

Online Booking - FAQs

1	Q	Is e-Ticketing service available to registered members only?
	A	Yes, only registered members can buy tickets on-line.
2	Q	Is there any service charge on e-Ticketing service?
	A	Currently there is no service charge for buying through train tickets via this website.
3	Q	How can I pay for the tickets reserved on-line?
	A	You can pay by credit cards such as Visa card, Master card, Diners Club card or American Express card, etc..
4	Q	Can I use virtual credit card to reserve tickets on-line?
	A	Virtual credit card is not accepted because customer has to present his/her credit card used for e-Ticketing when collecting the ticket.
5	Q	Is the data registered on-line treated as confidential?
	A	All personal data are treated in accordance with the relevant provisions. For details, please refer to the legal terms and conditions.
6	Q	Can I reserve tickets for the Beijing or Shanghai through train via the e-Ticketing system?
	A	Only through train tickets for the Guangdong line is available on-line for the time being. Tickets for the Beijing or Shanghai line are available for sale at the Intercity Passenger Services Centre at Hung Hom Station, through train ticket offices at other stations or through the appointed ticketing agents.
7	Q	How many tickets can I buy on-line?
	A	The maximum number of tickets bought by each credit card is twelve.
8	Q	What is "Visa Verification" ?
	A	"Visa Verification" is a new service by which Visa card-holders are able to have tighter control, over the use of their Visa cards when making on-line transactions. For details, please refer to http://www.visa.com.hk .
9	Q	Is child ticket available for sale on-line?
	A	Yes, child ticket is available for sale on-line.
10	Q	How can I collect the ticket reserved on-line?
	A	You have to collect the ticket with the credit card used for reservation at the Intercity Passenger Services Centre at Hung Hom Station or through train ticket offices at other stations.
11	Q	Will my credit card account be credited before I collect the ticket?
	A	Yes, your credit card account will be credited once the on-line transaction has been completed.
12	Q	Can I authorize someone else to collect the ticket on my behalf?
	A	No. The ticket has to be collected by the credit card holder only.
13	Q	What should I do if I have made the wrong selection only after the payment process started?
	A	The ticket selected cannot be cancelled or changed once the "Confirmed" key was pressed. You are advised to check the transaction data carefully before pressing the "Confirmed" key.
14	Q	How can I know which train is full?
	A	The system cannot indicate which train is full. It can only show that the seats are not available at "My Cart" during the process of reservation.
15	Q	How can I check the reservation record?
	A	The reservation record is accessible at a member's personal file.

16	Q	How can I alter ticket or refund after reservation is made on-line?
	A	Ticket alteration or refund can only be made at the Intercity Passenger Services Centre at Hung Hom Station or through train ticket offices at other stations. Please note that ticket alteration and refund should be arranged in person. For details of ticket refund, please refer to the ticket refund on the Ticketing Information leaflet.
17	Q	Who should I refer to if I have queries?
	A	For enquiries, please call the Intercity Passenger Services Hotline on (852) 2947 7888 during office hours (07:00 to 19:00) or send e-mail to ipsc@mtr.com.hk
18	Q	Can I ask for refund if typhoon signal no. 8 is being hoisted or black rainstorm warning is issued?
	A	Through train operation is normal and no refund will be made when typhoon signal no. 8 is being hoisted or black rainstorm warning is issued. If typhoon signal no. 9 or above is being hoisted, customers should pay attention to the news on through train services broadcasted on TV or radio.
19	Q	What should I do if I forget the password?
	A	You may go to "Forget Password" after logging in.
20	Q	What can I do if I still fail to log in the system even after I correctly input my Customer ID with password and clicked "confirm"?
	A	<p>Please try the following steps:</p> <ol style="list-style-type: none"> 1) At the menu bar of IE browser, select "Tools"> "Internet Options"> "Security". 2) Click "Trusted Sites", and then click "Sites". 3) Input "http://www.it3.mtr.com.hk/b2c/", and then click "Add". 4) Click "Confirm" and the "Internet Options" window reappears. 5) Click "Confirm" again to save the settings. 6) Close all the browsers and log in the e-booking system once again. <p>If the problem remains unresolved, please follow the next steps:</p> <ol style="list-style-type: none"> 1) At the menu bar of IE browser, select "Tools"> "Internet Options"> "Security". 2) Click "Trusted Sites". Under "Security level for the zone", choose "Low Security Level" and click "Confirm" to save the settings. 3) Close all the browsers and log in the e-booking system once again. 4) Upon completion of e-booking, please restore the previous security level.