

HKCTG Bus Ticket offer

Card type	CTTS discount	Applicable line
Hong Kong Disneyland Magic Access Silver Membership Card	10%	Guangdong Province to/from Hong Kong Disneyland/Hong Kong City/Hong Kong Airport
Hong Kong Disneyland Magic Access Gold Membership Card	15%	
Hong Kong Disneyland Magic Access Platinum Membership Card	20%	

Here are the methods to book a seat:

- Self-service booking: Magic Access Member scan the QR code by WeChat and follow the Wechat official account of "CTGBUS" (search: CTGBUS in Wechat), and select "Buying" in the official account; Enjoy discounted rates for self-service reservations, confirm the date of bus/route/time/boarding and drop-off locations/enter name and telephone No. based on your trip planning. After completion of booking, a message of successful booking will be sent to your Wechat and you can check your booking information in "My order" in your Wechat.
- Please arrive at the boarding location 15 min before start of the bus and present the **Valid Magic Access Membership Card and CTG e-ticketing QR code** to the driver(s) or station service personnel before taking the bus. Late passengers shall not be waited and have no ticket amount refund.

Remarks:

- Magic Access Membership Card discount code discount does not be applicable to the following days:

Year	lapse date
2026	New Year's Day (1/1-3/1); Spring Festival (13/2-23/2); Qingming Festival and Easter(3/4-7/4); Mid-Autumn Festival (25/9-27/9); National Day (1/10-7/10); Christmas (24/12-29/12)

- The above-mentioned discount suspension date is for reference only. The specific date is subject to the system usage.
- The coupon code for one-way tickets is applicable to the Guangdong Province area/back to Hong Kong Disneyland/Hong Kong City/Hong Kong Airport
- As the bus trips and seats are limited, please book the seat you want as soon as possible and complete the booking information as instructed while booking.
- CTG Enquiry hotline: mainland China (86) 400-663-0118; Hong Kong (852) 3604-0118, service time: 09:00-18:00

Instructions and Rules to Passengers:

- Before use coupon buying tickets, please make sure that you have the valid Magic Access Platinum Membership Card with you. The carrier has the right refuse the boarding of the ticket holder who doesn't present the required documentation. In such case, this ticket holder will not have ticket amount refund.
- In avoidance of causing delay to other passengers, cross-boundary carriers shall wait for passengers at control points of the ports not exceeding 20 minutes. If individual passengers were delayed at control points due to inspections by the respective immigration departments, custom departments or hygiene departments, etc. of PRC and Hong Kong, passengers may continue their journeys by other carriers operated by the same carriers or by other transportation at their own costs. In such circumstances, the carriers shall bear no liability therefor.
- Each passenger shall hold a valid ticket for travelling. Children aged 0 to 2 require infant tickets. As for reference only, the infant ticket prices for each route/product are as follows (same price in RMB and HKD; no seats will be provided): City Bus Line (including Disneyland): \$10; 6-seat car-rental: \$50. Children aged 3 to 5 require child tickets. Passengers aged 6 or above require adult tickets (subject that child tickets for some routes offer to children aged 3 to 12 and some routes do not offer child tickets or elderly tickets). Non-adult passengers shall travel with their guardians. In consideration of the safety of passengers and in compliance with relevant traffic regulations, the carriers may refuse to carry passengers if the vehicles exceed the maximum capacity of carriage, in such circumstances passengers so refused may request for refund of full fare of tickets.
- Each passenger may carry free of charge one piece of cabin luggage and one piece of large luggage. Such large luggage shall be placed in the cargo compartment according to the instructions as may be given by the carriers. The maximum dimension of large luggage shall not exceed 56cm x 36 cm x 22 cm. Supplemental tickets for luggage shall be required if extra luggage is carried by

passengers, subject that carriers may refuse to carry any over-weight and oversized luggage or any luggage that is not suitable to be carried in the view of the carriers and in such circumstances, no refund shall be made. Valuables should be taken with you all the time and we are not responsible for any loss of the valuables. In case of loss of or damage to the carry-on luggage and registered luggage due to the carrier's fault, you will be reimbursed at HKD 500 maximum for each piece of luggage.

5. Valuable or memorial items shall be kept by passengers as their personal belongings and shall not be placed in the cargo compartment. Any items placed in the cargo compartment shall be regarded as checked baggage. If damage or loss of luggage was proved to be caused by faults of the carriers, the maximum compensation for each damaged or lost luggage or parcel shall not exceed HK\$500.
6. The carriers shall not be responsible for any damage or loss caused by delay or service cancellation in any force majeure including but not limited to immigration clearance, traffic conditions, traffic accidents, communicable diseases, government restrictions or other conditions that may alter the scheduled journeys.
7. The carriers can in their sole discretion suspend any journeys if they view that their vehicles are unable to continue the journeys under a safe condition due to typhoon signal no.8, black rainstorm warning signals or other severe weather conditions. Should the schedules of the carriers be cancelled due to severe weather conditions, passengers may request for refund of the full fare of tickets within 7 working days from the date of purchase of such tickets or apply for reschedule to travel for the same route within 3 months. Passengers who purchased tickets through the WeChat platform may apply for a refund or reschedule of the journey through WeChat platform. The carriers shall not be responsible for any damage or loss suffered by passengers due to typhoon signal no.8 or above or black rainstorm warning signals.
8. In case of vehicle malfunction, the carrier may arrange for other vehicles to continue the journey. If the carrier is unable to arrange other vehicles, passengers may switch to other modes of transportation on their own. Passengers can apply for a refund within 7 working days from the same day or change their ticket to take the same bus route within three months. Customers who purchase tickets on the WeChat platform can directly apply for a refund or change of ticket on the WeChat platform. The passenger agrees that the carrier shall not be liable for any losses caused by bus delays.
9. After purchasing tickets online, you can change your ticket for free. The specific number of free changes and the charging standards are subject to the terms of our company's latest official "Notice on Refund and Change". After changing the ticket, there is no refund. Overdue cancellation and alteration are invalid.
10. Due to limited space, we cannot include all the details. For any matters not covered in this Code, please refer to the terms and conditions in our official "Passenger Instructions". For detailed information about the "Passenger Instructions" and "Ticket Terms", please refer to the official website of "CTG": www.hkctgbus.com or WeChat Mini Program: CTGBUS.