

Convenience Store Refund Notice

1. Typhoon Refund Policy: From the issuance of a sea typhoon warning, refunds processed at convenience stores will still be subject to a refund handling fee. To have the fee waived, please proceed to a Taiwan Railways station ticket counter to process the refund.
2. 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).
3. 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. (Tickets with boxed meal information printed: refund regulations please refer to Item 9 below.)
4. For refunds at convenience stores, please use the in-store multimedia kiosk and follow the on-screen instructions to enter your ticket information. After printing the barcode voucher, present it together with the ticket at the counter within 10 minutes. The store clerk will collect the ticket and process the refund after deducting the handling fee. If the time limit is

exceeded, the transaction will be canceled and you must repeat the process to obtain a new voucher.

5. For tickets paid and collected through the online payment system, if a refund is required, please process it at least 30 minutes before departure. You may present the original ticket at the original issuing agent, or bring the original credit card and the ticket to any TR computerized ticketing station for processing before departure.
6. 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.
7. For multi-segment itineraries, refund fees are calculated separately based on the number of days before each segment's travel date, and then totaled.
8. 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.
9. Passengers who successfully reserve tickets through the Taiwan Railways Online Booking System may simultaneously pre-order Taiwan Railways Bento.
 - (1) 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.
 - (2) 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.

10. Any matters not specified herein shall be handled in accordance with the current ticketing and refund regulations announced by Taiwan Railway Corporation.