

Convenience Store Pick-up&Booking Enquiry

1. Real-name system train tickets are currently available for purchase and collection at the four major convenience store chains (7-Eleven, FamilyMart, Hi-Life, and OK Mart).
2. For convenience store pick-up, please use the multimedia machine of each store, input the ID number, pick-up code and select the ticket type according to the operation instructions. After printing the barcode payment slip, please pay at the counter within 10 minutes and get the ticket. If the transaction is cancelled during the timeout, the order will be re-operated. If the ticket is unclear, it should be handled immediately by the store staff.
3. For partial ticket collection, please visit a Taiwan Railways station or a convenience store to process the request.(If tickets under the same booking code are collected or refunded separately, please allow 10–15 minutes for the system processing time.)
4. For round-trip and multi-segment itineraries, tickets must be collected separately for each segment (each booking reference).
5. Starting from April 14, 2025, passengers who accumulate six instances of unclaimed bookings within one month will be subject to a one-month suspension.
6. From Monday to Thursday each week (excluding national holidays), differential pricing is applied to designated diesel multiple unit (DMU) Tze-Chiang Limited Express services. Fares for these services are set at 97% of the full fare, and concessionary tickets—such as child, senior, disability, and companion fares—remain available.

Passengers are required to complete ticket purchase before boarding. Tickets purchased onboard the train or at the station after boarding will be charged at the full fare.

7. An NT\$8 service fee is charged per ticket for purchases or collections made at convenience stores.
8. Tickets Available at Convenience Stores:Convenience stores can

issue tickets for general trains, bike-friendly trains, real-name registration trains, and cruise trains(excluding overnight two-day itineraries), including cash payment with ticket collection and ticket collection for reservations that have already been paid online.

9. Convenience stores do not provide passengers to change tickets, please go to the station window.
10. Ticket refunds must be completed at least 30 minutes before departure. Please proceed to any convenience store equipped with a multimedia kiosk between 07:00 and 23:00, or visit any TR computerized ticketing counter before departure.
11. If a ticket purchased through the online payment system has already been collected and a refund is required, please return to the original ticket agent with the issued ticket at least 30 minutes before departure to process the refund. Alternatively, you may bring the ticket and the original credit card used for payment to any Taiwan Railways computerized ticketing station before departure to apply for a refund.
12. Refund Service Fees:
 - (1) On the day of travel: A fee of 10% of the ticket fare will be charged per ticket, with a minimum of NT\$20.
 - (2) 1 to 2 days before the travel date (the travel date counts as Day 1): A fee of 5% of the ticket fare will be charged per ticket, with a minimum of NT\$20.
 - (3) 3 to 24 days before the travel date: NT\$20 per ticket.
 - (4) 25 days or more before the travel date: NT\$10 per ticket.

✘In cases of special circumstances such as severe weather, where refunds are officially announced to be free of charge by TR, passengers must present the ticket and process the refund at a TR station to qualify for the waiver (original purchase/collection service fees are non-refundable).

13. For multi-segment itineraries, refund fees are calculated

separately based on the number of days before each segment's travel date, and then totaled.

14.If the ticket fare is insufficient to cover the refund handling fee, the fare will not be refunded, nor will the handling fee be additionally charged.

15.The ticket refund fee for Taiwan Railway Corporation's cruise-style trains is processed in accordance with the refund policy for standard tickets; that is, the fee is calculated in tiers based on the number of days prior to the date of departure.

16.Child Tickets:

(1) Children under 115 cm in height travel free of charge.

(2) Children who are 115 cm or taller but under 150 cm must purchase a child ticket.

(3) Children 150 cm or taller must purchase a full-fare ticket.

(4) Children who are at least 115 cm tall but under 6 years old may travel free of charge upon presentation of valid identification.

(5) Children who are 150 cm or taller but under 12 years old may purchase a child ticket upon presentation of valid identification.

(6) Children must be accompanied by a full-fare-paying or adult passenger.

(7) If more than two children are accompanied, any additional children beyond the first two must each hold a valid ticket.

17.Senior Tickets:

Available to citizens of the Republic of China (Taiwan) aged 65 or above, or holders of a Republic of China (Taiwan) Resident Certificate bearing the remark "Eligible for concessions on domestic public transportation and public recreational facilities."

Concession Tickets (Disability):

Available to passengers holding a disability identification card.

One accompanying person may also purchase a concession ticket.

18.Passengers holding concession tickets must carry valid identification documents for inspection when traveling.

19.Passengers who successfully reserve tickets through the Taiwan

Railways Online Booking System may simultaneously pre-order Taiwan Railways Bento.

- (1) Payment for both the train ticket and the bento can be made together at convenience store ticketing outlets, where passengers will receive the train ticket (with the bento order information printed on it; no separate bento voucher will be issued).
- (2) For the same booking record, all ticket and bento charges must be paid in full in a single transaction, and tickets must be collected in one go. Installment payments or partial ticket collection are not accepted.
- (3) After collecting tickets at a convenience store, passengers who wish to cancel their bento order or request a ticket refund must cancel both the ticket(s) and the pre-ordered bento(s) together in full. If only the bento is to be canceled, please contact a station ticket counter directly for assistance.
- (4) The regulations governing the cancellation of pre-ordered bento meals are as follows:
 - I. Passengers using this service who wish to cancel their bento order must complete the cancellation no later than 24:00 (midnight) on the day prior to the travel date.
 - II. After using this service, if passengers are required to take a non-designated train or cancel their trip due to natural disasters or causes attributable to the Company, they may apply for a refund within one year from the travel date by presenting the original ticket (with the bento order information printed on it) at a station ticket counter.

20. Any matters not covered herein shall be handled in accordance with the prevailing ticket booking and collection regulations announced by Taiwan Railway Corporation.