

新聞稿

Press Release

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High Speed Rail (Hong Kong Section) to Resume Service on 15 January With New Destinations of Guangzhoudong, Dongguan and Dongguannan

The MTR Corporation announced today (12 January 2023) that the High Speed Rail (Hong Kong Section) (“HSR”) will resume train service for cross-boundary passengers on 15 January 2023 (Sunday) as announced by the Government. For HSR service resumption, the ticketing system at West Kowloon Station has been upgraded comprehensively and three new short-haul destinations have been added to enrich the choices for traveling between Hong Kong and the Mainland. Advance ticket sales started at noon today, tickets can be purchased from the website or mobile app of the national railway ticketing platform 12306, at ticketing counters and machines in stations, or through designated agents. The Hong Kong West Kowloon Station also opened at 2:00pm today.

New Destinations Connecting to Guangzhoudong

From 15 January 2023, HSR service will be extended to cover the new destinations of Guangzhoudong, Dongguan and Dongguannan. A total of 39 northbound and 38 southbound train services will be run between Hong Kong West Kowloon Station and Guangzhou, as well as other short-haul destinations every day, of which 12 trains will travel between Hong Kong and Guangzhoudong.

Following the new authentication requirements for national high-speed rail, passengers must provide their mobile phone number with SMS function when purchasing tickets through 12306 or other Mainland channels. Mobile numbers from the Mainland, Hong Kong, Macao, and Taiwan are all eligible for authentication.

Located at the Guangzhou CBD of Tianhe, the newly added Guangzhoudong destination is an important station on the Guangzhou-Shenzhen Railway. With the new destination, the HSR network will be further enhanced, while passengers can also enjoy the convenience of co-location clearance at Hong Kong West Kowloon Station. Together with Guangzhounan Station, the short-haul coverage of HSR will become more comprehensive, further enhancing connectivity in the Greater Bay Area.

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Smart Mobility with New E-tickets for travelling in the Mainland

New E-tickets will be fully implemented to replace paper tickets upon HSR service resumption. The E-tickets link up ticket information with passengers' travel document upon ticket purchase, allowing them to pass through the gates with just their travel document. The streamlined process is the same as that of the national high-speed rail, which enables seamless and hassle-free travel for passengers.

Please visit the High Speed Rail's website for details of train service, schedule, and fare information: www.mtr.com.hk/highspeed.

To achieve smart mobility, the Corporation has introduced a self-service taxi ticket system in the Taxi Stand at West Kowloon Station. By simply scanning the QR Code on the ticket, passengers can access real-time queuing information and plan their itinerary with ease.

"The Corporation fully supports the full resumption of cross-boundary connections between Hong Kong and the Mainland in a gradual and orderly manner. After nearly three years of the pandemic, the HSR team has always remained steadfast, making their best endeavours to implement service and facility enhancements. We look forward to providing our passengers with a refreshing and convenient travelling experience with the new destinations and e-services," said Ms Jeny Yeung, Hong Kong Transport Services Director of MTR Corporation.

Enhanced Station Environment, Cleansing and Disinfection

To support the new E-ticket arrangement, the original 76 gates at West Kowloon Station have been upgraded with 12 gates and 6 e-counters added. The layout of the ticketing and baggage screening halls on the B1 departure level of the station have also been reconfigured, with 6 new staff assistance and 10 self-service channels added, as well as new screening machines for large baggage.

With the new layout, the ticketing hall provides a bright and spacious environment which doubles the previous passenger service capacity. Passengers can choose the self-service or staff assisted channels to complete the real-name ID checking and gate passing procedures in one go, smoothening and accelerating the boarding process.

In addition, to safeguard the health of passengers and our staff, comprehensive cleansing and disinfection will be conducted at West Kowloon Station before the reopening. Extensive cleansing and disinfection measures will also be maintained, with smart anti-microbial coating having already been applied on the frequently touched surfaces of Vibrant Express trains and facilities at West Kowloon Station, providing protection against different kinds of viruses.

The national high-speed rail has implemented new infection preventive measures to cope with the pandemic. Passengers must wear a mask at all times on the train. Sanitisers, including hand sanitising gels, are prohibited from being carried on board. (Please refer to Annex for details of the cleansing and disinfection measures.)

Apart from the Mainland's requirements, the Hong Kong Government requires inbound and outbound passengers to provide a negative COVID-19 polymerase chain reaction-based nucleic acid test (PCR test) result* obtained within 48 hours of their journey while the Mainland also requires the cross-boundary passengers to complete the health declaration e-form. The Corporation would like to appeal to passengers who travel to the Mainland via HSR to confirm they have obtained the negative PCR test result, and filled the health declaration e-form before departing and set aside sufficient time for clearance.

The Corporation will deploy additional manpower to serve passengers during the initial stage of the resumption of HSR service.

***Remarks**

Outbound passengers have to present the self-paid testing record in electronic or paper form or they may screen capture it for checking by the relevant staff. Results of free community tests shown in mobile phone SMS messages will not be accepted for cross-boundary and outbound travel.

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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 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 Mainland China. Together, we Go Smart and Go Beyond.

For more information about MTR Corporation, please visit www.mtr.com.hk.

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

Photo Captions:

1. Ms Jeny Yeung, Hong Kong Transport Services Director (middle), Ms Annie Leung, General Manager – Marketing and Customer Experience (2nd right) and Mr Thomas Hui – Acting Head of Line Group Management – High Speed Rail (2nd left) introduce the new features of the High Speed Rail (Hong Kong Section) at the Hong Kong West Kowloon Station.



2. Ms Jeny Yeung conducts demonstration for the new travel process with E-ticket.



3. Hong Kong West Kowloon Station has introduced E-ticket to achieve smart mobility.

Digital self-service and staff assistance channels



- Layout of ticketing and baggage screening halls on B1 departure level of West Kowloon Station have been reconfigured, providing a bright and spacious environment to handle more passengers at the same time. New screening machines for large baggage have been added to facilitate passengers.



Things to note for travelling on High Speed Rail

- Passengers are encouraged to register an account with 12306 so as to enjoy the convenience of online ticketing service. 12306 members who did not previously provide a mobile number should also update their mobile information to facilitate online ticket purchase.
- Passengers are required to provide a mobile number with SMS function when purchasing tickets through 12306 or other Mainland channels. Mobile numbers from the Chinese Mainland, Hong Kong, Macao, and Taiwan are all eligible.
- Passengers must always wear a mask on the train.
- HSR prohibits passengers to carry sanitisers (including hand sanitising gels) on board. Disinfecting wipes are permitted.
- Passengers shall ensure the validity of their travel documents before travel. People departing or arriving in Hong Kong have to provide negative nucleic acid test results, while the Mainland required inbound and outbound travellers to pre-fill a health declaration e-form.
- There will be personnel checking passengers' PCR results at the baggage screening hall. Another group of personnel will be checking the pre-filled health declaration e-form on B3 Level before passengers proceed to immigration.
- Passengers should set aside sufficient time for control point clearance in view of all the new requirements.
- There is no reservation requirement for outbound/inbound passengers traveling via High Speed Rail.

High Speed Rail (Hong Kong Section) E-ticket Lazy Pack

High Speed Rail E-tickets

Buy at Ease

Ticketing system links up ticket information with your travel document. Simply pass through the gates just with your travel document. It is eco-friendly and time-saving.

E-tickets

Ticketing Channels

- China Railway 12306 Website and Mobile App
- Designated Ticket Agents
- Ticket Counters in stations
- Ticketing Machines in stations

12306

Steps of Ticket Purchase

1	2	3	4	5
Account registration	Passenger list	Train selection	Seat selection	Payment
<ul style="list-style-type: none"> Hong Kong residents can register with Home Return Permit Fill in the name in Simplified Chinese 	<ul style="list-style-type: none"> Provide a mobile phone no. with SMS service (accept Mainland, Hong Kong, Macao and Taiwan no.) 	<ul style="list-style-type: none"> A maximum of 5 round-trip tickets for each purchase 		 Other Mainland designated payment methods

High Speed Rail E-tickets

Ride at Ease

Travel Process with E-tickets

Level B1

- Real-name checking at the gates**
Use a valid travel document passing through the Self-service Gate or Staff Assistance Counter
- Security checks**
Verify nucleic acid test result here

Level B3

- Customs, immigration and quarantine**
 - Show Mainland health declaration here
 - Use travel document to enter the boarding gate after completion of clearance process

Level B4

- Boarding train**

* Boarding procedures normally takes around 30 minutes. Due to additional requirement for nucleic acid test result verification and Mainland health declaration, please allow extra time for the procedures. *

Have a happy journey!
For assistance, please call Service Hotline at (852) 2120 0888.

Learn more:

Annex:

Cleansing, Disinfection and Protection Measures on High Speed Rail (Hong Kong Section)

Station

- Use of new model cleaning and disinfection robots to clean the station premises with disinfectant
- Station facilities frequently touched by passengers such as escalators, lifts, ticketing machines, and toilets will be cleaned and disinfected with 1:49 detergent every hour
- Smart anti-microbial coating has been applied on frequently touched surfaces in the station
- Contactless lift buttons will be introduced at West Kowloon Station
- Station ventilation will be strengthened by pumping in more fresh air for better air circulation
- Disinfection stations will be installed to provide hand-sanitizer

Train Compartments and Platforms

- Arriving trains, platform escalators, lifts and train compartment facilities frequently touched by passengers, such as doors between passages and handrails, will be fully cleaned with 1:49 detergent
- Vibrant Express trains will be fully cleaned with 1:49 detergent after the end of service every night
- Smart anti-microbial coating has been applied on the frequently touched surfaces in Vibrant Express trains
- Hydrogen peroxide nebulization disinfection robot will be deployed for extra deep-cleaning and disinfection when necessary