

Handling Charge for e-Ticketing / Tele-ticketing

Q & A

1. Q: When will the revised handling charge for e-Ticketing/Tele-ticketing be effective?

A: The revised handling charge will be effective from 1 October 2016.

2. Q: How much is the revised handling charge?

A: The handling charge will be revised from HK\$9 to HK\$12, same for adult and child.

3. Q: Is it compulsory for a passenger to pay the handling charge before buying a ticket?

A: Apart from the e-Ticketing/Tele-ticketing channel, passengers can also buy tickets without any handling charge at other MTR sales outlets at present (e.g. Intercity Through Train Customer Service Centre at East Rail Line Hung Hom Station, ticket office at Mongkok East, Kowloon Tong and Shatin stations; Tourist Services at Island Line Admiralty Station; Light Rail Customer Service Centre at Tuen Mun Ferry Pier and Tin Yat Stop) and MTR's appointed ticketing agents (over 50 sales outlets).

4. Q: Why don't you increase the ticket fare directly?

A: Since not all passengers are buying tickets via e-Ticketing/Tele-ticketing, the increment of handling charge could avoid impacts on all passengers.

5. Q: E-ticketing/Tele-ticketing service is not applicable for the ticket booking of Beijing/Shanghai-Kowloon Through Train now. This is inconvenient to passengers. Will there be any improvement?

A: Due to different system set-up, our e-Ticketing/Tele-ticketing service is not applicable for the ticket booking of Beijing/Shanghai Through Train. Further consideration will be made after the implementation of soft ticket system or the upgrade of both systems.

6. Q: Mainland railway stations such as Guangzhou also provide Tele-ticketing service now without handling charge. Why MTR charge?

A: The Tele-ticketing service provided by Mainland railway stations and MTR are different. MTR's Tele-ticketing service is that passengers buy tickets with their credit cards via the phone. The process is fully automatic and is convenient and reliable. As mentioned, income from the handling charge will be used to cover the daily operating expenses and future development of the relevant ticketing system.

7. Q: When will you inform passengers the increment of the service charge?

A: Advance notice will be given to passengers via our website and credit card ticketing system (including iPhone & Android apps) four weeks before the effective date.

8.	Q:	Can I get a refund of the handling charge in case of ticket refund?
	A:	Handling charge is non-refundable in case of ticket refund.
9.	Q:	Why are you increasing the handling charge? Is the through train business making a loss or need to generate more income due to low profit?
	A:	The introduction of handling charge is based on a “User Pays” principle. The income generated from the handling charge will be used to cover cost of the developing new ticketing system, their daily operating expenses and further upgrade .