

### What to do if I lost my train ticket?

#### ● Lost tickets before boarding

If you find your train ticket is lost before you get on the train, the first thing to do is to request a registration for that lost ticket. This must be done within at least 20 minutes before that train departs. You will need to show the counter clerk your passport, along with info of train number, date and seat class. Then you get a new ticket for that same train, which will allow you to board.

After you are on the train, don't forget to ask the conductor for a proof that you have taken this journey despite your previous ticket was lost. With that proof, you can ask for a refund for the lost ticket upon your arrival. Again, you will need to show your passport, new ticket, and the proof at the ticket window. This shall be done within 24 hours after the journey is done. A small fee of 5RMB will be charged.

#### ● Lost tickets after boarding

It's also possible to lose tickets even after you are boarded. If it happens, just get to the conductor's office and pay the same amount of that seat/sleeper you are taking. Only this time, you won't get an actual paper ticket. Instead, you will be given a receipt and proof that you are on the train. These two things will help you avoid being fined at your arrival station when you cannot show the check-out counter a real ticket.

If you are lucky enough to find that lost ticket, hold on to the aforementioned two things because you will need them to get refund at your arrival station.