

High Speed Rail (Hong Kong Section) Ticket Refund Arrangement

Service of the High Speed Rail (Hong Kong Section) has been suspended since 30 January 2020 following the Government's implementation of control measures to contain pneumonia cases from the novel coronavirus infection. Starting from 17 February 2020 (Monday), the MTR Corporation will start arranging full refunds to passengers who have purchased High Speed Rail tickets for journeys between Hong Kong West Kowloon Station and mainland destinations.

After agreement with the mainland railway authorities, the Corporation is able to provide flexible and convenient ticket refund arrangements for passengers. Details are listed below:

- (1) Passengers who have purchased tickets via online ticketing or tele-ticketing channels of the High Speed Rail (Hong Kong Section) but have not collected their tickets will enjoy an automatic refund. The full refunds will be made to credit cards used for the purchase of tickets. The MTR Corporation will process automatic refunds within 30 days from 17 February 2020 (Monday). Passengers who have previously provided their contact details will be notified by the Corporation via mobile messaging or email once their refunds have been transferred to the credit card organisation.
- (2) Passengers with printed tickets or passengers who have purchased tickets via designated agents (no matter whether the tickets have been collected and not) can have ticket payments refunded at Hong Kong West Kowloon Station within 90 days of the station resuming services. They have to present their printed tickets and the original/ photocopies of their personal identity document used for the purchase of tickets to the station in person to process the ticket refund. For passengers who purchased tickets by using credit cards, they also have to bring along their credit cards used for purchase of tickets for processing the refund.
- (3) Passengers who have purchased tickets at www.12306.cn can also get a full refund. Ticket refunds will be processed in accordance with the refund rules of the mainland's high speed rail.

The relevant refund arrangements are applicable to unused tickets for journeys between Hong Kong West Kowloon Station and mainland destinations with departure dates on or after 24 January 2020. For enquiries on the High Speed Rail (Hong Kong Section) ticket refund arrangements, passengers can call the High Speed Rail Ticketing and Service Hotline: 2120 0888.

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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.

*includes our subsidiaries and associates in Hong Kong and worldwide