

深圳市轨道交通 龙华线

乘客指南 Passenger Information Guide Shenzhen Metro Longhua Line



www.mtrsz.com.cn

心系生活每一程



公司简介 Corporate Profile

港铁轨道交通(深圳)有限公司是港铁公司全资拥有的附属公司,成立于2004年3月,主要负责投资及建设深圳市轨道交通龙华线二期项目,及营运龙华线全线三十年。

港铁(深圳)于2011年6月起运营龙华线全线,本着心系生活每一程的理念,通过用心建设的网络、用心服务的员工和用心优化的设施,为深圳市民提供优质的轨道交通服务和愉快的出行体验。

Established in March 2004, the MTR Corporation (Shenzhen) Limited is a wholly-owned subsidiary of the MTR Corporation designed to take up the investment, design and construction of Phase 2 of Shenzhen Metro Longhua Line together with the operation of Phase 1 and Phase 2 for a term of 30 years.

MTR (Shenzhen) has been operating Longhua Line and serving you with carefully planned, designed and constructed network, enhanced facilities, and services with care since June, 2011. MTR (Shenzhen) would provide pleasant and enjoyable journeys to the public with the concept of 'Caring for life's journeys'.

客服中心 Customer Service Center

Customer Service Center

沿线车站的客服中心提供一系列的顾客服务,包括发售深圳通卡、深圳通卡充值及处理/更换失效单程票等。此外,客服中心还为乘客处理补票、兑换零钱供乘客在自动售票机购票。客服中心亦会解答乘客一般查询及提供协助。

Longhua Line Customer Service Centers provide a wide range of information and assistance. Services available include sale of and value-adding to Shenzhen Tong, and the handling of malfunctioning single journey tickets. Our Customer Service Centers also collect excess fares and provide change for passengers purchasing tickets from Ticketing Vending Machines.

网址 Website

www.mtrsz.com.cn

港铁(深圳)热线 Hotline

0755-2927 6688

自助柜员机服务 ATM Service

大部分港铁(深圳)车站内都已装设银行自动柜员机,提取现金,购物饮食乐悠悠。

With Automated Teller Machines (ATMs) installed at almost all stations, MTR (Shenzhen) also makes it incredibly easy to obtain cash any time you need it.

自助服务设施 Self-service Machines

为迎合乘客对不同服务的需要,多款自助服务设施现已分布于铁路沿线的不同车站,包括自助售卖机、自助照相亭、优惠券打印机及各种电子服务等。

Our stations also offer Self-service machines to satisfy your needs. The range of machines on offer includes vending machines, automatic photo booths, coupon machines and other E-machines.

车站店铺 Station Shops

为提供更完善的服务及方便乘客,港铁(深圳)公司特为乘客提供不同类别的零售店铺,于不同车站均有提供。

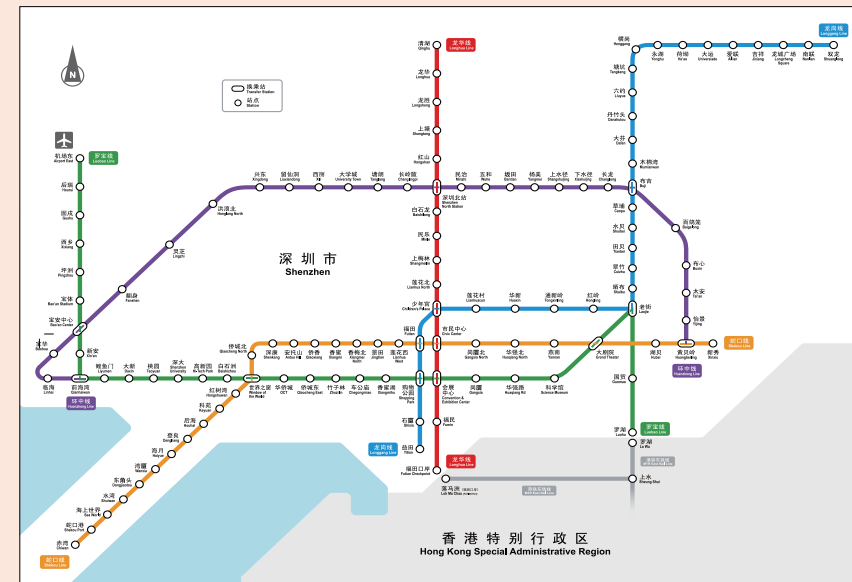
To serve our passengers daily needs, MTR (SZ) offers you a wide range of retail outlets in all stations.

港铁特惠站 Fare Saver

于龙华线福田口岸站内,乘客将八达通卡轻触设于港铁特惠站的八达通阅读器后,并于同一日于落马洲站入闸,便可享有车费优惠(优惠不适用于机场快线及机场快线的免费港铁接驳服务),更多细则请查看港铁(深圳)网站:www.mtrsz.com.cn。

Passengers must enter the ticket gates of Lok Ma Chau Station on the same day after waving the Octopus card over the Octopus Reader on the MTR Fare Saver in Futian Checkpoint Station of Longhua Line. The offer is not applicable to Airport Express and the Free MTR Connections journeys offered by the Airport Express. Terms and conditions apply, please visit the MTR(SZ) website www.mtrsz.com.cn for details.

线路网络图 System Map



购票程序及车票使用方法 How to buy and use a ticket

How to buy and use a ticket

单程票的购买 How to buy a single journey ticket

- 1 乘客根据导向指示找到自动售票机(TVM)
Go to a Ticket Vending Machine (TVM)
- 2 在线路图上点选所要到达的车站站名
Select your destination on the screen (by System Map)
- 3 点击所需购买的张数
Select number of tickets
- 4 根据所应付金额,投入硬币或纸币。(只接受¥5角或¥1元面
值硬币、¥5元或¥10元面值纸币)
Insert notes or coins for the amount due (accept RMB ¥0.5 or RMB ¥1 coin, RMB ¥5 or RMB ¥10 notes only)
- 5 取出所有车票及找零
Take your ticket and change

车票使用方法 How to use a ticket

- 1 乘客根据导向在站厅寻找进站闸机
Follow the directional signs to the entry gate.
- 2 入闸机时,右手持票/深圳通,在闸机验票处验票。
Hold your ticket / Shenzhen Tong in your right hand and verify your ticket at the entry gate.
- 3 听到“滴”一声后,闸机门打开后,乘客通过闸机。
After the "drip" sound, the entry gate will automatically open.



