

PR007/20  
28 January 2020**Service Arrangements for High Speed Rail (Hong Kong Section) and Intercity Through Train**

The MTR Corporation has been closely monitoring the latest situation regarding pneumonia cases from the novel coronavirus infection. In view of the measures just announced by the Government to contain the outbreak and following discussion with mainland railway authorities, services of the High Speed Rail (Hong Kong Section) and Intercity Through Train will be suspended starting from 30 January 2020. The Hong Kong West Kowloon Station will be temporarily closed for intensive cleaning. The arrangements will be implemented until further notice.

Passengers who have purchased High Speed Rail tickets for journeys between the Hong Kong West Kowloon Station and mainland destinations are advised to keep their tickets and relevant documents such as receipts for full refund at the Hong Kong West Kowloon Station when it re-opens. The Corporation will announce the arrangement for refund in due course. Those who have purchased tickets at [www.12306.cn](http://www.12306.cn) can refund their tickets directly through the website.

As regards to the Intercity Through Train service, passengers who have purchased tickets for journeys between Hung Hom Station and mainland destinations can refund their tickets starting from today until 30 days after the departure date of the purchased trip. The refund will be made at the sales outlets where the tickets were purchased (including the Intercity Through Train Customer Service Centre at Hung Hom Station and sales outlets of ticket agents) and passengers will get full refund.

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**About MTR Corporation**

Every day, MTR connects people and communities. 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 more than 40 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 40,000 dedicated staff\*, MTR carries over 13 million passenger journeys worldwide every weekday in Hong Kong, the United Kingdom, Sweden, Australia and the Mainland of China. MTR strives to grow and connect communities for a better future.

For more information about MTR Corporation, please visit [www.mtr.com.hk](http://www.mtr.com.hk).

\*includes our subsidiaries and associates in Hong Kong and worldwide