



# China Train Booking App

# Station Guide

**Shenzhen North Railway Station 深圳北站 / 28, Zhiyuan Zhong Road, Minzhi Street, Longhua New District, Bao'an District, Shenzhen 深圳市宝安区龙华新区民治街道致远中路 28 号**  
**(+86-755-82447840)**

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## ● Quick Guide

[General Information](#)

[Board the Train / Leave the Station](#)

[Transportation](#)

[Station Details](#)

[Station Map](#)

[Useful Sentences](#)

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## ● General Information

Shenzhen North (Shenzhen Bei Zhan, 深圳北站) is located at Longhua, Bao'an District, 9 kilometers north of the city center. It is one of the

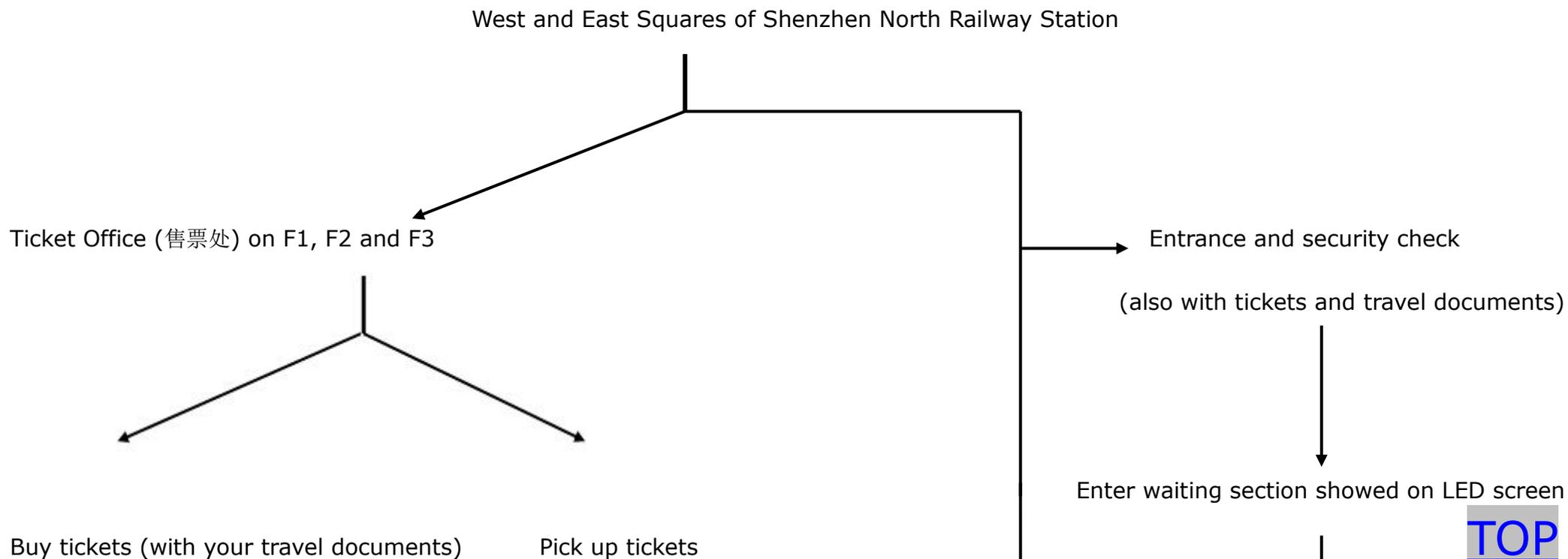
principal stations in China. It has the largest area of Chinese railway stations with the most complete facilities.

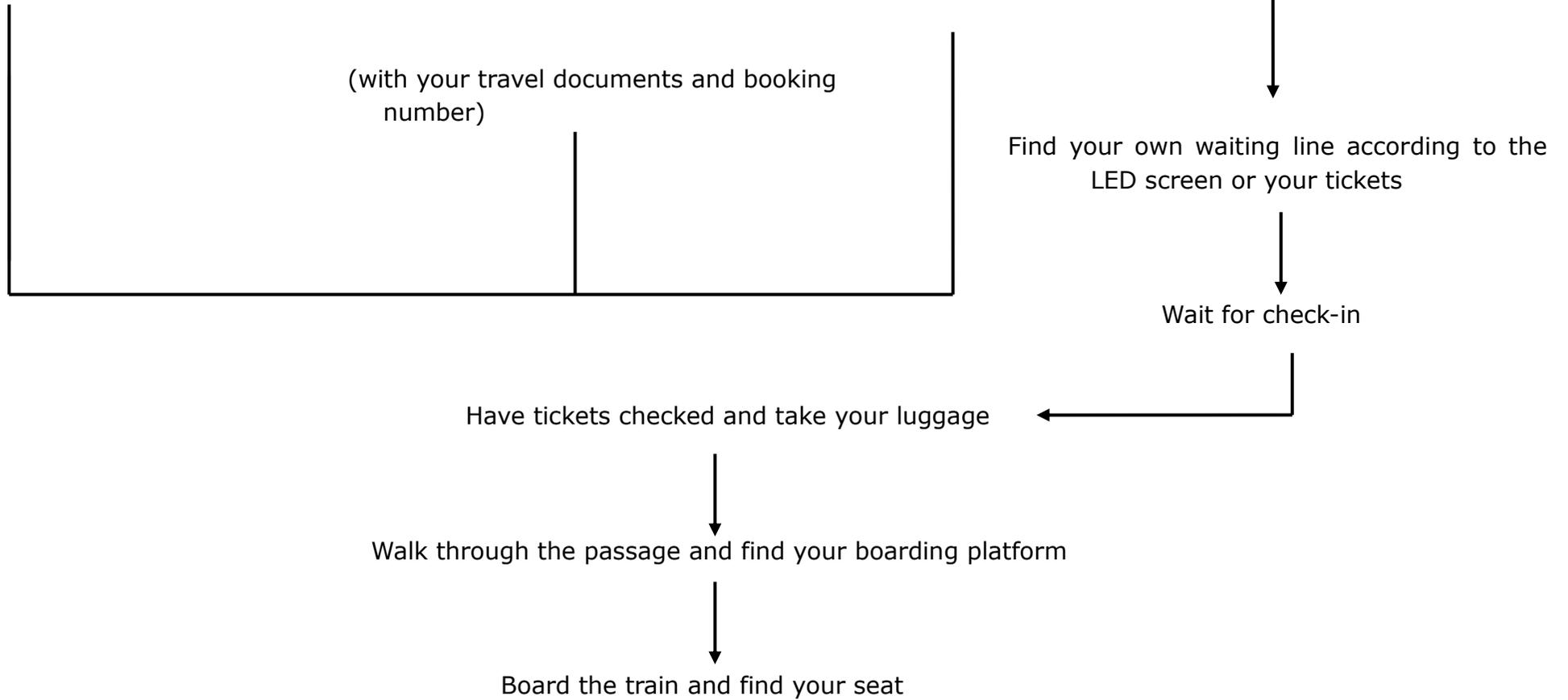
Shenzhen North Railway Station serves the Beijing–Guangzhou–Shenzhen–Hong Kong High-Speed Railway (HSR), Xiamen–Shenzhen HSR, the future Hangzhou–Fuzhou–Shenzhen HSR, and Shenzhen Metro lines 4, 5, and 6. It only takes 16 minutes to West Kowloon, Hong Kong, and 35 minutes to Guangzhou South Station by train from Shenzhen North. It has D-series CRH (China Railway High-speed) trains to Xiamen North Station, Hangzhou East Station, Shanghai Hongqiao Station, and Nanjing Station, and G-series CRH trains to Changsha South Station, Wuhan Station, Xi’an North Station, and Beijing West Station.

Always leave some time window for your train travel, we strongly advice you **be at the station as least 2 hours prior to your departure time.**

## ● Board the Train / Leave the Station

### Boarding progress at Shenzhen North Railway Station:





### Leaving Shenzhen North Railway Station:

Some high speed trains have exits on F2 and F3. Passengers can walk through the tunnel to the exit after the trains pull off. There might also be ticket checking at the exit. The exit of the railway station is connected with Shenzhen Metro. Get up on the square ground, you can catch a bus or take a taxi. Note: there will also be a security check at the exit.

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## ● Transportation

**Address:** 28, Zhiyuan Zhong Road, Minzhi Street, Longhua New District, Bao' an District, Shenzhen 深圳市宝安区龙华

新区民治街道致远中路 28 号(+86-755-82447840)

## Bus

1. To/from Shenzhen North Railway Station (深圳北站): 330-C, B666, B667, B730, B742, E7, E11, E22, M217, M299, M300, M340, M341, M344, M347, M352, M353, M354, M365
2. To/from Shenzhen Bao'an International Airport (深圳宝安国际机场): 330-C, or take Metro Line 5 (Huanzhong Line 环中线) to Lingzhi Station (灵芝站), walk to Bao'an Art City (宝安艺术城) and take Bus No.651

## Subway

Metro Line 1 (Luobao Line 罗宝线): Exhibition Center Station (会展中心站) → change to Line 4 (Longhua Line 龙华线) → Luohu Station (罗湖站)

Metro Line 2 (Shekou Line 蛇口线): Citizen Center Station (市民中心站) → change to Line 4 (Longhua Line 龙华线) → Luohu Station (罗湖站)

Metro Line 3 (Longgang Line 龙岗线): Children's Palace Station (少年宫站) → Line 4 (Longhua Line 龙华线) → Luohu Station (罗湖站)

Metro Line 4 (Longhua Line 龙华线): straight to Luohu Station (罗湖站)

Metro Line 5 (Huanzhong Line 环中线): straight to Luohu Station (罗湖站)

## Taxi

Show this to the driver: 请带我到深圳北站，谢谢！

(Please take me to Shenzhen North Railway Station, thank you!)

*Taxi fee: starting price 10RMB/2km, toll range 2.4RMB for 1km.*

## To other railway stations

### To Shenzhen North Railway Station (深圳站)

Take Metro Line 4 (Longhua Line) to Convention & Exhibition Center, and then Line 1 (Luobao Line) to Luohu Station. The journey takes 1 hour.

## To Hong Kong

There are many ways to get to Hong Kong from Shenzhen North Station, such as by metro, bus, or ferry. Bullet trains will be available to Hong Kong West Kowloon Terminus, when the Guangzhou–Shenzhen–Hong Kong HSR is fully opened.

No matter which way you choose, you have to go through a port, such as Futian Port, Luohu Port, Huanggang Port, Shenzhen Bay Port, or Shekou Port (see more information on ports in Shenzhen for entering Hong Kong). Futian Port and Luohu Port are the nearest and most convenient.

### Via Futian Port

Take Metro Line 4 (Longhua Line) to Futian Checkpoint Station. After passing through the port, find Lok Ma Chau metro station, and take a metro train, bus, or taxi to Hong Kong.

### Via Luohu Port

Take Metro Line 4 (Longhua Line) to Convention & Exhibition Center (7 stations), and then Metro Line 1 (Luobao Line) to Luohu Port Station (7 stations). After passing through the port, take a train, bus, or taxi to Hong Kong.

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## ● Station Details

### Domestic Train Routes

Shenzhen North Railway Station, being the primary high speed train station of the city, it operates over 50 pairs of CRH trains bounding northeast, southwest and inside Guangdong province. There are no non-high speed trains starting or passing at this station.

D-trains: to Guangzhou, Shanghai, Nanjing, Beijing, Changsha, Longyan, Xiamen, Hefei, Wenzhou, Quanzhou, Fuzhou, Chaoshan and etc.

G-trains: to Wuhan, Changsha, Guilin, Guangzhou, Chaoshan, Beijing, Huaihua, Xi'an and etc.

Note: Guangzhou – Hong Kong Through Train doesn't stop at Shenzhen North Railway Station.

## Security Check

Security check is required before entering the railway station building, which doesn't necessarily ask for ID check, though. Before getting onto the departure level or the waiting hall, you and your luggage will be scanned again, including liquid items. Luggage deposit will require a quick scan, too.

## 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 are marked A1, A2, A3, B1 and B2, respectively on F1, F2 and F3. Trains that depart from all stations of Shenzhen can be purchased at any counter. Opening selling window is up to 60 days in advance. 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 Shenzhen 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

Get your tickets at the ready while waiting for ticket-checking time. 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.

## **Waiting Hall**

Waiting section is divided per train routes. B1 Waiting Hall is on F1; on F2 they have A1 Waiting Room while A2 is on F3. There will be a big LED screen instructing you where to go.

## **Luggage Services**

There is no luggage delivery service at Shenzhen North Railway Station.

By the side of the ticketing hall, they have the temporary luggage deposit desk, price starting from 10-20RMB/piece for one day. Overnight costs extra.

Staffers in red cap will help you carry large luggage onto the train, 10RMB/piece.

## ● Map of Shenzhen 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?)