

城際直通車旅客、行李及包裹運送規則（北京／上海綫）

Conditions of Travel on Intercity Through Trains (Beijing / Shanghai Lines)

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.

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;
- Please contact the appointed ticketing agents for their ticket sales arrangements.
- Southbound ticket sales will stop 5 days 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 2 days 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 sleeper. 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: 80% of the ticket fare for request made 2 hours before departure of northbound train, and 2 days before departure of southbound train. 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 of 1.5 times 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 50% of the excess fare paid;
 - Passengers who occupy seats of higher class shall pay an excess fare of 1.5 times the difference between the classes of fares. If they get prior permission from the Chief Steward to change for a higher class, they shall only pay the fare difference between the classes of fares. 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 departing for Hong Kong should arrive at the departure station 90 minutes before the scheduled departure time.
- 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 untravelling 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.
- Passengers are not allowed to bring animals with them onto the coach of the train (except small pets such as dogs, cats and birds). Such small pets must be placed in proper containers and must comply with import and export quarantine regulations. Safety of other passengers and the cleanliness of the coach should also be ensured. If the small animals cause damage to the railways or to a third party, passengers bringing such animals are responsible for them and must pay for any compensation. Moreover, the pets are only permitted to be located in the individual rooms. Each individual room is limited to keep two pets maximum. Under such circumstances, the passenger must pay full fare for all the sleepers inside the room. In the event that no individual rooms can be provided, conveyance of such animals will not be permitted.

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 and the weight must not exceed 75kg.

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 in accordance with the parcel consignment rates.
- Luggage consigned by tour groups (within 20kg per person, excluding folding wheelchairs for the disabled) shall be charged only at 15kg for each item and shall be treated as an escorted consignment.

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 30 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.

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
 - 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\$30 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 3 months after the tenth day of consignment. If the luggage/parcel has been partially lost or damaged, written application for compensation should be made within a period of 3 months 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。

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；
- 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5天在香港停止發售。

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2天辦理。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不單獨佔用臥席者，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小時辦理，南行車票於開車前2天辦理，可退回票價的80%。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，應補付全程票價的1.5倍；
- 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的50%；
- 旅客如越等乘車，應補付票價差額的1.5倍；若得列車長同意更換較高等級臥席，則只應補付兩級票價的差額；如旅客上車後轉往票價較便宜的臥席，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。從內地出發的旅客，請於列車開車前90分鐘到達車站辦理出境手續。
- 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暴、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暴、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，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；
- 客車上發運行李超重或過大時，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；
- 列車上嚴禁攜帶動物，但供玩賞的小動物（狗、貓和雀鳥）除外。而該小動物必須裝入相應的容器內，並須符合進出口檢疫規定，及保證其他旅客的安全和車內清潔衛生。小動物對鐵路或第三者造成損害時，由攜帶人負責賠償。此外，上述運送只准採用單獨房間，每間房不得超過兩隻小動物。在這種情況下，旅客必須按房間內的臥鋪數目支付全程票價。在鐵路不能提供單獨房間的情況下，不准運送。

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），以及其他零星物品；
- 託運的行李、包裹，每件體積不得少於0.01立方米，最高重量不超過75公斤。

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，5公斤為一單位，不足5公斤亦按5公斤計算。最低的計算重量為10公斤；
- 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，按行李運價計算。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），超重部份按包裹運費計算；
- 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，每件按15公斤行李運價計算及按押運辦理。

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，如因託運人虛報資料而獲准託運，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。30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程，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；

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30元；
- 行李、包裹全部遺失時，託運人可在鐵路承運10日後的3個月內，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3個月內以書面提出。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綫：**(852) 2947 7888**