



# China Train Booking App

# Station Guide

**Hangzhou East Railway Station 杭州东站 / 1, Tiancheng Road, Jianggan District, Hangzhou**

杭州市江干区天城路 1 号 (86-571-86450514)

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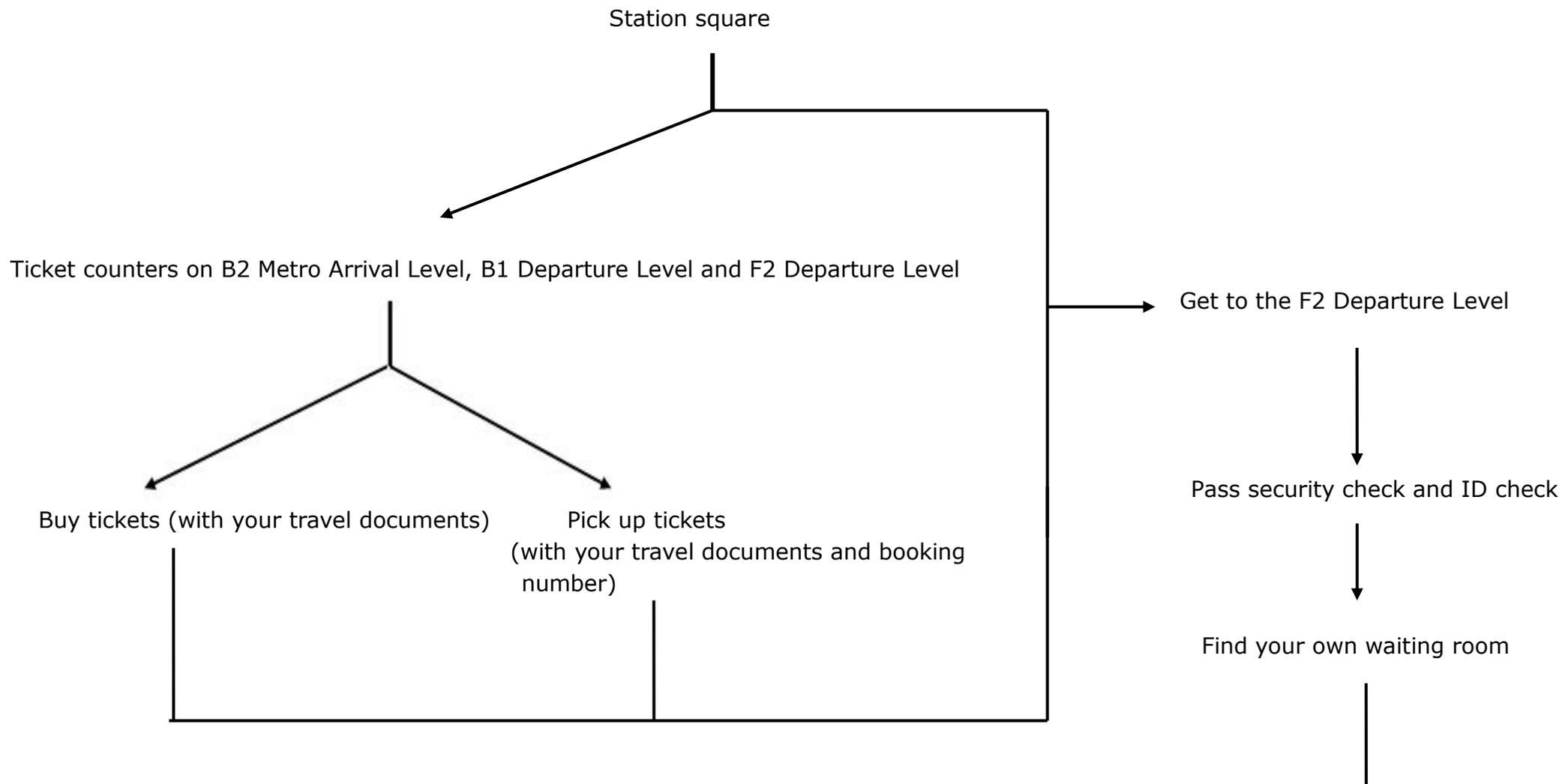
## ● General Information

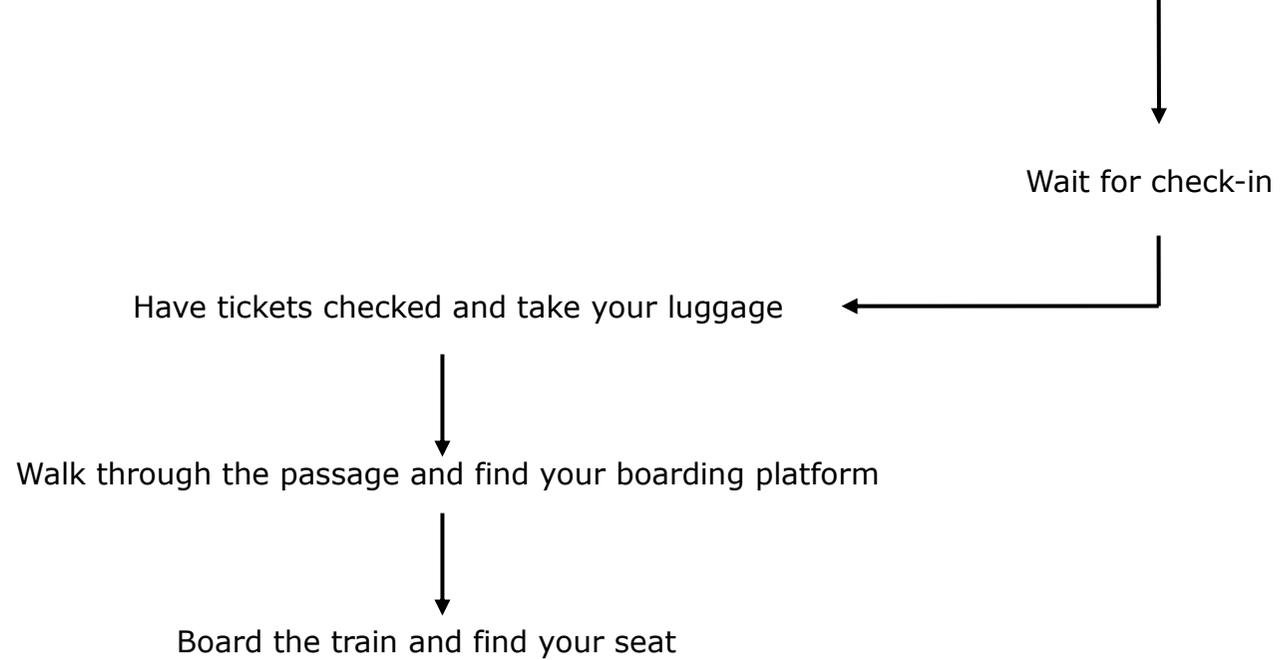
Hangzhou East Railway Station (Hangzhou Dong Train Station 杭州东站) is located at 1 Tiancheng Road, Jianggan District, Hangzhou. The station, with 28 platforms and 30 rail lines, became operational in July 2013. It serves as an important hub for several railway routes, including Hukun Line (沪昆线, Shanghai – Kunming Line), Hangning High Speed Railway (杭宁高铁, Hangzhou – Ningbo), Huhang High Speed Railway (沪杭高铁, Shanghai – Hangzhou), Hangchang High Speed Railway (杭长高铁, Hangzhou – Changsha), Hanghuang Line (杭黄客运专线, Hangzhou – Huangshan Line) and Shanghang Line (商杭客运专线, Shangqiu – Hangzhou Line), with Huhang Maglev Line (沪杭磁悬浮, Shanghai - Hangzhou) is under construction.

The station consists of two squares, one station building and 15 platforms. The station building has four levels. Hangzhou Metro links the city to the station's underground level, namely Metro Arrival Level while passengers taking buses or taxis will arrive at the East Square and West Square. B1 underground is the Departure Level, Waiting Hall is on the ground floor (also named G-Level) and F2 is another Departure Hall, featuring with restaurants, cafés, shops and other facilities.

## ● Board the Train / Leave the Station

### Boarding progress at Hangzhou East Railway Station:





### Leaving Hangzhou East Railway Station:

All trains arrive at G-Level, the ground floor. When your train pulls off here, you can either get out by the passage to both squares for buses or taxis, or get down to B1 to catch a metro.

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## ● Transportation

**Address** 1, Tiancheng Road, Jianggan District, Hangzhou 杭州市江干区天城路 1 号 (86-571-86450514)

### Bus

1. To/from East Square of Hangzhou East Railway Station (杭州东站东广场): 9, 48, 93, 107, 108, 123, 320, 391

2. To/from West Square of Hangzhou East Railway Station (杭州东站西广场): 20, 28, 31, 33, 43, 105, 106, 179, B4, B3, B5, 200 night bus, 215 night bus, 224 night bus, 227 night bus, 228 night bus
3. To/from Hangzhou Xiaoshan International Airport (杭州萧山机场): Airport shuttle bus departing at East Square, departs every hour from 5:45AM to 8:45PM.

## Subway

Subway Line 1: Beidajie Station (北大街站) → change to Line 2 → Hangzhou East Railway Station (杭州东站)

Subway Line 2: straight to Hangzhou East Railway Station (杭州东站)

## Taxi

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

*Taxi fee: starting price 9RMB/3km, toll range 2RMB for 1km.*

## To other railway stations

### To Hangzhou Railway Station (杭州站)

The main Hangzhou Railway Station, located in Shangcheng District, is 12km from Hangzhou East station. Line 1 provides a direct link from Hangzhou East to the main Hangzhou station. It takes about 25 minutes and costs 3 yuan. Take bus 105 to Jianguo North Railway Station and then transfer to bus 90. The cost is between 2 and 4 yuan. It is about a 45-minute ride from Hangzhou East.

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## ● Station Details

### High speed trains

An important transportation hub in eastern China, Hangzhou East Railway Station is a scheduled stop along several high-speed rail lines including Nanjing – Hangzhou High-Speed Rail (HSR), Hangzhou– Ningbo HSR, Shanghai – Hangzhou HSR, and

Hangzhou –Huangshan HSR. It also serves high-speed bullet trains (G and D trains) en route to Shanghai Hongqiao, Ningbo East, Beijing South, Jinan West, Hefei Station, Xiamen North, Nanjing South, Fuzhou South, and Tianjin West, as well as a few conventional trains (K and T trains) to other destinations.

D-trains: Ningbo, Nanchang, Shanghai, Wenzhou, Jiujiang, Fuzhou, Zhengzhou, Nanjing, Xiamen, Shanghai, Shenzhen, Guangzhou and etc.

G-trains: Shanghai, Jiangshan, Quzhou, Nanjing, Ningbo, Wenzhou, Hefei, Nanchang, Changzhou, Huainan, Cangnan and etc.

T-trains: Guilin, Shanghai, Shenzhen, Guangzhou, Kunming, Nanning and etc.

K-trains: Nanchang, Yingtan, Ningbo, Jiujiang, Changsha, Jinggangshan, Fuzhou, Wuchang, Ganzhou, Fuzhou, Suzhou and etc.

Z-trains: Shenzhen and Shanghai

## Security Check

Before you get to the departure hall, you will need to pass the security check, presenting your ticket and identities and your baggage will be scanned.

## 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

On the departure hall, you will find four ticket halls at the four points but only two of them, the two ones at the south end, are in service. 6 counters are open for ticket cancellation and endorse. Online-booked tickets can be collected at any counter. Automatic ticketing machines are available only for Chinese ID card holders.

## Ticket Checking

Passengers who hold the red tickets shall pass through the manual checking, while blue tickets will be machine checked.

Tickets should be kept with you always till you get out of the station of your destination. **Ticket checking stops 5 minutes before the departure time, so please be there as early as possible.**

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## **Waiting Hall**

The departure halls are the waiting hall, with walkways lining to the platform as the waiting zone for certain trains. Your paper tickets will tell you where to be. Please find your waiting zone as early as possible because the ticket checking only takes 10 minutes and it will be closed 5 minutes before the departure time.

## **Luggage Services**

Luggage deposit service is not available for the moment. But if you are catching a flight that departs at Hangzhou Xiaoshan International Airport, you can ask the desk to help you have luggage checked.

## **Special Services**

There is a City Terminal (城市航站楼) at the East Square near the parking lot of the ground level. Here, buying airplane tickets, having your flight and luggage checked in and getting a shuttle bus to the airport are all so easy. Working hours are from 5:30AM to 8:45PM. Ticket-check-in shall be done at least 2 hours before the flight departures.

## ● Map of Hangzhou 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?)