

## HKCTG Bus Ticket offer

| Card type   | CTTS discount | Applicable line  |
|---|---------------|--|
| Hong Kong Disneyland<br>Magic Access Silver Membership Card   | 10%           | Guangdong Province to/from Hong Kong<br>Disneyland/Hong Kong City/Hong Kong<br>Airport |
| Hong Kong Disneyland<br>Magic Access Gold Membership Card     | 15%           |  |
| Hong Kong Disneyland<br>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 **Full 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  |
|------|---|
| 2024 | Spring Festival (7/2-18/2); Easter & Qing-Ming Festival (28/3-7/4) ; National Day (28/9-6/10);<br>Christmas (21/12-29/12) |

- 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 (e.g. COVID-19), 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. After successful online ticket purchase, you can accept a free change once, the second and more changes will be charged, and there is no refund after the change. Change fee standard please refer to the "change Regulations". The tickets will be invalid after its corresponding expiration or after alteration.
9. Due to limited space, we cannot specify every detail. Any matter not mentioned in the instructions shall be subject to the provisions of Instructions to Passengers posted in our official website. For relevant details of Instructions to Passengers and Provisions of Tickets, please refer to the website of "CTG": [www.hkctgbus.com](http://www.hkctgbus.com) or Wechat official account: CTGBUS.