



China Train Booking App

Station Guide

**Guangzhou East Railway Station 广州东站 / 1, Dongzhan Road, Tianhe District, Guangzhou 广州市天河区东
路 1 号(86-020-61346610)**

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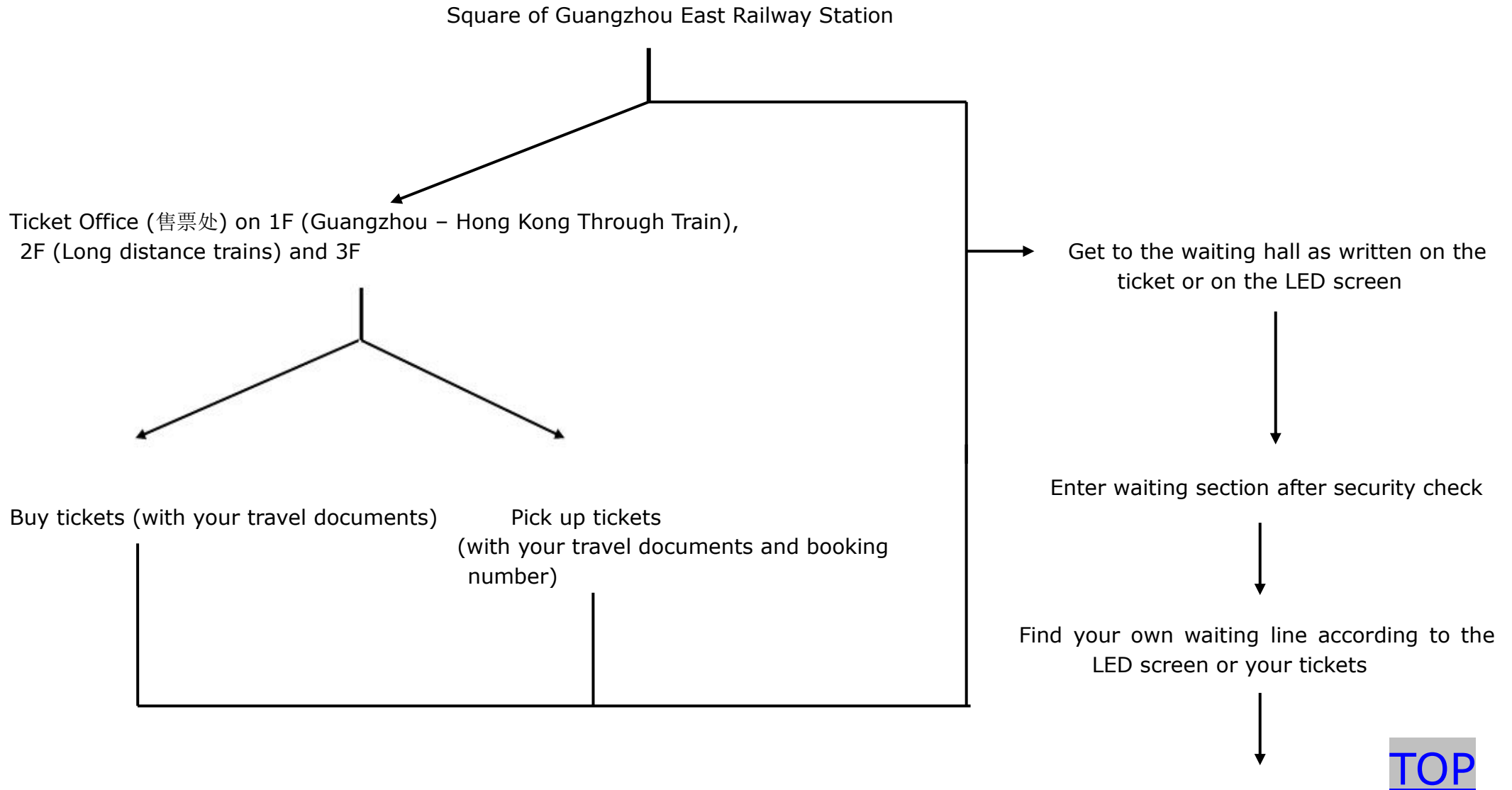
● General Information

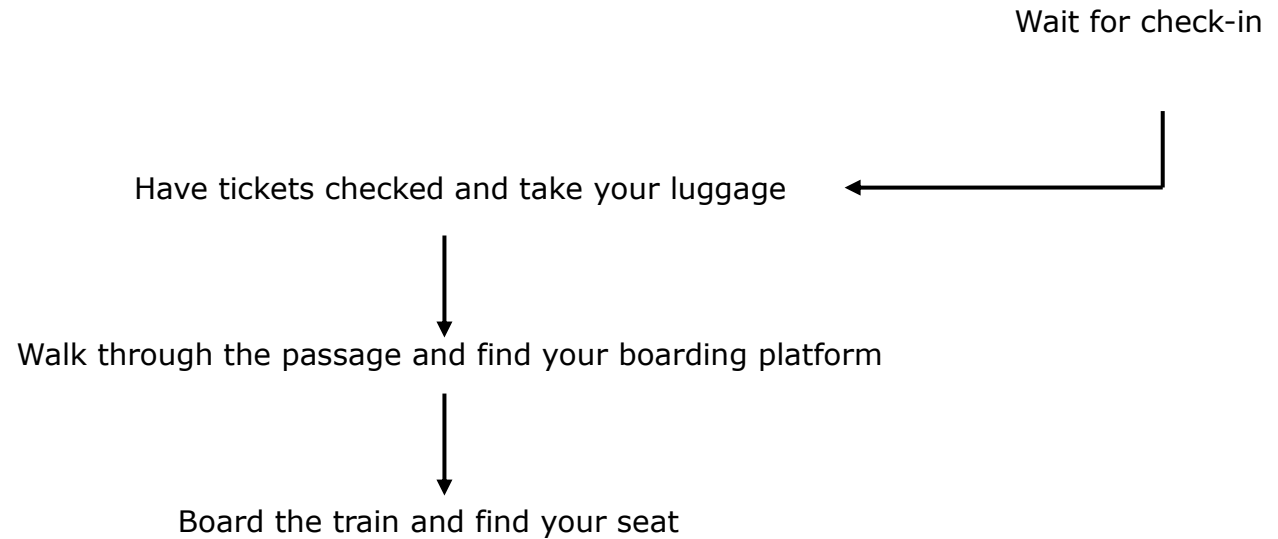
Its location in Tianhe District draws a large passenger flow for Guangzhou East Railway Station (广州东站). It actually has a very long history dating back to 1910 and it has become Guangzhou's primary railway station since its reconstruction in 1998. The station serves as a terminus for many southeast routes in China, Guangdong in-province routes and Guangzhou – Hong Kong route. The main construction of the station is a 4-story building, faced with a vast square that is lined with bus and taxi stops.

Considering the traffic jams oftentimes, a smart move is to **be at the station at least 2 hours before the departure time**, especially for those who haven't bought tickets ahead or need to collect tickets on spot.

● Board the Train / Leave the Station

Boarding progress at Guangzhou South Railway Station:





Leaving Guangzhou East Railway Station:

The exit of the railway station is linked with Guangzhou Metro, Line 1 and Line 3. When your train pulls over, you will need to walk down the exit tunnel and get to an underground lobby, where you will find the entrance to metro stops and another passage up to the ground. Get up on the square ground, you can catch a bus or take a taxi.

● Transportation

Address: 1, Dongzhan Road, Tianhe District, Guangzhou 广州市天河区东站路 1 号(86-020-61346610)

Bus

1. To/from Guangzhou East Railway Station (广州东站): B19, 41, 43, 45, 122, 122-A, 175, 183, 185, 195, 209, 214, 233, 256, 280, 283, 302, 302-A, 501, 508, 515, 551, 15 night bus, 17 night bus, 28 night bus, 78 night bus

2. To/from Guangzhou Baiyun International Airport (广州白云国际机场): Airport Express Bus

Subway

Metro Line 1: straight to Guangzhou East Railway Station (广州东站)

Metro Line 2: Gongyuanqian Station (公园前站) → change to Line 1 → Guangzhou East Railway Station (广州东站)

Metro Line 3: straight to Guangzhou East Railway Station (广州东站)

Metro Line 4: Chepinan Station (车陂南站) → change to Line 5 → Zhujiang Xincheng Station (珠江新城站) → change to Line 3 → Guangzhou East Railway Station (广州东站)

Metro Line 5: Zhujiang Xincheng Station (珠江新城站) → change to Line 3 → Guangzhou East Railway Station (广州东站)

Metro Line 6: Dongshan Station (东山站) / Huangsha Station (黄沙站) → change to Line 1 → Guangzhou East Railway Station (广州东站)

Metro Line 8: Kecun Station (客村站) → change to Line 3 → Guangzhou East Railway Station (广州东站)

Guangfo Metro Line: Xilang Station (西朗站) → change to Line 1 → Guangzhou East Railway Station (广州东站)

Taxi

Show this to the driver: 请带我到广州东站，谢谢！ (Please take me to Guangzhou East Railway Station, thank you!)

Taxi fee: starting price 10RMB/2.5km, toll range 2.6RMB for 1km.

To other railway stations

To Guangzhou Railway Station (广州站)

Guangzhou Railway Station lies in the Yuexiu District. You can take Metro Line 1 (towards Xilang) from Guangzhou East, and change to Line 5 at Tiyuxilu Station (体育西路站) and then to Guangzhou Railway Station. It is a 40-minute journey.

To Guangzhou South Railway Station (广州南站)

Guangzhou South Railway Station is located in Panyu District. To get there, you can take Metro Line 1 (towards Xilang), and change to Line 2 at Gongyuanqian Station (公园前站, 7 stops), which will take you straight to Guangzhou South Railway Station. It takes about 40 minutes.

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● Station Details

Domestic Train Routes

Guangzhou East Railway Station is the city's main high speed railway station and also serves as a gateway for Guangzhou – Hong Kong Through Train. It operates 55 pairs of Guangzhou – Shenzhen railway trains, 20 pairs of long distance trains and 8 pairs of Guangzhou – Hong Kong Through Train. The earliest train to Shenzhen is at 06:15 in the morning, and the latest one is at 11:30 at night, which offers easy and quick access for border-crossing travelers all day long. Going northward, you can find non-high-speed trains to Beijing, Changchun, Shenyang, Harbin and other northern cities. There is also train to Haikou.

C-trains: to Guangzhou Railway Station and Shenzhen

D-trains: to Chaoshan and Shenzhen

K-trains: to Yichang, Xiamen, Hankou, Yingtan, Datong, Chengdu, Hefei, Xiangyang, Nanchang, Chongqing, Kunming, Jiujiang, Shangyao and etc.

T-trains: to Meizhou, Beijing, Shanghai, Jinan, Nanchang, Shantou and etc.

Z-trains: to Shenyang, Harbin and Changchun.

International Train Routes

Guangzhou East Railway Station is the starting station and terminus for Guangzhou – Hong Kong Through Train. Train tickets are sold at the ticket office of F1 and the waiting hall is on F3. Passengers shall go through custom check half an hour before boarding, which will require a valid passport and Hong Kong visa (for those whose nationalities are not visa-free in Hong Kong). The Through Train has two custom checks, one is at Guangzhou East Railway Station and the other one is at Hung Hom Railway Station in Kowloon, Hong Kong. Custom check takes about 20 minutes. It is suggestible to purchase tickets at least 1 day ahead of time. If you are purchasing tickets as you go, note that there will be a long waiting line during 7-8'o clock in the morning and 6-8'o clock at night.

Security Check

Passengers are required to have themselves and luggage go through X-ray scan before getting onto the F2 Departure Level.

If you are talking metro, there will also be security check before getting on the metro train.

Baggage Allowance

The maximum carry-on baggage allowance for each adult passenger is 20 kg and 10 kg for each child. The total length of each item can not exceed 160 cm. The above limitation is not applicable to wheelchair, which can be brought onto the train for free. Baggage space is limited and must be stored in your car so it is advised to travel lightly.

Ticket Offices

Ticket offices can be found on F1, F2 and F3. F1 is for Guangzhou – Hong Kong Through Train; F2 for long distance, non-high-speed trains. Trains bounding Shenzhen, Shantou and Meizhou have ticket counters on F1 and F3. Business hour is 24/7. You will need your passport and booking number to collect tickets. Automatic ticketing machines provide self ticketing services for Chinese ID card holders.

You can pick up, change or cancel train tickets at any counter. Tickets of trains that do not depart from Guangzhou can also be cancelled or endorsed at this station with a certain amount of cost depending on the day of action.

Numbers of the counters for ticket cancellation and endorse can be changed. Use the following sentences to find the right place:

1. 请问去哪个窗口退票?

(Which counter can I cancel my tickets, please?)

2. 请问去哪个窗口改签?

(Which counter can I endorse my tickets, please?)

Ticket Checking

At the exit to each platform of the waiting room, there will be both manual ticket check and automatic ticket check machines. You don't have to show your travel documents until you get on the train. **The checking stops 5 minutes before the departure time.** Make sure you are in the line and don't miss it. For Guangzhou – Hong Kong Through Train, the waiting hall might be on F3 while the ticket checking point is sometimes on F4, thus you will need to keep an eye on the LED screen for information.

Waiting Hall

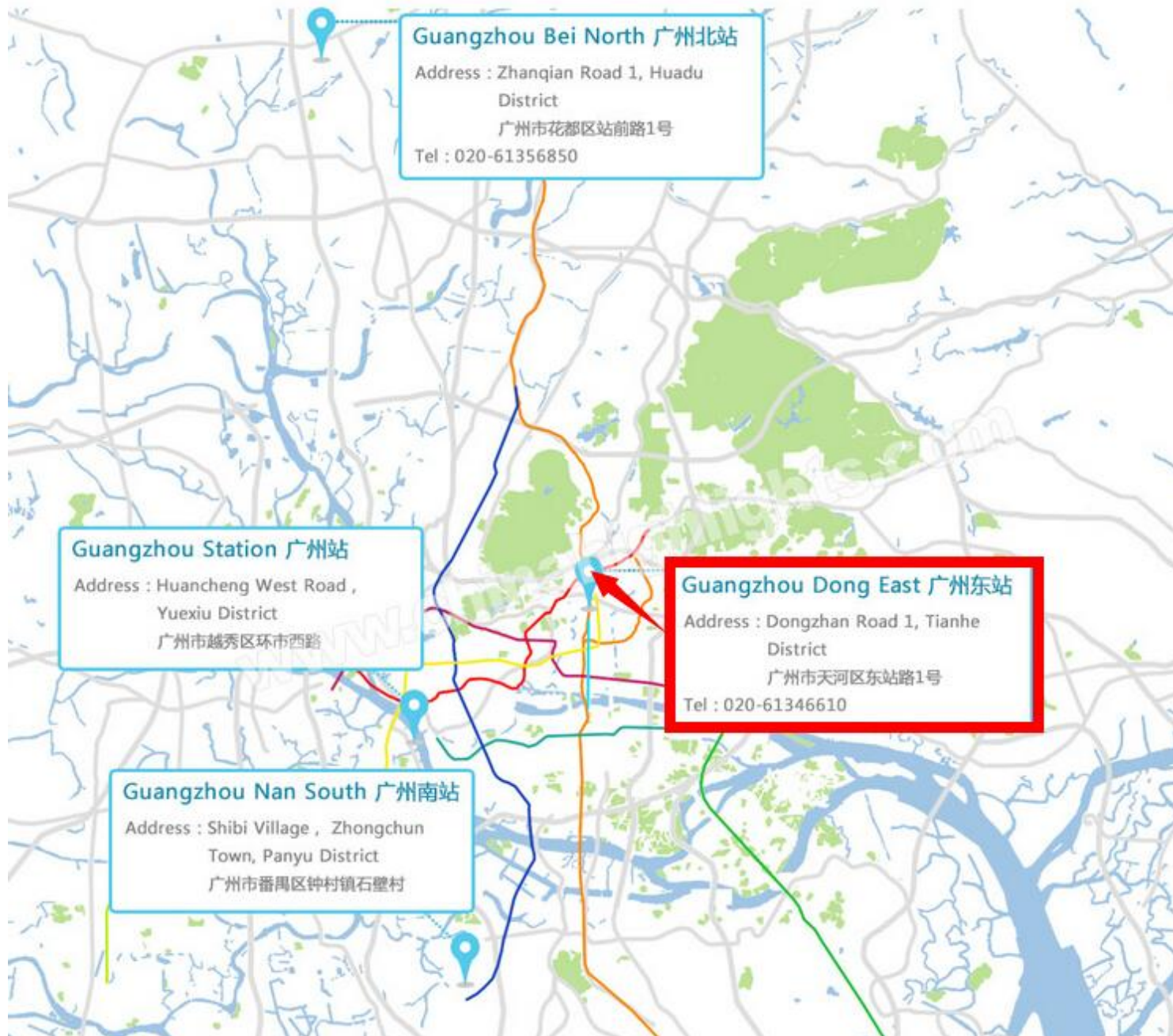
Guangzhou – Shenzhen Railway has its waiting hall on F1; passengers of Guangzhou – Hong Kong Through Trains and long distance trains shall take seats in the waiting hall of F3.

Luggage Services

Luggage delivery service is only available for long distance trains, eg. to Shenyang, Harbin and Beijing. Find its office on F1 near the entrance. Near the ticketing hall on F1, they have the temporary luggage deposit desk, price starting from 5RMB/piece for one day. Overnight costs extra. Staffers in red cap will help you carry large luggage onto the train, 10RMB/piece.

● Map of Guangzhou East Railway Station

City map



● Useful Sentences

**Show the sentence you'd like to ask to the station crew if you need help*

1. Online booking and pick up tickets:

请问网络订票的取票窗口在哪里？

(Where is the pick-up counter for tickets booked online, please?)

2. Cancel tickets:

请问在哪个窗口办理退票？

(Where can I cancel my tickets, please?)

3. Endorse tickets:

请问在哪个窗口办理改签？

(Where can I endorse my tickets, please?)

4. Find bathroom:

请问洗手间在哪里？

(Where is the bathroom, please?)

5. Find restaurant:

请问这附近有餐厅吗？

(Where is the nearest restaurant, please?)

6. (Show your tickets at the same time) Find platform:

请问我应该在哪个站台进站？

(Would you please tell me where my platform is?)