

## 新聞稿

### Press Release

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#### **MTR Launches "Flexi-trip" Arrangement for Hong Kong - Futian Passengers Facilitates Convenient HK-SZ Travel with Easy Alteration of Same-day Trains**

The High Speed Rail (Hong Kong Section) ("HSR") service has been well-received by cross-boundary passengers since its resumption earlier this year, particularly for short-haul services to the Greater Bay Area. The HSR has become an essential bridge for deeper connection and exchanges between Hong Kong and the Mainland. As the operator of Hong Kong West Kowloon Station (WEK) and of specific routes, the MTR Corporation is dedicated to providing a comfortable and efficient journey for HSR passengers with a focus to upgrade facilities and enhance flexibility for passengers.

The Corporation announces today (8 August 2023) that the "Same-day Flexi-trip Arrangement" ("Flexi-trip") will be implemented for passengers travelling between WEK and Futian Station. Starting from 14 August 2023 (Monday), passengers travelling between the two destinations can directly use "Flexi-trip" from 45 minutes before the original departure time to within one hour after the train's departure\* to change to designated trains up to three times on the same day for free. Compared to the current HSR regulations whereby passengers can only arrange one-time alteration of tickets up to 45 minutes before the scheduled train departure for free, "Flexi-trip" provides additional convenience for passengers commuting to and from Futian to change tickets for an additional of three times, making travelling more flexible.

Under "Flexi-trip", passengers must choose among the 38 designated same-day train services originating or terminating at WEK and Futian Station. This does not include trains with Futian Station as the intermediate station. Passengers can use the 12306 website or mobile app, ticketing machines at the B1 ticketing concourse, the "Flexi-trip" self-service machines at the B3 departure concourse, or ticketing counters at WEK to complete the necessary procedures. For passengers departing from Futian Station, they can use the 12306 platform, ticketing machines, and counters in the station to complete the "Flexi-trip" procedures.

With a few simple steps to arrange train alteration, the system will automatically assign a seat of the same class or a "Non-reserved Seat" to the passenger. Train tickets changed under "Flexi-trip" are non-refundable.

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To ensure passengers can change their train trips even when seats are fully booked, "Non-reserved Seat" will be introduced for the 38 designated train services under "Flexi-trip". These seats will only be available at the designated time right before the train's departure\*\* for "Flexi-trip" users for alteration of trains. Passengers assigned with "Non-reserved Seat" may need to stand in the designated train car during the journey.

In accordance with the current HSR regulation, all passengers can arrange "General Ticket Alteration" \*\*\* once for free. Under the current procedure, passengers can arrange "General Ticket Alteration" through the 12306 platform, ticketing counter, or designated agents (for tickets purchased through agents), including changing the date, train trip and class of travel. Upon the launch of "Flexi-trip", passengers travelling between WEK and Futian Station can continue to enjoy the "General Ticket Alteration" to change ticket once for free. For those who have previously used the "General Ticket Alteration", they can directly use "Flexi-trip" on the day of travel to change tickets to designated trains for free up to three times before the cut-off time (i.e. within one hour after the train's departure).

"The High Speed Rail (Hong Kong Section) is a cross-boundary train service connecting to the Mainland railway network, with its unique management and operation standard. The launch of 'Flexi-trip' is not only a testament to the hard work of our team, but also the result of the unwavering support and cooperation from the Mainland's railway authorities and relevant departments of the HKSAR government. As the integrated development of the Greater Bay Area continues, cross-boundary short-haul travel has become an integral part of our daily life. 'Flexi-trip' marks a good start for the continued collaboration with our Mainland counterparts to explore more passenger-centric services, strengthen interconnectivity among cities in the Greater Bay Area, and fully leverage the advantages of the one-hour living circle," said Ms Jeny Yeung, Hong Kong Transport Services Director of the MTR Corporation.

To help passengers familiarise with the "Flexi-trip", a series of promotional and educational materials, such as webpage, leaflet, videos, and information pack have been prepared and will be distributed through various channels. Relevant station signage and public announcements and a helpdesk will be arranged and set up in WEK. Additional manpower will also be deployed to assist passengers during the initial launch of the new arrangement.

For more information about the Futian "Flexi-trip", please visit:  
<https://www.highspeed.mtr.com.hk/en/latest-news/flexi-trip.html>

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*\* Passengers departing from WEK can directly use "Flexi-trip" for free ticket changes from 45 minutes prior to original train departure to within one hour after the train departs. For passengers departing from Futian, they can directly use "Flexi-trip" from 30 minutes prior to train departure to within one hour after the train departs.*

*\*\* "Non-reserved Seat" is only provided to "Flexi-trip" users for ticket alteration. These tickets will be available 45 minutes before departure of the northbound "Flexi-trip" trains, and 30 minutes before departure of the south-bound "Flexi-trip" trains.*

*\*\*\* "General Ticket Alteration" - According to "The Rules for Guangzhou-Shenzhen-Hong Kong High Speed Rail Cross-Boundary Passenger Transport", passengers are entitled to free ticket alteration once, including changing the date, train trip and Class of Travel. The cut-off time is 45 minutes before their train's scheduled departure from Hong Kong, and 30 minutes before the train's scheduled departure from the Mainland. Each ticket can be altered only once and is non-refundable upon alteration.*

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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](http://www.mtr.com.hk)

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

Photo Caption:

1. The Hong Kong West Kowloon Station has prepared a series of promotional and educational materials, such as a webpage, leaflet, video and lazy pack to assist passengers to get familiar with the new "Flexi-trip" arrangements.

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## Futian Same-day Flexi-trip Arrangement


### Basic rules at a glance

- 1 Applicable for passengers travelling between West Kowloon Station and Futian Station who wish to make changes to their train trip on the day of travel
- 2 Allow to change your train trip up to 3 times on the day of travel
- 3 Must be processed no later than 1 hour after train departs
- 4 Select new departures from the 38 direct trains running between West Kowloon and Futian (excluding trains with Futian as an intermediate stop)
- 5 A ticket with the same Class of Travel as the original ticket will be arranged

Remark: If you have not changed your ticket before and it is not past the cut-off time for the General Ticket Alteration, you must first use the General Ticket Alteration to change your train trip.

### Recommended ways to change ticket through Flexi-trip



The most convenient way to process Flexi-trip is through self-service. It only takes a few steps to complete.



	12306 Official Mobile App and Website
West Kowloon Station	Ticket Machines: at the Ticketing Concourse (before entering the gate) Flexi-trip Self-service Points: at the opposite to the Gate no. 11 in the Departure Concourse (after immigration)
Futian Station	Ticket Machines: at the Ticketing Concourse

Remark: Flexi-trip can also be processed at the Ticketing Counters of West Kowloon and Futian stations / 12306 is available for registered users only on Chinese platform

### Note

- Second Class passengers processing the Flexi-trip Arrangement may be assigned a ticket with a "Non-reserved Seat", which may require standing during the journey. There is no arrangement for passengers holding "First Class" and above tickets.
- Refunds are not available for tickets that have been changed through Flexi-trip Arrangement

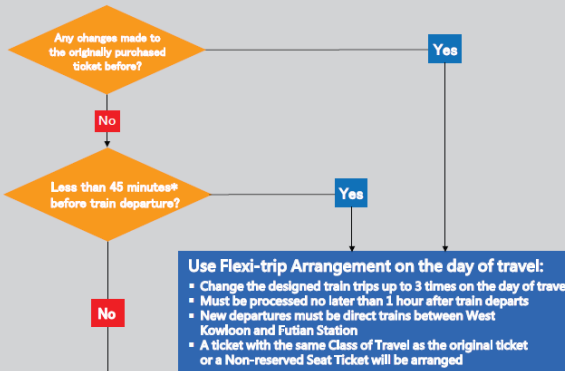
 Flexi-trip
  Details on General Ticket Alteration

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## Introduction of Futian Same-day Flexi-trip Arrangement



**Use Flexi-trip Arrangement on the day of travel:**

- Change the designed train trips up to 3 times on the day of travel
- Must be processed no later than 1 hour after train departs
- New departures must be direct trains between West Kowloon and Futian Station
- A ticket with the same Class of Travel as the original ticket or a Non-reserved Seat Ticket will be arranged

**Make the change using General Ticket Alteration (Thereafter, additional changes via Flexi-trip Arrangement on the day of travel)**

**Channels for process Flexi-trip Arrangement**

- 12306 website or mobile app
- West Kowloon Station
  - Level B1: Ticket Machines or Ticketing Counters
  - Level B3 (after immigration): Flexi-trip Self-service Points
- Futian Station
  - Ticket Machines or Ticketing Counters

**Channels for process General Ticket Alteration**

- 12306 website or mobile app
- West Kowloon Station: Ticketing Counters on Level B1
- Ticketing Counters in Mainland stations
- Designated ticket agents

\*Cut-off time for General Ticket Alteration: 45 minutes before train departure from Hong Kong or 30 minutes before train departure from Mainland



**With valid tickets for journey between Hong Kong West Kowloon and Futian Stations, you can change your train trips up to three times to take the following designated trains\* on the date of travel**

Train trip should be changed not later than one hour after the scheduled departure time of the original train. Through the following channels:


1 12306 official website (12306.cn) or mobile app

2 Ticket Machines (Level B1) or Flexi-trip Self-service Point (Level B3)

3 Designated Ticketing Counters (Level B1 and B3)

\* Subject to train seat availability

From Hong Kong West Kowloon Station			From Futian Station		
Train	Departure time	Arrival time	Train	Departure time	Arrival time
G5820	7:08	7:22	G5819	7:40	7:54
G5822	8:12	8:26	G5821	8:42	8:56
G5812	9:15	9:29	G5811	9:46	10:00
G5816	10:20	10:34	G5815	10:50	11:04
G5818	11:24	11:38	G5817	11:55	12:09
G5858	12:31	12:45	G5857	13:00	13:15
G5802	12:55	13:09	G5801	13:30	13:44
G5808	13:28	13:42	G5807	14:00	14:14
G5804	14:03	14:17	G5803	14:34	14:48
G5810	14:36	14:50	G5809	15:10	15:24
G5860	14:43	14:57	G5859	15:24	15:38
G5806	15:25	15:39	G5805	15:57	16:12
G5828	16:25	16:39	G5827	16:57	17:11
G5814	17:12	17:26	G5813	17:42	17:56
G5830	17:33	17:47	G5829	18:03	18:17
G5862	18:33	18:47	G5861	19:06	19:20
G5832	19:01	19:15	G5831	19:32	19:46
G5824	20:07	20:21	G5823	20:40	20:54
G5826	21:15	21:29	G5825	21:55	22:09

 Scan the QR Code for the details | This timetable is for reference only. Please refer to the timetable shown on ticketing system | © MTR Corporation Limited

2. To facilitate “Flexi-trip”, self-service machines will be set up at the departure concourse of Hong Kong West Kowloon Station (level B3) for passengers’ convenience (opposite to Gate no. 11 and for those passengers who have completed immigration). The ticketing machines at B1 level will also add the function for changing train trips under “Flexi-trip” starting from 14 August 2023.

“Flexi-trip” self-service machines at B3 level of Hong Kong West Kowloon Station (illustration)



Ticketing machines at B1 level Hong Kong West Kowloon Station (illustration)





3. During the initial launch stage of the new arrangement, Hong Kong West Kowloon Station will set up helpdesk and deploy additional manpower to assist passengers.

