

# 城際直通車旅客、行李及包裹運送規則（廣東綫）

## Conditions of Travel on Intercity Through Trains (Guangdong Line)

### TICKETING INFORMATION

#### 1. TICKET SALES CHANNELS

- Intercity Passenger Services Centre at East Rail Line Hung Hom Station, ticket offices in other East Rail Line stations including Mong Kok East, Kowloon Tong and Shatin, and Light Rail Customer Service Centres at Tuen Mun Ferry Pier and West Rail Line Tin Shui Wai Station.
- Appointed ticketing agents.
- MTR Intercity Through Train Tele-ticketing Hotline: (852) 2947 7888.
- MTR Intercity Through Train e-Ticketing website: www.mtr.com.hk/throughtrain.

#### 2. SELLING OF TICKETS

- Tickets can be pre-sold for up to 60 days. For northbound journeys (i.e. from Hong Kong to the Mainland) ticket sales will stop at the following times before train departure:
  - Intercity Passenger Services Centre at East Rail Line Hung Hom Station - 20 minutes;
  - The other East Rail Line ticket sales outlets - 1 hour;
  - Light Rail Customer Service Centres at Tuen Mun Ferry Pier and West Rail Line Tin Shui Wai Station - 2 hours;
  - Tele-ticketing Hotline - 45 minutes;
  - e-Ticketing website - 45 minutes.
- Please contact the appointed ticketing agents for their ticket sales arrangements.
- Southbound ticket sales will stop 6 hours before train departure in Hong Kong sales outlets.

#### 3. TICKET ALTERATION

Subject to seat availability, passenger may request for the alteration of the date and train number as shown on the ticket. Ticket alteration should be made 30 minutes before departure for northbound train and 6 hours before departure for southbound train. Passengers can alter their date and/or time of travel only once at the issuing office where the tickets were purchased, whereas the destination and class of travel cannot be altered. All altered tickets are non-refundable.

#### 4. VALIDITY OF TICKET

- A ticket is only valid for the train number, date and boarding station specified on the ticket. There is no refund for those getting off the train mid-journey or those who have not travelled the whole journey.
- No person shall alter the information on the ticket or damage the ticket. If a passenger uses an altered or damaged ticket, the passenger will be treated as having boarded the train without a ticket. Altered or damaged tickets are treated as void and cannot be refunded.

#### 5. FARES

- Please refer to the latest fare information posted at station notice boards.
- Children aged 5 to 9 require child tickets. Passengers aged 10 or above require adult tickets.
- A child under 5 accompanied by a fare-paying adult may travel free, providing that the child does not occupy a seat. If a fare-paying adult brings more than 1 child on-board, the extra child is required to have a child ticket.

#### 6. REFUND

Passengers may request a refund for unused tickets within specified time limits before departure at the issuing office where the tickets were purchased. The scale of refund is as follows: 50% of the ticket fare for request made 2 hours to 2 days before departure of northbound train, and 6 hours to 2 days before departure of southbound train; 70% of the ticket fare for request made 3 to 14 days before train departure; full refund for request made 15 days or more before train departure subject to a handling fee of HK\$15 for each adult ticket and H\$7.5 for each child ticket. Expired tickets will be unacceptable.

#### 7. EXCESS FARES ON TRAINS

- Passengers must pay a specified excess fare under the following circumstances and a supplementary ticket will be issued for the excess fare paid:
- If a passenger loses his/her ticket after boarding the train, he/she will be treated as travelling without a ticket. Adult passengers found travelling with an invalid ticket or without a ticket shall pay an excess fare equal to the full fare of the journey.
  - A child found travelling with an invalid ticket or without a ticket shall pay an excess fare equal to the child's fare for the journey. A passenger 10 years of age or more travelling with a child ticket shall pay an excess fare equal to the difference between the adult and child fares.
  - If a passenger finds his/her lost ticket before the end of the journey, he/she may, on presentation of the original ticket and the supplementary ticket before the train arrives at the destination, request a refund of the excess fare paid.
  - Passengers who travel beyond their ticket destination shall pay an excess fare equal to the difference between the normal fares payable for the two destinations. No refund shall be made for any shortened journey.
  - Passengers travelling in a higher class coach with a lower class ticket shall pay an excess fare equal to the difference between the normal fares for the two classes. No refund shall be made to passengers travelling in a lower class coach.

### BOARDING REGULATIONS FOR PASSENGERS

- Passengers are requested to arrive at Hung Hom Station 45 minutes before train departure. The entrance gate will be closed 10 minutes before the train departs.
- Passengers must board at the boarding station marked on the ticket.
- Except for the situation listed in paragraph 11, passengers for the southbound journey (i.e. from the Mainland to Hong Kong) shall only be allowed to alight at Hung Hom Station.
- Passengers shall not be allowed to board the train if they are considered likely to cause harm to themselves or harm, inconvenience or nuisance to other passengers by reason of their suffering from physical or mental illness or disease, being drunk or under the influence of drugs or likely to act in a riotous, offensive or disorderly manner. If any passenger is found to be suffering from an infectious disease or drunk or under the influence of drugs or acts in a riotous, offensive or disorderly manner whilst on board a train, they may be made to alight at the next station. No refund will be made for the untravelled portion of the journey.

### CONDITIONS OF CARRIAGE OF LUGGAGE AND PARCELS

#### 12. HAND CARRIED LUGGAGE/PARCELS

- No person shall, whilst in or upon railway premises, including any station and any part of any train, have in their possession, or carry or cause to be carried any article prohibited by paragraph 15 a & b of these conditions or any other substance or thing that could be used as a weapon or could cause apprehension or terror to any reasonable person.
- No item of luggage, no bag, parcel or container of whatsoever description that is reasonably suspected of containing any item, matter or thing referred to in sub-paragraph 12(a) of these Conditions shall be carried or otherwise taken or placed upon any platform or train.
- The maximum weight of luggage (excluding folding wheelchairs for the disabled) that can be carried by passengers free of charge is specified below:
  - Adult 20 kg;
  - Child 10 kg;The sum of the length, width and height of each item of hand-carried luggage should not exceed 160 cm. Any item of luggage that exceeds the specified weight or dimension shall be consigned.
- If over-weight or over-sized articles are found in the passenger compartment of any train, they may continue to be carried therein to the destination station; if the article is over-weight, a conveyance charge double that for a parcel shall be payable for the over-weight portion; if the article is over-sized, a conveyance charge double that for a parcel shall be payable for the total weight of the article. Articles that are both over-weight and over-sized shall be treated as over-sized. A supplementary ticket shall be issued.

#### 13. THE SCOPE OF LUGGAGE/PARCEL CONSIGNMENT

- Items that can be consigned as luggage include:
    - Passengers' bedding, clothing, books for reading on the journey and travelling necessities;
    - Wheelchairs for the disabled and perambulators (one per passenger ticket); or
    - Costumes, musical instruments and stage equipment that can easily be stored in the luggage coach.
  - Items that can be consigned as parcels include books, instruments, meters, medicines, home electrical appliances, textiles, sewing machines, bicycles, motor-cycles of 125 c.c. or less without petrol and other small articles.
  - The size of each piece of consigned luggage or parcel must not be less than 0.01 cubic meter, while the total weight of the luggage and/or parcel(s) consigned by each passenger shall not exceed 50kg. Under special circumstances, luggage/parcels exceeding 50kg can be consigned subject to the mutual consent of both railway parties.
  - No luggage and parcel consignment service is provided for Dongguan (Changping) passengers.
- #### 14. LUGGAGE/PARCEL CONSIGNMENT CHARGES
- The charge for carrying luggage and parcels shall be in accordance with notices published by MTR from time to time.
  - The chargeable weight of each piece of luggage or each parcel is a minimum of 10kg, and thereafter per each 5kg or part thereof.
  - Wheelchairs for the disabled and bicycles shall be charged at 25kg.
  - Consigned luggage weighing less than 50kg for any one passenger will be charged at the prescribed luggage rate. Any consigned luggage in excess of 50kg (75kg if there is a wheelchair for the disabled included) shall be charged double the luggage rate for the weight in excess of 50kg.
  - Luggage consigned by four groups (within 20kg per person, excluding folding wheelchairs for the disabled) shall be charged at 15kg for each item in average; and any item weighs 20kg and above shall be charged for the actual weight.
  - Pets (i.e. dogs, cats and birds) carried by passengers on a train will be charged for in accordance with notices published by MTR from time to time. Any passenger found with a pet on a train without a ticket for the pet shall pay a charge for the pet double that of the prescribed rate.

#### 15. PROHIBITED ARTICLES

- Articles which are prohibited to be carried in or upon railway premises, including any part of any train, include the following:
  - dangerous goods, inflammable goods, self-combustible goods, explosive goods (including but not limited to fireworks), radio- active material, corrosive and toxic articles;
  - weapons (including for the avoidance of doubt any imitation or replica weapon) and ammunition;
  - articles likely to spread diseases or obnoxious odour;
  - articles likely to damage, pollute the train or any property of other passengers; and
- Articles prohibited by the Hong Kong and Mainland Customs authorities. If any prohibited article is carried by a passenger or consigned under an assumed name supplied by its consignor, the passenger or the consignor shall be held responsible for all the consequences arising therefrom.

#### 16. CONDITIONS OF LUGGAGE/PARCEL CONSIGNMENT

- Passengers shall produce their through train ticket when consigning any luggage/parcel. When a parcel is consigned, documents required by the Hong Kong and Mainland Customs authorities and any relevant statutory rules and regulations must be attached.
- No safe-keeping charges shall be levied on any item of luggage or parcel on the day of their arrival at the destination station. After that, such charges shall be payable on a daily basis. MTR shall have the right to dispose of any item of luggage or parcel not claimed within 14 days after arrival.
- Gold, silver, platinum and their finished products, securities, coins and bank-notes, jewellery, jade products, antiques and other valuables must be escorted. Escorts are required to pay the prescribed fares.
- Items of luggage and parcels that are consigned shall be fully and securely packed (except those requiring no packing) so as to ensure that they remain intact throughout the journey. MTR reserves the right to refuse any consignment.
- Consignments cannot be cancelled once the consigned item has been loaded into the luggage coach. To cancel a consignment the consignment ticket must be surrendered and only 50% of the consignment fee shall be refunded.
- The consignment fee will be fully refunded where a consignment has to be cancelled because of the suspension of train services due to a railway fault or natural disaster.
- Where paragraphs 16e. and 16f. of these Conditions apply, handling charges incurred at the dispatching station shall not be refunded, but the handling charges collected for the destination station shall be refunded.
- Pets (i.e. dogs, cats, and birds) must be carried in appropriate containers and comply with all import/export and quarantine requirements. The safety of other passengers and the cleanliness and sanitary condition of the train must not be adversely affected. The passenger shall be responsible for any injury, loss or damage caused by their pet either to MTR or to any third party.

#### 17. CLAIMS FOR DAMAGED OR LOST LUGGAGE AND PARCELS

- MTR shall not be responsible for any damaged or lost consigned luggage or parcels under the following circumstances:
  - natural disasters or occurrences beyond the control of MTR;
  - inherent properties of the articles that lead to any reduction in weight or quantity, decay or damage;
  - poor packaging or packaging in containers which do not allow visual inspection of their contents;
  - reduction in weight while the packaging is intact and the number of items is correct;
  - where the articles are escorted by the consignor or his agent or employee; and
  - vi. fault on the part of either or both of the passenger and the consignor.
- The maximum compensation for any lost or damaged item of luggage or parcel shall not exceed HK\$20 per kg.
- In case of total loss of any item of luggage or parcel, a written application for compensation should be made within a period of 30 days after the fifth day of consignment. If the luggage/parcel has been partially lost or damaged, written application for compensation should be made within a period of 30 days after the day following the day of delivery. The luggage/parcel ticket or other relevant documents must be attached to the application. Late applications will not be accepted.

For any enquiries, please contact our Intercity Passenger Services Hotline: **(852) 2947 7888**.

### 票務資料

#### 1. 車票發售地點

- 東鐵綫紅磡站城際客運服務中心；東鐵綫旺角東、九龍塘及沙田站直通車售票處；屯門碼頭及西鐵綫天水圍站輕鐵客務中心；
- 各特約旅行社；
- 港鐵城際直通車購票熱線：(852) 2947 7888；
- 港鐵城際直通車網上購票系統：www.mtr.com.hk/throughtrain。

#### 2. 預購車票

- 車票可供預售60天。北行車票（香港往內地）於下列時間停止發售：
  - 東鐵綫紅磡站城際客運服務中心 — 開車前20分鐘；
  - 其他東鐵綫車站售票處 — 開車前1小時；
  - 屯門碼頭及西鐵綫天水圍站輕鐵客務中心 — 開車前2小時；
  - 電話購票 — 開車前45分鐘；
  - 網上購票 — 開車前45分鐘；
- 特約旅行社的售票詳情，請直接向其查詢。
- 南行車票於開車前6小時在香港停止發售。

#### 3. 改簽直通車車票

在列車仍未滿座的情況下，旅客可辦理一次改簽手續。北行車票須於開車前30分鐘辦理，南行車票的改簽手續，須於開車前6小時辦理。出發日期及/或時間只可改簽一次，且必須在原購地點辦理改簽手續。此外，改簽的車票須為同一目的地及同一等級，改簽後不可再辦理退票。

#### 4. 有效車票的釐訂

- 車票只在票面指定車次、乘車日期及車站有效。旅客如於中途站下車或未完成全程，未乘區間票價恕不退還；
- 車票上所有資料不得擅自塗改，亦不得損毀車票，凡持經塗改或已損壞之車票乘車者，按無票旅客處理。凡經塗改或損壞之車票，一律作廢，不予退票。

#### 5. 票價

- 請參閱張貼於車站告示板的最新票價資料；
- 5至9歲的小童須購買小童票，年滿10歲或以上者須購買成人票；
- 5歲以下由一名購票成人陪同而又不佔座位者，可免費乘車。如一名購票成人陪同一名以上的小童乘車，額外的小童須購買小童票。

#### 6. 退票條款

旅客可於出發前的指定時限內在原購地點要求退回未經使用的車票，詳細規定如下：北行車票於開車前2小時至2天辦理，南行車票於開車前6小時至2天辦理，可退回票價的50%；3至14天前辦理，可退回70%；提前15天或以上辦理，則可退回全部票價，但須扣除手續費，成人票為每張港幣15元，小童票為每張港幣7.5元。逾期車票，恕不受理。

#### 7. 直通車上各類補票

- 遇有下列情況，旅客須按章補票，補票手續辦妥後將獲發一張代用票：
- 登車後遺失車票，將按無票乘車處理。成人旅客無票或持無效車票，應補付全程票價；
  - 無票或持無效車票的小童，應補付小童票價；年滿10歲或以上者仍持用小童票，應補付小童與成人票價的差額；
  - 遺失車票的旅客若找回所遺失的車票，可於到站前憑原票及代用票向列車長申請退還所補票價；
  - 旅客如越站下車，應補付兩站正常票價的差額。旅客如縮短旅程，所剩餘路程票價概不退還；
  - 旅客如轉住較高等級的座席，應補付正常票價的差額；如旅客上車後轉住票價較便宜的座席，其差額概不退還。

### 乘車條件

- 旅客須於列車開出前45分鐘到達紅磡站入閘登車。閘口將於列車開出前10分鐘關閉。
- 旅客須於票面指定的車站登車。
- 除按第11段所列情況外，內地往香港的旅客只可在紅磡站下車。
- 旅客因身體或精神疾患或其他疾病、醉酒或受藥物影響或行為粗魯、攻擊性或失常而可能對自身或他人造成傷害、不便或妨礙者，均不能乘車。中途如發現旅客有傳染病、醉酒或受藥物影響或行為粗魯、攻擊性或失常，可能被要求在前方車站下車，餘下路程票價概不退還。

### 行李、包裹運送規則

#### 12. 手提行李/包裹

- 於鐵路範圍內（包括任何車站、列車的任何部份）的任何人士，均不得擁有或攜帶或被致使攜帶第15 a 及 b段所禁止的任何物品，或任何可用作武器或可能對任何有理性的人構成恐懼或威脅的其他物質或物件；
- 任何有理由被懷疑載有第12a段所列的任何物品、物體或物件的行李、手提包、包裹及任何類型的容器，均不得攜帶或拿到或放置在任何月台或列車；
- 旅客可免費攜帶的手提行李（傷殘人士自用摺疊式輪椅除外）限制為：成人20公斤；小童10公斤；每件行李外部尺寸，長闊高相加的總和，不得超過160厘米，超過重量或尺寸限額的任何行李應予託運；
- 客車上發現行李超重或過大時，可繼續運送至目的站，惟超重部份須加倍補收包裹運費；過大物品，則按其全部重量加倍補收包裹運費，並填發代用票。物品既超重又過大者，按過大物品處理。

#### 13. 託運行李、包裹之範圍

- 可託運之行李包括下列各類：
  - 旅客之被褥、衣服、在旅途閱讀之書籍、旅客必需品；
  - 傷殘人士自用的輪椅、嬰兒車（每張客票一輛）；
  - 容易裝入行李車內供演出用的服裝、道具、樂器；
- 可託運的包裹包括：書籍、儀器、儀表、藥品、家庭電器、紡織品、縫紉機、自行車和不帶汽油的摩托車（汽缸容量不得超過125立方厘米），以及其它零星物品；
- 託運的行李、包裹，每件體積不得少於0.01立方米；每位旅客託運之行李、包裹總重量不得超過50公斤。遇特殊情况，超過50公斤的行李、包裹，如經雙方鐵路單位同意亦可託運；
- 行李、包裹託運服務不適用於東莞（常平）站。

#### 14. 託運行李、包裹之收費辦法

- 託運行李、包裹，須按港鐵公佈的規定繳費；
- 行李、包裹的託運費以重量計算，最低的計算重量為10公斤；其後之計算重量以每5公斤計算；
- 自行車、傷殘人士用輪椅每輛按25公斤計算；
- 每位旅客託運的行李重量在50公斤以內，按行李運費計算。超過50公斤的託運行李（傷殘人士自用的輪椅連行李則以75公斤計），超重部份加倍補收行李運費；
- 旅行團體的行李（每人20公斤以內，不含傷殘人士自用的輪椅）需要託運時，每件平均按15公斤行李運費計算，超過20公斤的按實際重量計算；
- 旅客攜帶供玩賞的小動物（狗、貓和雀鳥）登車，須按港鐵公佈的規定繳費。如發現旅客攜帶未購票的小動物乘車，將加倍補收運費。

#### 15. 禁運物品

- 以下物品禁止隨身攜帶於鐵路範圍內或之上（包括任何列車之任何部份）：
  - 危險品、易燃品、自燃品、爆炸品（包括但不限於煙花）、放射性物質、腐蝕性與毒害性等有害物品；
  - 武器（包括但不限於任何仿製品或複製武器）及彈藥；
  - 可能傳播疾病或發臭的物品；
  - 可能損壞、污染列車或其他旅客手提行李的物品；
- 香港與內地海關禁止攜帶的物品；禁止託運的行李、包裹，如因託運人以偽名託運，由此所產生的一切後果，由旅客或託運人自負。旅客攜帶違禁品時亦然。

#### 16. 行李、包裹之託運與承運

- 旅客託運行李、包裹時，須出示直通車車票，同時必須附有香港與內地海關及有關法定規章規定的添附文件；
- 行李、包裹到達目的站後，當日免費保管。以後按日核收保管費。14天後仍未領取者，港鐵有權處理；
- 金、銀、白金及其製品、有價證券、錢幣與紙幣、珠寶玉器、文物及其他貴重物品須派人押運。押運人乘車須購買相應客票；
- 行李、包裹應當有完整、牢固、適合運輸之包裝（毋須包裝者除外），以確保於運送期間行李、包裹之完整，否則港鐵有權拒絕承運；
- 行李、包裹裝車後不得取消託運。如要求取消託運，必須交回行李票或包裹票，並只可取回50%託運費；
- 因鐵路故障或自然災害中斷行車，取消行李、包裹託運時，運費當全部退還；
- 遇上文第16e、f段之情況，始發站已收之搬運費不予退還，惟代目的站核收之搬運費則全部退還；
- 旅客攜帶供玩賞之小動物（狗、貓和雀鳥），必須裝在相應之容器內。須符合進出口檢疫規定，並保證其他旅客之安全與車內之清潔衛生。小動物對港鐵或任何第三者造成傷害、損失或損害時，由攜帶人負責賠償。

#### 17. 行李、包裹受損或遺失時之處理辦法

- 行李、包裹因下列情況受損或遺失時，港鐵不承擔責任：
  - 自然災害或人力不可抗拒之情況；
  - 物品本身自然性質引致減量、腐壞或損毀；
  - 包裝方法或容器不良，而從外部又不能觀察發現；
  - 件數齊全、包裝完整而重量不足；
  - 託運人自己或其代理或僱員押運；
  - 旅客和或託運人任何一方或雙方的過失；
- 行李、包裹全部或部份遺失或受損時，最高賠償額為每公斤不超過港幣20元；
- 行李、包裹全部遺失時，託運人可在鐵路承運後5日起的30天內，以書面要求鐵路賠償。如行李、包裹部份遺失或損毀，則是項賠償要求，可在交付翌日起的30天內以書面提出。惟任何情況下皆必須將行李票、包裹票或有關文件隨函附上。逾期不予受理。

如有查詢，請致電城際客運服務熱線：**(852) 2947 7888**

二零零七年十二月二日