，則在離開車站前)，補付所欠之車費，即應付車費及所持車票有效票值之差額。

**1.10 出示車票檢查及車票類別之資格證明：**所有乘客必須在港鐵公司職員的要求下隨時出示車票以供檢查。為確定乘客使用某一類別車票之資格，港鐵公司可要求乘客提供滿意的身分證明文件或資格證明。乘客如未能出示記錄有使用紀錄或符合其車程情況的資料的車票，將被視作無繳付車費，並須繳交\$500作為附加費。

**1.11 更換車票及退還票款：**港鐵公司或其授權人可酌情處理退還票款或更換車票事宜，並有權徵收由港鐵公司釐定之有關行政費用。

**1.12 正確使用閣下的車票：**乘客不應同一時間以多於一張車票進入或離

開一個車站。使用多於一張車票進入或離開一個車站的乘客須自行承擔風險。該乘客將不會就任何已經扣取的车費或者多扣取的款項得到退款，亦不會就任何已經扣取的车程獲得還原或退款。港鐵公司將不會就任何附帶或相應而生的損失負責。

- 1.13 **車票之產權屬港鐵公司**：除另有條件明文規定之外，所有港鐵公司發出的車票乃港鐵公司的財物；除獲得特許外，任何人士必須在完成車程後或在車程提前結束時，將車票交還港鐵公司。除獲港鐵公司特別授權外，任何人不得出售、企圖出售、要約出售或邀請他人購買任何車票。
- 1.14 **禁止攜帶體積龐大之物件**：任何乘客若未經港鐵公司事先許可，不得在不按照附例及港鐵公司不時公布的運載行李條件的情況下，攜帶或將任何行李、物品或物件帶進已付車費區域內。港鐵公司保留其絕對酌情決定權拒絕允許任何物品或物件進入港鐵範圍的任何部份。港鐵公司只在附例及運載行李條件的規限下，接受由鐵路運載的行李、包裹、物品或物件。
- 1.15 **列車或有關服務並無附帶保證**：港鐵公司並不向任何乘客保證可於某一時段內提供列車服務或由航空公司及代理公司提供免費市區預辦登機服務，或於在任何特定時間進入港鐵範圍的任何部份。港鐵公司不保證乘客可由某一特定列車或由某一等級的車廂運載或列車在某一特定時間或某些特定時間離開或到達。持有頭等車票的乘客可乘搭普通等，但無權就車費的差額申索退款。
- 1.16 **車票換領券**：所有車票換領券之有效期及情況已於券上註明，並根據所列印的有關使用條款及細則發出。不論任何情況，車票換領券不得兌換現金。

## 第二部：市區綫使用之一般車票

本部份列出之車票適用於乘搭市區綫。

- 2.1 **成人單程票**：所有乘客可使用成人單程票（一般成人車費適用）。
- 2.2 **成人八達通及成人車票二維碼**：所有乘客可使用成人八達通及成人車票二維碼（一般八達通成人車費適用）。
- 2.3 **特惠車票二維碼**：小童及長者可使用特惠車票二維碼（小童八達通特惠車費適用）。
- 2.4 **特惠單程票、小童八達通及長者八達通**：小童及長者可分別使用特惠單程票、小童八達通及長者八達通，而應付的特惠車費乃根據其使用的車票類別而定。
- 2.5 **已記錄學生身分的個人八達通**：學生可使用已記錄學生身分的個人八達通乘搭市區綫全綫（一般八達通學生車費適用）。
- 2.6 **已記錄殘疾人士身分的個人八達通**：殘疾人士可使用已記錄殘疾人士身分的個人八達通乘搭市區綫全綫（一般八達通特惠車費適用）。
- 2.7 **已記錄該人士的羅湖/落馬洲特惠乘車計劃資格的個人八達通**：羅湖/落馬洲特惠乘車計劃使用者可使用該個人八達通以特惠價乘搭以羅湖或落馬洲為始發站或終點站的市區綫。
- 2.8 **市區綫車票換領券**：持有由港鐵公司發出的市區綫車票換領券的人士可換領車票或套票，以便乘搭市區綫，並受列印於換領券上的條款及細則限制。
- 2.9 **多程車票**：多程車票以規定的有效期及/或乘搭市區綫次數發出，並受此類車票發出時所公布的條款及條件限制。此類車票不可退還款項。
- 2.10 **遊客車票**：遊客車票僅供遊客使用，以規定的有效期及乘搭市區綫次數及以劃一售價發出，並受列印於車票背面的條款及條件或附載的條文限制。此類車票不可退還款項，車票會於尾程出關時退還乘客，留為紀念。

## 第三部：機場快綫使用之一般車票

本部份列出之車票適用於乘搭機場快綫。

- 3.1 **機場快綫成人單程票**：所有乘客可使用機場快綫成人單程票（一般成人車費適用）。
- 3.2 **機場快綫小童單程票**：小童可使用機場快綫單程票（一般特惠車費適用）。
- 3.3 **機場快綫團體套票**：指定的同行團體乘客可使用機場快綫團體套票，於規定的有效期內乘搭所規定次數的機場快綫車程，並受此類車票發出時所公布的條款及條件限制。
- 3.4 **成人即日來回票及小童即日來回票**：所有乘客可使用成人即日來回票（一般單程成人車費適用）。小童可使用小童即日來回票（一般單程特惠車費適用）。即日來回票須於購買當日使用，前往機場站或博覽館站，或於機場站或博覽館站出發，及可於同日作回程之用；惟回程車票不得超過乘客最先使用該票進入機場快綫之車站。
- 3.5 **有效期長之來回票**：有效期長之來回票只適用於機場快綫，並可於規定的時間內乘車往來機場站及所指定的車站。
- 3.6 **八達通(小童八達通除外)**：除小童八達通外，所有八達通（不論是否個人八達通，或有記錄特別身分或核准密碼與否）均可使用於乘搭機場快綫，一般成人車費適用。
- 3.7 **小童八達通**：如使用小童八達通乘搭機場快綫，一般特惠車費適用。
- 3.8 **機場快綫使用八達通**：乘客如使用八達通乘搭機場快綫，而該八達通的餘值為一角或以上者，可免繳付在市區綫之任何車站即時接駁機場快綫車程之車費，惟使用該八達通的乘客必須在就其進入或離開的機場快綫車站一小時內即時轉乘該接駁車程；有關本段訂明之免費接駁機場快綫的服務，使用市區預辦登機服務的乘客在使用八達通開啟行李關後，即被確認為已進入機場快綫。
- 3.9 **機場快綫車票換領券**：持有由港鐵公司發出的機場快綫車票換領券的人士可換領機場快綫成人單程票或機場快綫小童單程票，以便乘搭機場快綫，並受列印於換領券上的條款及細則限制。
- 3.10 **市區預辦登機服務**：以任何有效車票乘搭機場快綫前往機場站的乘客或獲得港鐵公司特許的人士可免費享用由航空公司及代理公司於香港站及九龍站提供的市區預辦登機服務。

## 第四部：特別車票

- 4.1 **紀念車票**：紀念車票乃由港鐵公司不時發出，供所有乘客於市區綫使用。每種紀念車票均以有限的發行量、有效期及乘搭次數發出，並受列印於車票封套上的條款及條件或附載的條文限制。此類車票不可退還款項，車票會於尾程出關時退還乘客，留為紀念。
- 4.2 **合約紀念車票**：合約紀念車票僅供特別指定類別的乘客乘搭市區綫之用，及由港鐵公司授權的代理分發並受列印於車票封套上的條款及條件或附載的條文限制。
- 4.3 **推廣車票**：推廣車票乃由港鐵公司不時發出，供乘客於指定限期內使用及/或享用指定乘搭次數，並受列印於車票封套上的條款及條件或附載的條文或港鐵公司的推廣資料內所載的條文限制。此類車票不可退還款項。

## 第五部：個人八達通及特別用途八達通

- 5.1 **個人八達通**：有關的八達通僅供該個人八達通內電子資料所確認為

可使用的乘客使用。

- 5.2 **個人化**：個人八達通可記錄乘客的成人、小童、長者、學生、殘疾人士或羅湖/落馬洲特惠乘車計劃使用者身分的資料，以識別其身分；而使用此類個人八達通，須按其類別，遵守個人八達通、小童八達通、長者八達通、已記錄學生身分的八達通、已記錄殘疾人士身分的八達通或已記錄羅湖/落馬洲特惠乘車計劃資格的八達通之相應使用條件。
- 5.3 **遊客八達通**：所有遊客均可使用；此類乘客可於該八達通的有效期內乘搭指定的港鐵車程，惟須遵守港鐵公司於發出該八達通時或之前所公布的條款及條件。
- 5.4 **特別八達通**：特別八達通乃發予特別指定類別的乘客，並須受港鐵公司不時公布的條件限制。

## 第六部：個人資料

港鐵公司因車票或源於車票問題而收集的所有個人資料，將應用於營運、管理及改善港鐵及有關票務與收費系統上，與及一些有連帶關係的用途。

## 第七部：本條件章節A之修訂

港鐵公司有權不時修訂本條件章節A，惟須在所擬予修訂生效前7日於各票務處的鄰近範圍以通告形式公布。

## 章節B：與廣深港高鐵有關的高速鐵路（“高鐵”）使用的車票

任何由香港鐵路有限公司（“港鐵公司”）、有關的內地鐵路營運商或任何獲授權代表上述機構的代理人發出的車票而：

- (i) 該車票是用於以香港西九龍站為出發站或終點站的旅程（“跨境車票”）；或
- (ii) 該車票是用於乘搭高鐵的任何路段但該旅程並不是以香港西九龍站為出發站或終點站（“非跨境車票”），

均屬高鐵使用的車票。

所有跨境車票均根據《香港鐵路附例》（“附例”）、本條件章節B及《廣深港高速鐵路跨境旅客運輸組織規則》（“客規”）發出，而客規將被視為本條件章節B的一部分。港鐵公司或其授權代理人可不時修訂及公布本條件及客規，並張貼於香港西九龍站、有關車站及/或港鐵公司網站。附例副本已展示於香港西九龍站和港鐵公司網站內。不遵從附例、本條件章節B及客規的規定使用車票者可被檢控或徵收附加費。

所有非跨境車票根據內地《鐵路旅客運輸規程》及有關規則及規例發出，詳情請參看張貼於有關車站的告示及由中國鐵路總公司管理的網站（www.12306.cn）。

以上條件生效日期：2021年06月27日

香港鐵路有限公司

（歡迎向任何港鐵車站客務中心或香港西九龍站詢問處索閱本條件的副本）

# Conditions of Issue of Tickets

## Section A - Tickets for Use in URL and AEL (as defined below)

### PART 1: GENERAL CONDITIONS

Unless it is stated otherwise, this Part 1 applies generally to all categories of tickets under Section A of these Conditions of Issue of Tickets ("Conditions").

**1.1 By-laws and Conditions of Issue:** All tickets (as defined in paragraph 1.2 below) issued by the MTR Corporation Limited ("Corporation") or its authorized agents for travel on the AEL and URL are issued subject to the Mass Transit Railway By-laws ("By-laws") and Section A of these Conditions. Use of tickets otherwise than in accordance with the By-laws and Section A of these Conditions may be subject to prosecution or surcharge. A copy of the By-laws is exhibited in every station of the Mass Transit Railway ("MTR").

**1.2 Interpretation: In Section A of these Conditions:**

"AEL" means the Airport Express Line of the MTR;

"Airport Station" means the AEL station at the airport at Chek Lap Kok, Hong Kong;

"AsiaWorld-Expo Station" means the AEL station annexed to (or integrated with) the AsiaWorld-Expo at Chek Lap Kok, Hong Kong;

"child" means a person who is aged 3 or above but under 12; unless otherwise proven by document, a passenger is deemed to be aged 3 or above if such person's height is or exceeds 95 cm;

"Conditions of Issue of Octopus" means the conditions of issue of Octopus published from time to time by or on behalf of Octopus Cards Limited;

"East Rail Line" means the railway operated by the Corporation between Hung Hom Station and Lo Wu Station and Lok Ma Chau Station (as the case may be) and any extensions thereof;

"first class premium" means the additional fare applicable to passengers travelling in the first class compartment on the East Rail Line;

"Lo Wu/Lok Ma Chau Concessionary Travel Scheme user" means a person who carries with him at the time of travel on the URL a Personalised Octopus with such person identified in the Personalised Octopus and encoded with Lo Wu/Lok Ma Chau Concessionary Travel Scheme authorization;

"MTR" means the URL and the AEL;

"Octopus" means an Octopus Card issued by Octopus Cards Limited subject to the Conditions of Issue of Octopus;

"PwD" means a person with disability who carries with him at the time of travel on the MTR a Personalised Octopus with such person's PwD status encoded in it;

"senior citizen" means a person who is aged 65 or above;

"SJT" means a single journey ticket issued by the Corporation for travel on the MTR;

"student" means a person who carries with him at the time of travel on the MTR a Personalised Octopus with such person's student status encoded in it;

"ticket" includes any ticket, card (including Octopus), device, apparatus, pass or permit in whatever form issued from time to time by the Corporation, or by persons duly authorized by the Corporation, and includes authorization code or coded data (including QR code) generated using a smart device through an official mobile application or means specified by the Corporation, for travel on the MTR which forms a part of the automatic fare collection system of the Corporation for a passenger to gain access to or exit from the paid area of the station;

"tourist" means a person who is not a resident of Hong Kong and has stayed in Hong Kong for less than 14 days who carries with him at the time of travel on the MTR his passport or similar valid proof of such tourist status;

"Tuen Ma Line" means the railway operated by the Corporation between Tuen Mun Station and Wu Kai Sha Station and any extensions thereof; and

"URL" means the Urban Lines of the MTR comprising the Island Line, Kwun Tong Line, Tsuen Wan Line, Tung Chung Line, Tseung Kwan O Line, Disneyland Resort Line, East Rail Line, South Island Line and Tuen Ma Line.

**1.3 Payment of Fares:**

(a) All passengers (other than a passenger under the age of 3 and accompanied by a fare-paying passenger) travelling on the MTR must pay the appropriate fares (whether adult, student, or concessionary fare) as shown in the fare tables exhibited in every MTR station. This Paragraph 1.3 (a) does not apply to Staff Octopus issued to the Corporation's employees.

(b) A person must not enter or travel in a first class compartment without first obtaining a first class ticket or having an authorization code for first class travel encoded on a ticket, and such first class ticket or authorization code for first class travel encoded on a ticket must be valid in accordance with Paragraph 1.5 at the time of entry and travel in the first class compartment.

(c) Save for manifest or evident error, the deduction of journey entitlements or value encoded in the ticket shall be accepted as the amount of fare already paid.

**1.4 Intermodal and Promotional Discounts and Benefits:** Intermodal and promotional discounts and benefits of any kind, available to a specific category of persons or tickets, or at specific times or zone areas, offered by the Corporation from time to time not specifically mentioned in Section A of these Conditions are subject to the terms and conditions published by the Corporation on or before the relevant promotions and are subject to change, review and withdrawal at the sole discretion of the Corporation.

**1.5 Surcharge on Travelling without Valid Ticket:** A person (other than a person who is under the age of 3) who is within the paid area of the URL:

(a) without a ticket;

(b) with a ticket which is invalid for travel in the carriage or compartment of the train in which such person is travelling, and in the case of a person travelling in a first class compartment, without a first class ticket or with a ticket which has not had the authorization code for first class travel encoded on it by an automatic processing device prior to such person entering a first class compartment;

(c) with a ticket damaged, altered or interfered with or the coded data of which has been altered, erased or damaged;

(d) with an expired ticket; or

(e) with a concessionary ticket when such person does not meet any of the conditions upon which the ticket is issued, is regarded as not having paid the fare and is liable to pay a surcharge at \$500 and to deliver up that ticket, if any, to an official of the Corporation.

For the purpose of this Paragraph 1.5(a), a person shall be regarded as being without a ticket if he is not in a possession of a ticket which has an appropriate entry code recorded on it and coded data consistent with the circumstances of his journey.

For the purpose of this Paragraph 1.5(b):

(i) passengers occupying seats or standing including those in corridors or gangways in a first class compartment are regarded as travelling in a first class compartment;

(ii) a first class ticket shall be regarded as invalid for travel in a first class compartment if more than 150 minutes have expired after such ticket has been used to enter the paid area of a station; and

(iii) an authorization code for first class travel encoded on a ticket by an automatic processing device shall cease to be valid if the ticket on which such authorization code is encoded has been used for entering the paid area of a station and more than 150 minutes have expired after such entry.

**1.6 Surcharge on Loss of Ticket:** The Corporation may at its absolute discretion impose a surcharge which is equivalent to the current maximum adult single journey fare if a passenger with reasonable excuse loses the ticket during a journey and declares such loss without unreasonable delay to an official of the Corporation.

**1.7 Same Station Entry and Exit:** A person who, after entering a station (other than Lo Wu Station and Lok Ma Chau Station) of the URL using a ticket, without leaving the paid area of the URL at any other station using the ticket, leaves the same station through an exit gate using that ticket is liable to pay a charge as follows:

(a) where he/she leaves the station within 20 minutes after passing through an entry gate of the same station, he/she is liable to pay the current minimum adult or concessionary fare, as appropriate, for a single direction journey, provided that where a PwD (other than a child) or a student uses a QR Code ticket to enter and leave the station, he/she shall be liable to pay the current minimum adult fare; and

(b) where he/she leaves the station beyond 20 minutes but within 150 minutes after passing through an entry gate of the same station, the charge payable is:

(i) \$10 for any person other than those falling into (ii) or (iii) of this paragraph 1.7(b);

(ii) \$5 for any child, student (other than a student who uses a QR Code ticket to enter and leave the station) or senior citizen who uses a QR Code ticket to enter and leave the station; and

(iii) the current minimum fare for a single direction journey for a PwD who uses Octopus to enter and leave the station or senior citizen who uses Octopus to enter and leave the station.

A person who, after entering Lo Wu Station or Lok Ma Chau Station using a ticket, without leaving the paid area of the URL at any other station using the ticket, leaves the same station through an exit gate using that ticket is liable to pay a charge as follows:

(c) where he/she leaves the station within 20 minutes after passing through an entry gate of the same station, he/she is liable to pay the current minimum adult or concessionary fare, as appropriate, for a single direction journey for that station, provided that where a PwD (other than a child) uses a QR Code ticket to enter and leave the station, he/she shall be liable to pay the current minimum adult fare; and

(d) where he/she leaves the station beyond 20 minutes but within 150 minutes after passing through an entry gate of the same station, the charge payable is:

(i) for any person (other than a PwD who uses Octopus to enter and leave the station or senior citizen who uses Octopus to enter and leave the station or Lo Wu/Lok Ma Chau Concessionary Travel Scheme user) using a first class ticket or a ticket which has had an authorization code for first class travel encoded by an automatic processing device, he/she is liable to pay the minimum first class fare, i.e. current minimum adult or concessionary fare (as appropriate) plus first class premium for a single direction journey for that station. For the avoidance of doubt, where a PwD (other than a child) uses a QR Code ticket to enter and leave the station, he/she shall be liable to pay the minimum adult fare plus first class premium; and where a senior citizen uses a QR Code ticket, he/she shall be liable to pay the minimum concessionary fare applicable to Child Octopus plus first class premium;

(ii) in all other cases, the current minimum adult or concessionary fare (as appropriate) for a single direction journey for that station. For the purpose of this part, the concessionary fares under the Lo Wu/Lok Ma Chau Concessionary Travel Scheme are not applicable.

**1.8 Surcharge on Travelling beyond Permitted Time:** All passengers must, as far as reasonably practicable, travel to their destinations by the first available train after entering the paid area and all journeys must be completed by leaving the paid area through the exit gate within 150 minutes of passing through the entry gate. Without prejudice to the application of Paragraph 1.5, a passenger who without lawful authority or reasonable excuse fails to leave the paid area within such 150 minutes is liable to pay a surcharge which is equivalent to the current maximum adult or concessionary fare (as appropriate) for a single direction journey. For the avoidance of doubt, concessionary fare is not applicable to a PwD (other than a child) who uses a QR Code ticket or to a student who uses a QR Code ticket. For the purpose of this paragraph 1.8, the concessionary fares under the Lo Wu/Lok Ma Chau Concessionary Travel Scheme are not applicable.

**1.9 Use of SJT:** A SJT is valid for travel on the MTR on the day of purchase for one single journey. A SJT is valid for travel on the MTR for a particular journey if the fare value encoded on it corresponds with the appropriate fare from the station of entry to the station of exit. A person in possession of a SJT beyond the destination of its validity is liable to pay the excess fare, being the difference between the encoded fare value of the SJT and the appropriate fare from the station of entry to the station of exit, before leaving the paid area, or in case of the AEL, before leaving the station of exit.

**1.10 Production of Ticket for Inspection and Proof of Entitlement to Ticket Category:** A passenger must produce any ticket for inspection at any time upon demand by any official of the Corporation. A passenger who fails to produce a ticket which has usage history or coded data consistent with the circumstances of his journey shall be regarded as not having paid his fare and is liable to pay a surcharge at \$500. For the purpose of determining a passenger's entitlement to usage of a particular category of ticket, the Corporation may require the passenger to produce satisfactory proof of identity or evidence of entitlement.

- 1.11 **Exchanges and Refunds:** A ticket may be refunded or exchanged only at the discretion of the Corporation or its authorized agents and an administration charge of an amount determined by the Corporation may be imposed.
- 1.12 **Proper use of your ticket:** A passenger should not use more than 1 ticket to enter or exit a station at a time. A passenger who uses more than 1 ticket to enter or exit a station does so at his/her own risk and the Corporation shall not be responsible for refunding any fare or any excess amount deducted, and shall not be responsible for any incidental or consequential loss.
- 1.13 **Property of Tickets in Corporation:** All tickets issued by the Corporation, unless otherwise stated in the conditions for their issue, are the property of the Corporation, and unless otherwise authorized must be delivered up to the Corporation at the end or sooner determination of a journey. No person, unless specifically authorized by the Corporation to do so, shall sell, attempt to sell, offer for sale or invite other persons to purchase any ticket.
- 1.14 **Bulky Objects Not Allowed:** No passenger may without prior approval of the Corporation carry or bring into the paid area any luggage, objects or things otherwise than in accordance with the By-laws and the Conditions of Carriage of Luggage set out from time to time in notices published by the Corporation. The Corporation has the absolute right to prohibit any object or thing from being brought into any part of the MTR. The Corporation will only accept luggage, parcels, object or thing for carriage on the MTR subject to the By-laws and the Conditions of Carriage of Luggage.
- 1.15 **No Warranty on Train or Ancillary Services:** No warranty is given to passengers on the availability of train service or of the free In-Town Check-In service provided by airlines and handling agents or of any facilities or the accessibility of any part of the MTR at any particular time. The Corporation does not warrant that a passenger will be conveyed on any particular train or in any particular class or that any train will depart or arrive at a particular time or times. A person holding a first class ticket may travel on standard class without the right to claim a refund for the difference in fare.
- 1.16 **Ticket Vouchers:** All ticket vouchers are valid for such time and in such circumstances as are indicated in the voucher, and are issued subject to the respective terms and conditions governing their use as printed on each voucher. In no circumstances can any ticket voucher be exchanged for cash.

## PART 2: REGULAR TICKETS FOR USE ON URL

The tickets set out in this Part may be used for travel on the URL.

- 2.1 **Adult SJT:** All passengers are eligible for usage of Adult SJT to which normal adult fares are applicable.
- 2.2 **Adult Octopus and Adult QR Code ticket:** All passengers are eligible for usage of Adult Octopus and Adult QR Code ticket to which normal adult fares for Octopus are applicable.
- 2.3 **Concessionary QR Code ticket:** Children and senior citizens are eligible for usage of Concessionary QR Code ticket to which concessionary fares for Child Octopus are applicable.
- 2.4 **Concessionary SJT, Child Octopus and Elder Octopus:** Children and senior citizens are respectively eligible for usage of Concessionary SJT, Child Octopus and Elder Octopus at concessionary fares applicable to the categories of tickets they use.
- 2.5 **Personalised Octopus encoded with student status:** Students are eligible for usage of Personalised Octopus encoded with student status to which student fares for Octopus are applicable.
- 2.6 **Personalised Octopus encoded with PwD status:** Persons with disabilities are eligible for usage of Personalised Octopus encoded with PwD status to which concessionary fares for Octopus are applicable.
- 2.7 **Personalised Octopus encoded with Lo Wu/ Lok Ma Chau Concessionary Travel Scheme authorization:** A Lo Wu/ Lok Ma Chau Concessionary Travel Scheme user is eligible for usage of such Personalised Octopus to which any special concessionary fares current at the time are applicable to travel on the URL to and from Lo Wu Station or Lok Ma Chau Station.
- 2.8 **URL Ticket Vouchers:** Ticket vouchers issued by the Corporation entitle the holder to exchange them for such tickets or ticket packages for travel on the URL subject to the terms and conditions printed thereon.
- 2.9 **Multiple Rides Tickets:** Multiple rides tickets are issued for travel for a stipulated validity period and/or number of rides on the URL and subject to the terms and conditions published at the time of the issue of the tickets. They are non-refundable.
- 2.10 **Tourist Tickets:** Tourist Tickets are issued for travel by tourists only and are issued for a stipulated validity period and number of rides on the URL and at a fixed price and are subject to the terms and conditions as printed at the back of such tickets and their accompanying literature. They are non-refundable

and will be returned to the passenger as a souvenir after the last ride.

## PART 3: REGULAR TICKETS FOR USE ON AEL

The tickets set out in this Part may be used for travel on the AEL.

- 3.1 **Airport Express Adult SJT:** All passengers are eligible for usage of Airport Express Adult SJT to which normal adult fares are applicable.
- 3.2 **Airport Express Child SJT:** Children are eligible for usage of Airport Express Child SJT to which normal concessionary fares are applicable.
- 3.3 **Airport Express Group Ticket:** Passengers travelling together in designated groups are eligible for usage of the Airport Express Group Ticket in a stipulated number of rides on the AEL within a stipulated period and subject to the terms and conditions published at the time of the issue of this ticket.
- 3.4 **Adult Same Day Return Ticket and Child Same Day Return Ticket:** All passengers are eligible for usage of Adult Same Day Return Tickets to which normal single journey adult fares are applicable. Children are eligible for usage of Child Same Day Return Tickets to which normal single journey concessionary fares are applicable. Same Day Return Ticket is valid for travel on the day of purchase for one journey going to or starting from either the Airport Station or the AsiaWorld-Expo Station and one return journey on the same operating day to a station not beyond the station at which the passenger first enters the AEL with that ticket.
- 3.5 **Long Validity Round Trip Ticket:** Long Validity Round Trip Ticket can be used for travel on the AEL only and is valid for travel within a stipulated period between the Airport Station and any specified station.
- 3.6 **Octopus (other than Child Octopus):** Octopus (other than Child Octopus), whether personalised or not, and with or without special status/authorization encoded in it, may be used for travel on the AEL to which normal adult fares are applicable.
- 3.7 **Child Octopus:** Child Octopus may be used for travel on the AEL to which normal concessionary fares are applicable.
- 3.8 **Use of Octopus on AEL:** A passenger who travels on the AEL by an Octopus with a remaining value of 10 cents or more may travel free of charge for any journey on the URL that is immediately connecting to the AEL provided that the connecting journey is made by virtue of that Octopus within 1 hour respectively of the entry into or exit from the AEL. For the purpose of the free connection service to the AEL provided for in this paragraph, a passenger is regarded as having entered the AEL as soon as an Octopus is being applied to operate the baggage gate for the In-Town Check-In service.
- 3.9 **AEL Ticket Vouchers:** AEL ticket vouchers issued by the Corporation entitle the holder to exchange them for Airport Express Adult SJT or Airport Express Child SJT for travel on the AEL subject to the terms and conditions printed thereon.
- 3.10 **In-Town Check-In:** Passengers travelling on the AEL by any valid ticket to the Airport Station or persons otherwise so authorized by the Corporation are eligible for the In-Town Check-In service provided by airlines and handling agents at Hong Kong Station and Kowloon Station free of charge.

## PART 4: SPECIAL TICKETS

- 4.1 **Souvenir Tickets:** Souvenir Tickets are issued by the Corporation from time to time and are valid for use by all passengers on the URL. Each issue is limited in quantity, validity period and rides, and is subject to terms and conditions printed on the ticket pouch, ticket holder or the accompanying literature. They are non-refundable and will be returned to the passenger as a souvenir after the last ride.
- 4.2 **Souvenir Tickets by Contract:** Souvenir Tickets by Contract are issued for travel on the URL only to specially designated category of passengers distributed by authorized agents of the Corporation and are subject to terms and conditions printed on the ticket pouch, ticket holder or the accompanying literature.
- 4.3 **Promotional Tickets:** Promotional Tickets are issued by the Corporation from time to time and are valid for use for a stipulated validity period and/or number of ride(s) and are subject to the terms and conditions printed on the ticket pouch, ticket holder, the accompanying literature or the Corporation's promotional materials. Such tickets are non-refundable.

## PART 5: PERSONALISED OCTOPUS & SPECIAL PURPOSE OCTOPUS

- 5.1 **Personalised Octopus:** Only the passenger identified in the electronic data of

a Personalised Octopus is entitled to use the relevant Octopus.

- 5.2 **Personalisation:** A Personalised Octopus may be encoded with necessary data indicating the status of an adult, a child, a senior citizen, a student, a PwD or a Lo Wu/ Lok Ma Chau Concessionary Travel Scheme user. A Personalised Octopus encoded with such data will enable the relevant conditions of use of an Adult Octopus, a Child Octopus, an Elder Octopus, an eligible student status encoded Octopus, an eligible PwD status encoded Octopus and a Lo Wu/ Lok Ma Chau Concessionary Travel Scheme authorization encoded Octopus to apply respectively to the Personalised Octopus as may be appropriate.
- 5.3 **Tourist Octopus:** Tourist Octopus is valid for use by all tourists and entitles the passenger to stipulated rides on the MTR within a validity period and is subject to the terms and conditions published by the Corporation on or before such issue.
- 5.4 **Special Octopus:** Special Octopus is issued for specially designated category of passengers and is subject to the conditions announced by the Corporation from time to time.

## PART 6: PERSONAL DATA

All personal data collected by the Corporation from or arising out of the tickets shall be used for the purposes of and incidental to the operation, management and improvement of the MTR and relevant systems of ticketing and fare.

## PART 7: CHANGES IN SECTION A OF THESE CONDITIONS

The Corporation shall be entitled to amend Section A of these Conditions from time to time by publishing a notice of the proposed amendment and displaying it in the vicinity of ticket sales locations for no less than 7 days before the amendment shall take effect.

## Section B - Tickets for Use in the High Speed Rail relating to the Guangzhou-Shenzhen-Hong Kong Express Rail Link ("High Speed Rail")

Any ticket issued by the MTR Corporation Limited (the "Corporation"), the relevant Mainland railway operators or any authorized agents of the aforesaid entities is a ticket for use in the High Speed Rail if:

- (i) the ticket is for a journey originating from or ending at the Hong Kong West Kowloon Station ("Cross-Boundary Ticket"); or
- (ii) the ticket is for travelling on any section of the High Speed Rail but the journey does not originate from or end at the Hong Kong West Kowloon Station ("Non-Cross-Boundary Ticket").

All Cross-Boundary Tickets are issued subject to the Mass Transit Railway By-laws ("By-laws"), Section B of these Conditions and the Rules for Guangzhou-Shenzhen-Hong Kong High Speed Rail Cross-Boundary Passenger Transport ("Passengers' Rules") which Passengers' Rules are deemed incorporated in this Section B. These Conditions and the Passengers' Rules may be amended and published from time to time by or on behalf of the Corporation and posted at the Hong Kong West Kowloon Station, the relevant stations and/or the Corporation's website. A copy of the By-laws is exhibited in Hong Kong West Kowloon Station and the Corporation's website. Use of tickets otherwise than in accordance with the By-laws, Section B of these Conditions and the Passengers' Rules may be subject to prosecution or surcharge.

All Non-Cross-Boundary tickets are issued subject to the Mainland Regulations for Transportation of Railway Passengers and the relevant rules and regulations. Please refer to the notices posted at the relevant stations and the website [www.12306.cn](http://www.12306.cn) managed by China Railway Corporation for details.

The above conditions shall be effective as from 27 June 2021.

MTR Corporation Limited

(A copy of these Conditions is available upon request from the Customer Service Centres of all MTR Stations or Information Counter of Hong Kong West Kowloon Station.)