

The Process of Collecting Train Tickets at Windows

A. Things you need

To pick up your train tickets at station, you need two things: your **passport** and the **pickup number**. The pickup number can be found on the email sent by China Highlights.

China Highlights Booking Confirmation

Ticket Pick Up No.	E284904918
Order No.	10000000000000000000
Product Name	10-01 Red 1st Night Return to Shijiazhuang (北京-石家庄)
Product	10-01 Red 1st Night Return to Shijiazhuang (北京-石家庄)
Class	Soft Sleeper
Passenger(s)	1 Adult(s)

The pickup number is necessary for ticket collecting, so we recommend you to copy or print it.

TIPS:

1. Read our e-mail before you go to the railway station, copy the pickup number on a paper and make sure your handwriting is readable.
2. Keep your ticket safe!
3. You can collect your ticket from 8:00 to 22:00.

B. Find a Window for Collecting Tickets

You can collect the online booked tickets at any ticket windows except the refund and cancellation windows. Just simply show your passport and the pickup number at a window, and the staff will hand you the tickets.



Some Useful Sentence

Here are some useful sentences, you may copy them in a notebook or learn the pronunciations. When you don't know where to go, you can show your note to railway station staff or just ask them for help.

Go to the Train Station

1. 请问去火车站的公车/地铁在哪里乘坐?
Where can I take the bus/subway to the railway station?
2. 请带我去火车站, 谢谢! (For taxi)
Please take me to the railway station, thanks!

At the Train Station

1. 请问网络购票的取票窗口在哪?
Could you tell me where to collect my ticket ?
2. 请问去哪里退票?
Where can I return the train tickets, please?
3. 请问候车大厅/卫生间在哪里?
Where is the waiting hall/bathroom, please?
4. 请问在哪上车?
Could you tell me where to get on board?

On the Train

1. 请问我的座位在哪里?
Where is my seat, please? (While showing your tickets)
2. 请问餐车在哪里?
Where is the dining car, please?
3. 请问去哪里补票? (For those who lost their tickets after boarding)
Where can I pay the excess train fare, please?
4. 请在到站前 10 分钟提醒我准备下车, 谢谢!
Please remind me 10 minutes before arrive my destination, thanks!
5. 对不起, 我和我的同伴座位不在一起, 请问你是否愿意和我们换一下座位?
Excuse me, my friends and I are in separated seats, would you mind changing seats with us?

After the Journey

1. 请问出站口在哪里?
Where is the exit, please?

2. 请问公车站/地铁站怎么走?

Where is the bus station/subway station, please?

How to board a Chinese train?

A. Find the Right Waiting Hall

Check your ticket to confirm your train number, and then pay attention to the indicators and electricity screen and find the right waiting hall (or lounge, station lobby, Chinese: 候车厅, 候车大厅) for your train.

B. Find your waiting position

Before you go into the waiting hall, your baggage will have an X-ray security check.

In the waiting hall, passengers who take different trains must sit in the appointed place. You can refer to the screen in the waiting hall to see where you can sit. If you have found your waiting position, you can sit there and wait for your train.

C. Have Your Ticket Checked

When your train is coming, you should go to the ticket entrance in the waiting hall to have your ticket checked. Pay attention to the color of your ticket. If your ticket is blue, you can put it into the checking machine to have it auto checked. If your ticket is red, the staff will check it.

IMPORTANT NOTICE:

There may be Chinese character 检票口 followed by some numbers on your ticket, in this case, the number is the ticket entrance of your ticket. You can only check your ticket at the ticket entrance with the number corresponding to the one on your ticket . If there is no such character and number, you should refer to the electricity screen and find the right ticket entrance for your train. You may refer to the picture below.



D. Get on the train

After your ticket has been checked, you should confirm the train number and follow the indicators to the platform. When you are boarding your train, show your ticket and passport to the staff.

TIPS:

1. Go to the waiting hall about half an hour before departure.
2. Don't go to the wrong platform.
3. When you get on the train, put your baggage on the rack opposite of your seat, so you can watch your baggage easily.

IMPORTANT NOTICE:

DON'T lose or throw away your ticket! During the journey, your ticket and passport might be checked by train staff. When you go out from the destination train station, your ticket will be checked one more time. So, keep your ticket carefully until you go out of the station.