

Airport Express Line Gets Ready to Serve the Public and Travellers

The MTR Corporation welcomes the further relaxation of quarantine measures by the Government for inbound passengers starting today (26 September 2022). The Corporation has taken steps to increase the frequency of train service on the Airport Express Line (AEL) to every 15 minutes previously. Meanwhile, all AEL trains have been refurbished with new seats and carpets for a refreshed image to receive passengers. The Corporation will suitably enhance train and related service according to actual circumstances and changes in the patronage of AEL.

To increase convenience to arriving passengers, the Airport Station is introducing the new “Single Journey QR Code Ticket Machine”, which will allow passengers to buy AEL tickets through various means of e-payment. In addition, the Passenger Information Display System at AEL platforms will provide real time information of “seat availability”. These new services will be available in October.

Meanwhile, the strengthened cleaning measures for AEL will continue, such as regular disinfection of places in stations which passengers frequently come into contact with by using 1:99 diluted bleach, as well as cleaning train compartments upon their arrival at the terminal stations, and after the end of train service every night. Additionally, the frequency of air-conditioner filter replacement has been increased, and deployment of cleaning robots have been arranged. There are also disinfection points in stations to provide passengers with hand sanitiser. In addition, the nano-photocatalyst coating, which can effectively kill a wide range of pathogens, has been applied to frequently hand-contact surfaces in all AEL trains, providing our colleagues and passengers with extra protection.

Ms Jeny Yeung, Hong Kong Transport Services Director of MTR Corporation, said, “The further lifting of quarantine measures and the various large-scale international events in the pipeline will help to drive the recovery of air passenger flow. The Corporation looks forward to providing convenient and high-quality services to the public and visiting travellers. The AEL team will continue to serve passengers with dedication. Apart from making timely adjustment to train frequency, the team will continue to upgrade our service to enrich passengers’ travelling experiences.”

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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

Photo captions:

1. Arriving passengers will be able to buy AEL tickets through various e-payment means at the “Single Journey QR Code Ticket Machine” in Airport Station starting in October.



2. Passenger Information Display System at AEL platforms will provide real time information of "seat availability" starting in October.



3. AEL trains received a refreshed image with new seats and carpets replacement. The new seat covers featuring blue and aquamarine AEL logos and a grey wave pattern paired with synthetic leather head rests, are not only sleek but also easier to clean.

