

Taiwan Railway Corporation, Ltd. Periodic Ticket Utilization Guidelines

Letter Tie-Dao-Ying-Zi No.1143501309 issued by the Railway Bureau, MOTC, on April 21, 2025 for Reference

- I. Passengers with regular commuting or schooling needs who travel within a certain distance may apply to purchase Periodic Tickets from the Taiwan Railway Corporation, Ltd. (hereinafter referred to as “the Company”).
The “certain distance” mentioned in the preceding paragraph shall not exceed 150 kilometers.
- II. The Company may issue electronic Periodic Tickets that are linked to either registered or unregistered electronic tickets.
- III. Periodic Tickets do not offer statutory discounted fares or Child Tickets. Pre-sale services may be provided according to passenger needs. Tickets are valid for a specified period beginning from the designated activation date. The pre-sale period allows for designating an activation date within 10 days (inclusive) from the purchase date.
- IV. Periodic Ticket fares are calculated using the following formula: “Regular one-way full fare between designated stations \times billable days \times 2 \times discount rate, rounded to the nearest whole number.”
- V. The validity period of a Periodic Ticket is based on 30-day units calculated from the designated activation date.
For the 30-day Periodic Ticket, 21 days are used as billable days; for the 60-day Periodic Ticket, 42 days are used as billable days.
The 30-day Periodic Ticket is priced at 85% of the full fare for billable days; the 60-day Periodic Ticket is priced at 80% of the full fare for billable days.
- VI. Each Periodic Ticket may only be used by 1 person at a time. The ticket allows travel according to the validity period, origin/destination stations, and train types specified on the electronic Periodic Ticket. The electronic ticket must be tapped both when entering and exiting stations. There is no limit to the number of trips, but seat reservation services and fare upgrades are not provided.
- VII. Passengers using other types of tickets in conjunction with a Periodic Ticket cannot request refunds based on Periodic Ticket ownership. If a Periodic Ticket is lost during travel, fares shall be collected according to the regulations for traveling without a ticket. Even if the ticket is later found, no refund shall be provided based on Periodic Ticket ownership.
- VIII. Passengers using Periodic Tickets to board trains prohibited under Point 2 of the “Company’s Multi-Card Electronic Ticket Operation Regulations” shall be treated as traveling with an invalid ticket. The fare from the departure station to the arrival station shall be collected, along with a 50% surcharge. Neither the daily Periodic Ticket fare nor the collected supplementary fare shall be refunded.
- IX. Refunds for Periodic Tickets are calculated using the following formula with a handling fee of NT\$31:
(I) Periodic Ticket refund amount = Periodic Ticket fare – (Days elapsed (from activation

date to refund processing date) × Regular one-way full fare between designated stations × 2) – Handling fee.

- (II) When refunding a 60-day Periodic Ticket after more than 30 days have elapsed, the 30-day period shall receive the 30-day Periodic Ticket discount.
 - (III) If the refund amount is less than NT\$0, no refund shall be issued, and no additional payment shall be collected.
 - (IV) The day of refund processing is considered a traveled day.
- X. Compensation for train delays that meet the delay compensation standards shall be processed according to the “Company’s Passenger Train Delay Compensation Regulations.”
- XI. If the Company’s operations are disrupted along the Periodic Ticket route, the validity period shall be extended as follows:
- (I) For every 24 hours of operational disruption, the validity period shall be extended by 1 day. Disruptions of 12 hours or more but less than 24 hours shall be counted as 1 day.
 - (II) When the Company arranges transfer services in the disrupted section, the disruption time is calculated from when train operations cease until transfer services begin.
- Extensions can be processed at any Company station after the Company calculates the number of extended days.
- XII. The extended validity period shall be continuous, starting from the day after the original expiration date.
- XIII. Damaged or lost Periodic Tickets or changes to registered information shall be handled according to the following regulations, with a handling fee of NT\$31:
- (I) Unregistered Periodic Tickets: No replacement shall be issued if lost. If found later, a refund based on remaining valid days may be requested from the Company, calculated using the formula in Subparagraph 1 of Point 9.
 - (II) Registered Periodic Tickets: No replacement shall be issued if lost. However, after reporting the loss to the ticket issuer, passengers may apply for a refund within 1 year of the report date, with the refund amount calculated based on the report date and Point 9.
 - (III) Damaged tickets: If the Company’s equipment cannot read the card information but the ticket is still within its validity period, the ticket may be transferred to another electronic ticket from the same issuer provided by the passenger.
 - (IV) Changes to registered information: Once a Periodic Ticket is sold, no changes shall be accepted. To change the travel section, validity period, or activation date, passengers must request a refund and purchase a new ticket. If special circumstances occur before activation that qualify under the Company’s delay compensation regulations or multi-day force majeure events (e.g., natural disasters), the handling fee may be waived for changes.
 - (V) If fare changes occur after modifying Periodic Ticket information, passengers must pay any fare increases, while fare decreases shall be refunded.
- XIV. Passengers may embark or disembark at intermediate stations within the Periodic Ticket’s valid section and period. If used outside the valid section or period, fares shall be calculated

according to Point 3 of the Company's Multi-Card Electronic Ticket Operation Regulations. If a passenger travels beyond the valid section of the Periodic Ticket, fares shall be calculated based on the actual sections traveled beyond the valid section.

- XV. Users of altered or counterfeit Periodic Tickets shall be charged the applicable fare for the current journey plus a 50% surcharge in accordance with regulations for traveling without a ticket. If criminal liability is involved, the case and original Periodic Ticket shall be transferred to law enforcement agencies.
- XVI. Passengers must cooperate with station staff or ticket inspectors during ticket inspection when entering or exiting stations and boarding trains. They shall comply with all laws and railway passenger transport regulations.
- XVII. For matters not covered in these terms, the Railway Act, Railway Transportation Regulations, and other relevant laws and regulations shall apply. The Company may revise or supplement these terms at any time, with implementation 30 days after announcement or on a specified date.