



# China Train Booking App

# Station Guide

**Shenzhen Railway Station 深圳站 / 1008, Jianshe Road, Luohu District, Shenzhen 深圳市罗湖区  
建设路 1008 号 (+86-755-82328647)**

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## ● General Information

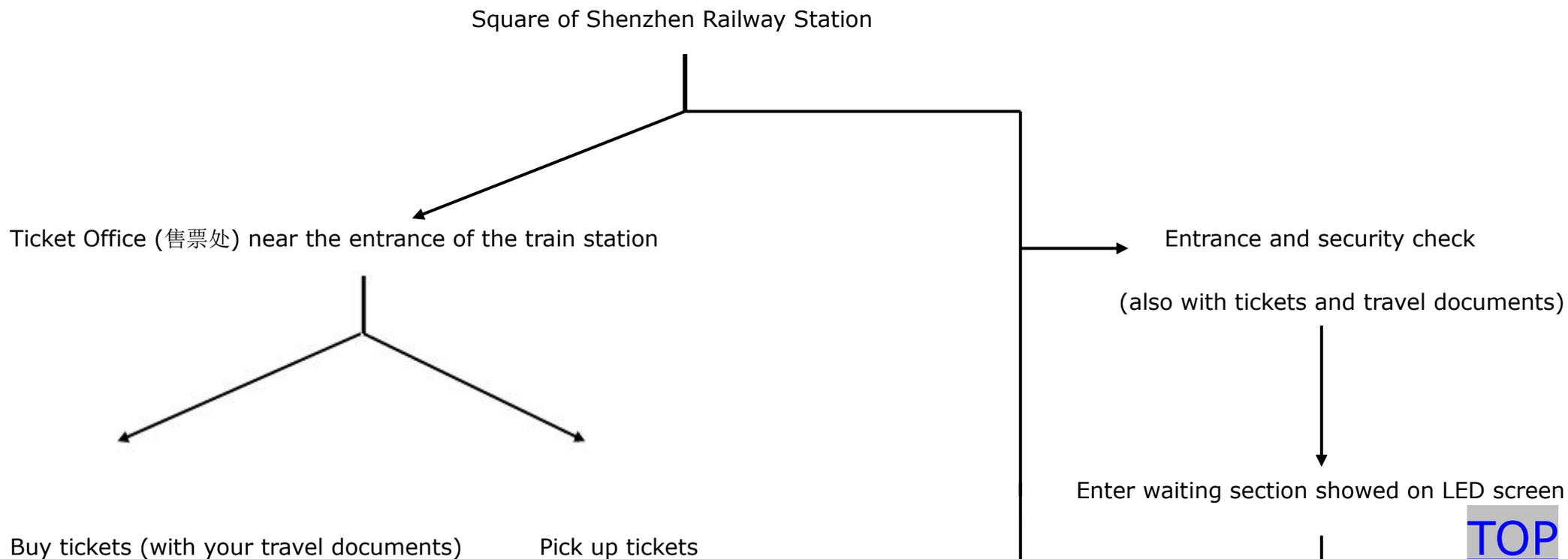
Shenzhen Railway Station is at the Hong Kong Luo Hu border crossing area. It is an important terminal for tourists or travellers because it is at the main border crossing into Hongkong and hundreds or thousands of non-Chinese cross the Luo Hu border each day. It is well equipped with a frequent hi-speed bullet train to Guangzhou and is the southern terminus of the conventional Guangshen Railway between Guangzhou and Shenzhen. The eastern terminal of the Shenzhen Metro Line 1 (subway) is conveniently located in the station's main plaza below ground. On or under this big plaza there is a local bus station, a regional bus station, a taxi station, and the bullet train station. On the southern side of the plaza

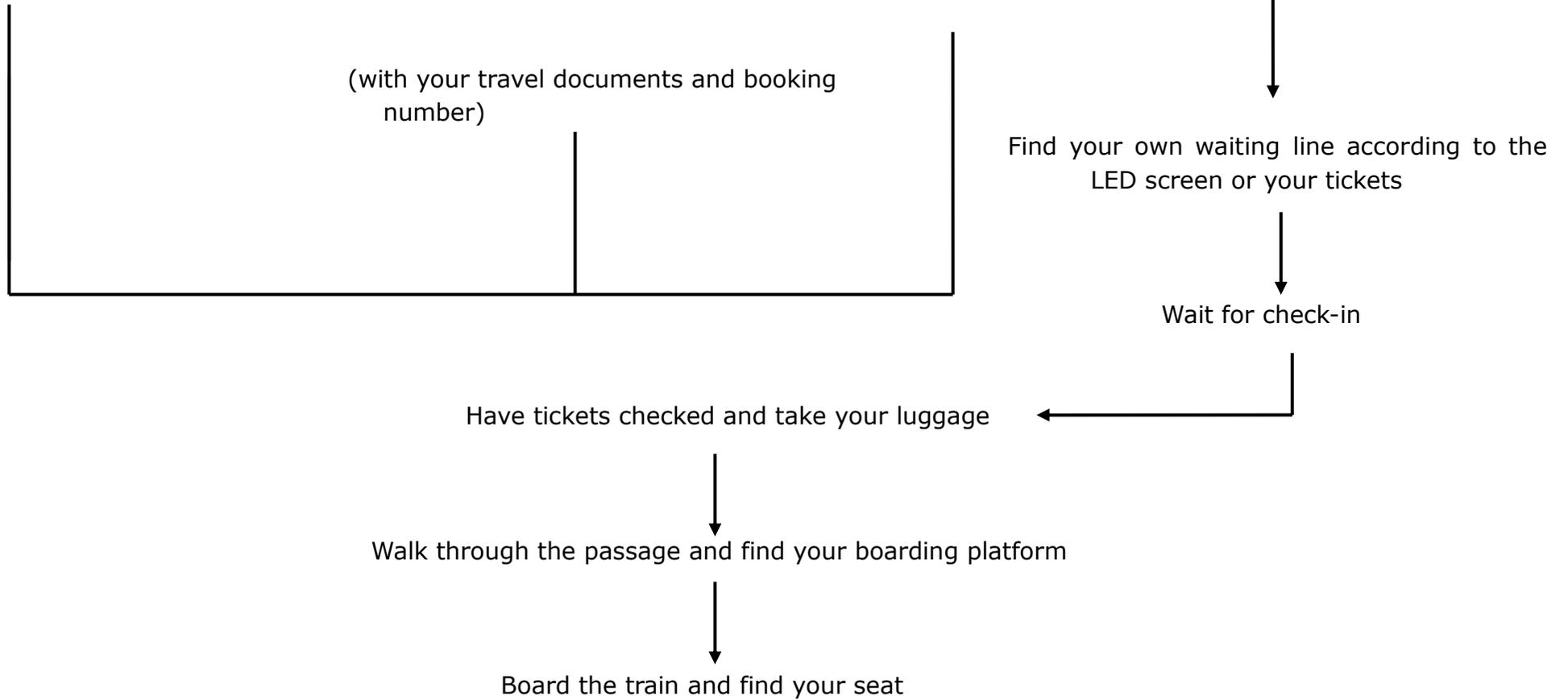
in front of the railway station is the big Luohu Immigration Border Crossing building. After passing through the Chinese passport-check building, crossing the bridge into Hong Kong and going through the Hong Kong passport checkpoint, you walk directly into the Lo Wu Station for the Hong Kong MTR and can go to most towns in Hong Kong. (You have to buy a ticket and board. It isn't an option to go directly back into China.) There is also another Shenzhen city bus station and another long-distance bus station just outside the Shenzhen Railway Station southeast of the plaza. All these transportation modes in easy walking distance makes the station convenient for travelers if you know where these facilities are and how to navigate around the area.

Despite of its easy accessibility from every corner of the city, ticket-checking and waiting would take a long time so **we strongly suggest you be at the station as least 2 hours prior to your departure time.**

## ● Board the Train / Leave the Station

### Boarding progress at Shenzhen Railway Station:





### Leaving Shenzhen Railway Station:

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:** 1008, Jianshe Road, Luohu District, Shenzhen 深圳市罗湖区建设路 1008 号 (+86-755-82328647)

## Bus

1. To/from Shenzhen Railway Station (深圳北站): 1, 7, 12, 17, 25, 38, 82, 83, 97, 101, 102, 205, 215, 302, 306, 337, 352, 387, K302, K528-Kengzi Line, K528-Longgang Line, K538, K545, K528-Pingshan Line, K528-Henggang Line, N2, N5, N7, N14, N15, N18, N20.
2. To/from Shenzhen Bao'an International Airport (深圳宝安国际机场): Airport Express Line 2

## Subway

Metro Line 1 (Luobao Line 罗宝线): straight to Shenzhen Railway Station (深圳站) / Luohu Station (罗湖站)

Metro Line 2 (Shekou Line 蛇口线): Windows of the World (世界之窗站) / Grand Theatre Station (大剧院站) → change to Line 1 → Shenzhen Railway Station (深圳站) / Luohu Station (罗湖站)

Metro Line 3 (Longgang Line 龙岗线): Laojie Station (老街站) / Shopping Park Station (购物公园站) → change to Line 1 → Shenzhen Railway Station (深圳站) / Luohu Station (罗湖站)

Metro Line 4 (Longhua Line 龙华线): Exhibition Center Station (会展中心站) → change to Line 1 → Shenzhen Railway Station (深圳站) / Luohu Station (罗湖站)

Metro Line 5 (Huanzhong Line 环中线): Buji Station (布吉站) → change to Line 3 (Longgang Line) → Laojie Station (老街站) → change to Line 1 → Shenzhen Railway Station (深圳站) / Luohu Station (罗湖站)

## Taxi

Show this to the driver: 请带我到深圳站/罗湖站，谢谢！

(Please take me to Shenzhen Railway Station / Luohu 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 (深圳北站)

Shenzhen North Railway Station is located in Bao'an District, and it can be reached by metro. Take Line 1 (Luobao Line) to Laojie Station (老街站, 2 stops) and change to Line 3 (Longgang Line 龙岗线), bounding straight to Buji

Station (布吉站, 6 stops) and again change to Line 5 (Huanzhong Line 环中线). Line 5 goes straight to Shenzhen North Railway Station (深圳北站, 8 stops). The journey takes about 1 hour.

### **To Hung Hom Railway Station in Kowloon, Hongkong**

Cross border at Luohu Port, which is 10-minute distance from Shenzhen Railway Station. Then get on MTR (Hong Kong's Massive Transit Railway) and Hung Hom Railway Station is the terminus. The journey takes about 1 hour or more, depending on the custom process.

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## ● Station Details

### **Domestic Train Routes**

The new CRH bullet trains leave about every 5 minutes during peak hours, and every 10 or 20 minutes at other times. It is one of the heaviest used intercity routes. There are about 120 CRH trains every day from the Guangzhou Railway Station and the Guangzhou East Railway Station. The trains stop at both train stations in Guangzhou. The trip to Guangzhou takes about an hour or less, and the top speeds are usually a little more than 200 kilometers per hour. The trains may stop quickly in Dong Guan, a city that lies between Shenzhen and Guangzhou. The CRH train's ticket office and waiting rooms are in the eastern side of the plaza, between the conventional long-distance train station and the border check-point building. But it is strangely not well marked, and people often complain that it is difficult to find. From the front of the conventional train station, walk about 100 meters or so south along the eastern side of the plaza on the ground level. The ticket windows are in a small area, and the waiting rooms are adjacent to it. Once you get a ticket (about 75 RMB for a regular ticket or about 80 or 85 for first class) you can wait in the adjacent waiting rooms. You'll only need to wait for a few minutes. The ride is quiet and comfortable with soft cushioned seats. A bottle of water is provided.

This station maybe confusing to find sometimes because there are few English signs in the entire area, and also few Chinese language signs. This station has conventional trains departing for Guangzhou and other directions as well. The ticket offices are in a big area on the first floor, and the waiting room for passengers of the Guangzhou-Dong Guan-Shen Zhen line is on the first floor. The waiting room for other long-distance trains are on the second floor.

D-trains: to Guangzhou

K-trains: to Hengyang, Changsha, Jinggangshan, Yueyang, Guilin, Changde, Jiujiang, Fuyang, Zhengzhou, Nanjing, Xi'an and Qingdao.

T-trains: to Meizhou, Hankou, Shanghai, Beijing and Shenyang

Z-trains: to Wuchang

Note: Guangzhou – Hong Kong Through Train doesn't stop at Shenzhen 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

Find the Ticket Office (售票处) by the entrance of the railway station. 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

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

The waiting hall is not divided so you should follow the LED screen or read your tickets to find your own waiting room.

## Luggage Services

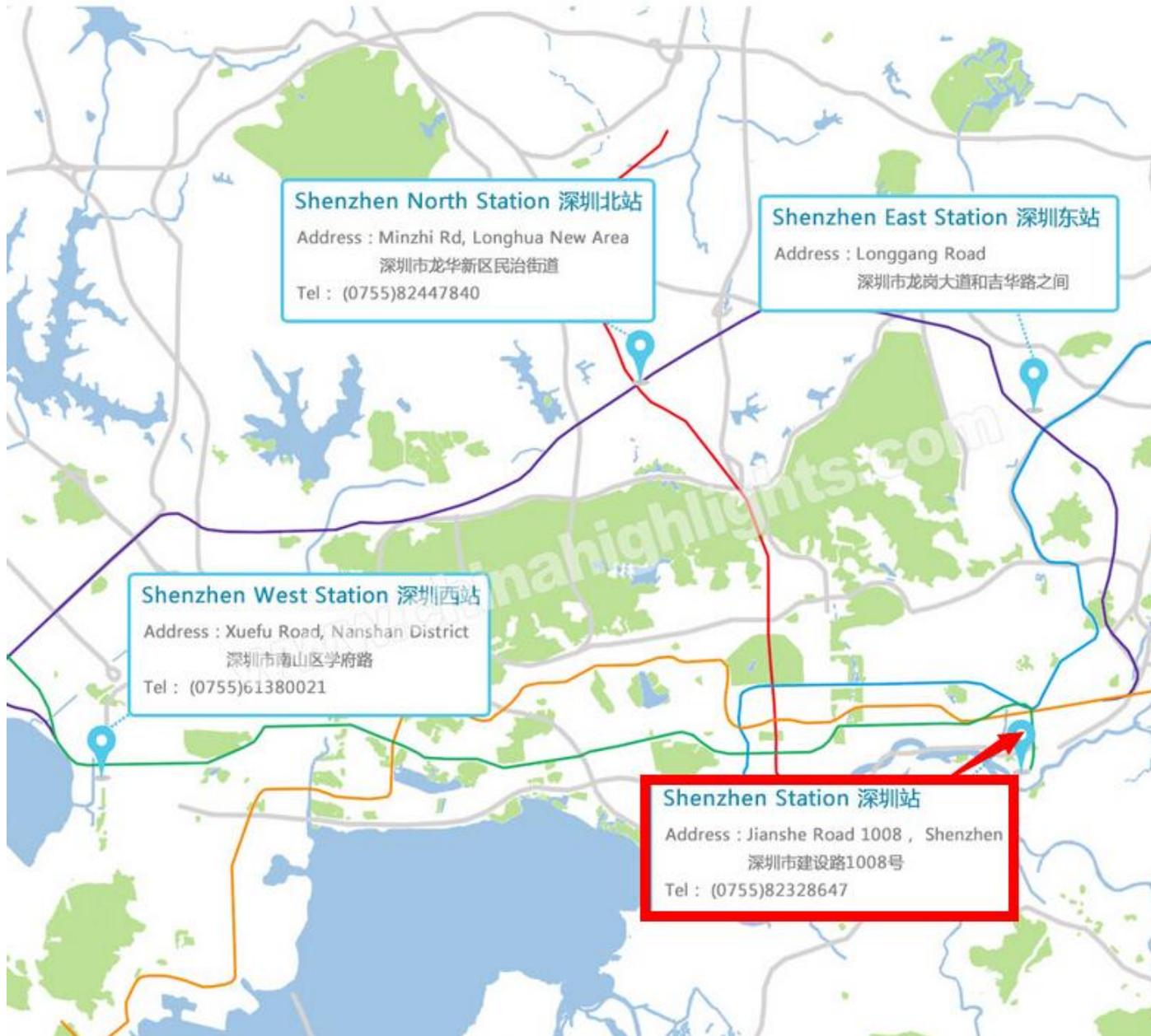
By the right side of the station, you will find a China Railway Express office (中铁快运), where you can have your large luggage delivered to pre-designated destinations at a reasonable price.

By the side of the ticketing hall, 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 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?)