

Taiwan Railway Corporation, Ltd. Passenger Transport Contract

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

One. General Provisions

- I. This Transportation Contract is established in accordance with Article 73 of the Railway Transport Rules.
- II. The terms used in this Contract are defined as follows:
 - (I) Invalid Ticket: A ticket used in violation of ticket Utilization regulations or the information specified on the ticket, a ticket not matching the passenger's identity, a ticket used beyond the valid zone, or a ticket used beyond the validity period.
 - (II) No Ticket: Failure to present a ticket upon boarding, not holding an original ticket or valid ticket, failure to record entry when using an electronic ticket, inability to present a ticket during inspection, use of an electronic ticket with an entry record, traveling beyond the ticket's valid zone, or backtracking. Boarding a train or carriage designated by the Taiwan Railway Corporation, Ltd. (hereinafter referred to as "the Company") that does not offer non-reserved seat tickets without permission.
 - (III) Ticket Valid for Different Classes: A ticket issued for reserved-seat trains, combining multiple segments with different train classes due to the need for consecutive transfers.
 - (IV) Travel Beyond Valid Zone: A passenger traveling beyond the valid zone specified on their ticket or pass, continuing on the same train or a train in the same direction.
 - (V) Misboarding: A passenger, due to misunderstanding or misjudgment of information such as train number, train type, stops, or schedule, boards a train that does not match the information specified on the ticket.
 - (VI) Concession: A discount provided based on legally recognized status.
 - (VII) Discount: A discount provided for the Company's business needs.
 - (VIII) Traveled Segment: The segment traveled by a passenger from the starting station to the current station or the segment from the passenger's starting station to the next station ahead of the train's route.
 - (IX) Backtracking: A passenger disembarking at an intermediate or destination station as indicated on the ticket (including supplementary tickets) and then boarding a train in the opposite direction to any station.
 - (X) Intermediate Stopover: The act of a passenger disembarking at any intermediate station within the origin-destination zone specified on the ticket, exiting the station, and resuming travel by re-entering a station within the ticket's validity period.

Two. Business Hours and Ticket Sales Hours

- III. The business hours of each station begin thirty minutes before the departure of the first train and end 10 minutes after the departure of the last train, as announced by each station.

However, when there is a need to handle passenger train operations outside business hours, the station shall operate from thirty minutes before the train's arrival until 10 minutes after its departure.

- IV. The ticket sales window hours are the same as the station's business hours. However, in special circumstances, ticket sales shall follow the hours announced by the station.

Three. Establishment of the Transportation Contract and Refusal of Transport

- V. The following circumstances are deemed as the Company's commitment to transport, thus establishing the transportation contract:

- (I) A passenger who has ordered a ticket through the Company's website or telephone voice system and completed payment.
- (II) A passenger who has purchased a ticket at a station ticket counter, ticket machine, or designated channel.
- (III) A passenger who has boarded a train at an unmanned station announced by the Company and entered the carriage.
- (IV) When the Company issues a transport voucher or document to the passenger.
- (V) When an electronic ticket is used and the electronic ticket equipment registers the entry record.
- (VI) Other circumstances deemed as contract establishment under legal provisions.

- VI. The Company may refuse transport, terminate, or cancel the contract under the following circumstances:

- (I) The passenger violates the Company's transport regulations, other legal provisions, public order, or good morals.
- (II) The passenger imposes special responsibilities or obligations on railway transport.
- (III) The passenger wears foul-smelling clothing or carries unclean items, affecting public hygiene.
- (IV) Transport is impossible due to force majeure, such as natural disasters or incidents.
- (V) The passenger poses a clear risk of harming themselves or others or engaging in harassing behavior.
- (VI) The passenger requires an escort while traveling but is unaccompanied.
- (VII) The Company lacks the necessary facilities or equipment for transport. However, this does not apply to facilities or equipment required by law that the Company has failed to provide.
- (VIII) The passenger has a contagious disease that could endanger public health or social tranquility.
- (IX) The items carried pose a risk of damage to persons or property due to their nature.
- (X) The passenger in the station or carriage fails to follow the Company's announcements or warnings from station or train workers; engaging in behavior that disturbs boarding, waiting order, safety, or movement flow; and does not improve after being advised.

- VII. When a passenger's transport complies with the proviso in Subparagraph 7 above, the

Company shall arrange appropriate transport methods.

- VIII. When a passenger violates any provision of Article 71 of the Railway Act, rendering them unable to travel, the Company shall not refund the fare for the remaining journey.

Four. Ticket Sales and Fare Calculation Provisions

IX. The Company issues the following ticket types, eligibility requirements, and notes:

(I) Full Fare Ticket: Passengers who do not qualify for Tickets for Senior Persons, Disabled Tickets, Disabled Accompany Tickets, or Child Tickets.

(II) Tickets for Senior Persons:

1. Pursuant to the Senior Citizens Welfare Act, nationals aged 65 or older or individuals holding a permanent residence permit with a notation for discounted domestic public transportation may use Tickets for Senior Persons when traveling.
2. The age of a senior is calculated based on the date of travel.

(III) Disabled Ticket and Disabled Accompany Ticket:

1. Nationals holding a valid disability certificate issued by the competent authority of Taiwan may use Disabled Tickets when traveling.
2. If the valid disability certificate issued by the competent authority of Taiwan includes a notation in the “Necessary Companion Preferential Measures” section specifying “domestic public transportation,” 1 necessary companion is entitled to the Disabled Ticket discount (indicated as a Disabled Accompany Ticket on the ticket).
3. The necessary companion must travel with the disabled person and enter and exit at the same station; if they do not travel together and enter/exit at the same station, a Full Fare Ticket must be used.

(IV) Child Ticket (indicated as Child Ticket on the ticket, same below):

1. Pursuant to “The Protection of Children and Youths Welfare and Rights Act,” children under 12 years old are eligible to purchase Child Tickets. Those over 12 years old, regardless of height, must purchase Full Fare Tickets.
2. Children under 115 cm in height may travel free of charge; those between 115 cm and under 150 cm in height must use Child Tickets; those 150 cm or taller must use Full Fare Tickets.
3. Children who are 115 cm or taller but under 6 years old may travel free of charge upon presenting identification. Those who are 150 cm or taller but under 12 years old may use Child Tickets upon presenting identification.
4. Children eligible for free travel must be accompanied by a passenger who has purchased a Full Fare Ticket or an adult, with a limit of 2 free children per companion; any additional children must purchase Child Tickets.
5. Children eligible for free travel are not provided with reserved seating services; if they wish to occupy a seat on a reserved-seat train, they must purchase a Child Ticket.

6. The age of a child is calculated based on the date of travel.

(V) Group Ticket.

(VI) Other tickets issued as announced based on business needs.

The names, Utilization rules, and notes for the other tickets mentioned in Subparagraph 6 above shall be specified by the Company in separate Utilization guidelines published on the official website, Taiwan Railway e-Ticket App, at stations, or on the tickets themselves. For tickets without specified Utilization guidelines, the terms of this contract shall apply.

X. After completing a ticket reservation, passengers must complete payment and ticket collection within the collection time announced by the Company; for tickets purchased at the station, payment must be completed at the time of purchase.

Payment for chartered trains and private carriages shall be completed within the timeframe agreed upon between the Company and the passenger.

If payment or ticket collection is not completed within the announced or agreed timeframe as specified in the preceding 2 paragraphs, the transportation contract shall be immediately terminated, and the Company may charge a penalty fee for group passengers, chartered trains, or private carriages.

The penalty fee mentioned in the preceding item shall be charged as follows: for group passengers, chartered trains, or private carriage passengers, the fee shall be the Group Ticket cancellation fee, reservation fee, or deposit, with the maximum amount not exceeding 40% of the total ticket fare payable.

XI. The fare calculation is as follows:

(I) Train class fare rates:

1. Tze-Chiang Express and equivalent trains: NT\$3.39 per person per kilometer.
2. Chu-Kuang Express and equivalent trains: NT\$2.61 per person per kilometer.
3. Local Train and equivalent trains: NT\$2.18 per person per kilometer.

(II) Fare Calculation Method:

1. The fare is calculated by multiplying the train class fare rate by the actual travel distance, with amounts less than 1 NT dollar rounded to the nearest NT dollar. However, for a single journey of less than 10 kilometers, the fare is calculated based on 10 kilometers.
2. Branch Line fares have a minimum distance of 10 kilometers, with each additional 3.5 kilometers constituting 1 segment. For distances exceeding 10 kilometers, an additional NT\$7 is charged for every 3.5 kilometers, and distances less than 3.5 kilometers are calculated as 3.5 kilometers.
3. For passengers traveling from stations south of Changhua to stations north of Zhunan (or vice versa), fares are calculated based on the mountain line mileage. However, for travel between the mountain line and the sea line, fares are calculated based on actual mileage.
4. The minimum unit for mileage calculation is 0.1 kilometers.

- (III) The fee for chartering a carriage is calculated by multiplying the carriage's capacity by the applicable train class fare. If the actual number of passengers exceeds the carriage's capacity, the fare is calculated based on the actual number of passengers, charged at the full fare rate, or calculated according to the Company's announced fee structure.
- (IV) Fares for Tengyun Cabin, specially operated trains, sightseeing trains, and other customized trains are not subject to standard train class or carriage fare rates.
- (V) When a passenger is eligible for multiple discounts (including concessions), only 1 may be applied unless otherwise announced or specified by the Company, and discounts cannot be combined.

XII. The ticket pre-sale period, the number of tickets per person per day, and the booking method shall be handled in accordance with the Company's announcements.

Five. Ticket Validity Period, Utilization Regulations, and Notes

XIII. The validity period of tickets is as follows:

- (I) Regular Tickets (Individual Tickets and Group Tickets):
 - 1. Tickets for designated reserved-seat trains are valid only for the date, train number, and segment specified on the ticket.
 - 2. Tickets for non-designated reserved-seat trains and non-reserved-seat train tickets are valid within the business hours and segment specified on the ticket's date.
 - 3. Other ticket validity conditions recognized by the Company are valid until the specified expiration date.
- (II) Periodic Ticket: Handled in accordance with the Periodic Ticket Utilization guidelines.
- (III) Electronic Tickets: Handled in accordance with the "Taiwan Railway Corporation Multi-Card Electronic Ticket Operation Regulations."
- (IV) Other travel passes, or tickets issued by the Company are handled in accordance with the announced validity period and the period specified on the ticket.

XIV. Passengers holding Group Tickets must travel with a valid Group Ticket and group seating voucher; otherwise, they shall be treated as holding an invalid ticket and required to purchase a supplementary ticket.

The minimum group size for Group Tickets, pre-sale period, payment deadline, and refund/exchange regulations shall be handled in accordance with the Company's announcements.

XV. The guidelines for ticket purchases are as follows:

- (I) When purchasing or collecting tickets at the counter, passengers must verify the ticket information for accuracy and count the change received on the spot. If an error is found, passengers may immediately request correction from the ticket agent without incurring a refund fee. If an error is discovered after leaving the ticket counter, it shall be handled in accordance with the Company's regulations

on ticket changes and refunds.

- (II) When purchasing or collecting named tickets at the counter, passengers must present the original valid identification issued by the government, including a photo (except for children's health insurance cards), ID number, and date of birth (e.g., ID card, passport, driver's license, health insurance card, or disability certificate) for verification by the Company. Passengers must also consent to the inclusion of identifiable information (name, ID number) on the ticket. If a passenger refuses to have the aforementioned information recorded on the ticket, the Company shall refuse to sell named tickets.
- (III) When purchasing Disabled Tickets, Disabled Accompany Tickets, Tickets for Senior Persons, or Child Tickets, the Company may require the presentation of the original valid government-issued identification, including a photo (except for children's health insurance cards), ID number and date of birth (e.g., ID card, passport, driver's license, health insurance card, or disability certificate), and relevant information shall be recorded.
- (IV) When traveling with the ticket types mentioned in Subparagraph 2 and 3 above, passengers must carry the original valid government-issued identification, including a photo (except for children's health insurance cards), ID number, and date of birth (e.g., ID card, passport, driver's license, health insurance card, or disability certificate) for verification.
- (V) The fare standards for each ticket type are as follows:
 - 1. Full Fare Ticket: Charged at the full fare rate.
 - 2. Disabled Ticket, Disabled Accompany Ticket, Tickets for Senior Persons, and Child Ticket: Charged at half the full fare rate, rounded to the nearest NT dollar.
- (VI) Notes for Purchasing Discounted Train Tickets:
 - 1. Discounts are only available when tickets are purchased before boarding; discounts do not apply to tickets or passes other than discounted tickets, onboard supplementary tickets, or tickets supplemented at the destination.
 - 2. Passengers holding tickets at the same full fare rate as the train traveled are not eligible for a refund of the fare difference.
 - 3. Passengers holding tickets with a higher discounted train fare rate are not eligible for a refund of the fare difference; passengers holding tickets with a lower discounted train fare rate must pay a supplementary ticket based on the full fare rate of the discounted train's class. However, if the Company has other provisions exempting supplementary tickets or requiring refunds, those provisions shall apply.
 - 4. Unless otherwise announced, Group Tickets are not issued for discounted trains.
 - 5. The refund, change of travel, and related deadlines for discounted train tickets

shall be handled in accordance with the Company's announced guidelines for purchasing and using discounted train tickets. If not specified, the terms of this contract shall apply.

(VII) Other travel passes or tickets shall be handled in accordance with their respective Utilization guidelines, noted details, or announcements.

XVI. After purchasing or collecting a ticket, passengers may apply for proof of purchase before boarding. Each ticket is limited to 1 proof of purchase, and lost proofs shall not be reissued. If a passenger subsequently changes or refunds a ticket, the original ticket and proof of purchase must be submitted together.

The proof of purchase serves only as evidence of the transaction between the passenger and the Company. Using a proof of purchase for travel is considered traveling without a ticket. Passengers who lose their tickets cannot use the proof of purchase to request a ticket reissuance or a refund after purchasing a new ticket.

Used tickets or tickets stamped with a verification mark may be considered proof of purchase, and no additional proof shall be issued.

XVII. Passengers must purchase a ticket or use other tickets approved by the Company and properly validate their tickets using ticket inspection equipment. Passengers without a ticket or who fail to validate their ticket properly are prohibited from entering the station; however, this does not apply at stations without ticket agents, ticket validation equipment, or ticket machines, in which case passengers must proactively purchase a supplementary ticket from the conductor after boarding.

Passengers who fail to proactively purchase a supplementary ticket from the conductor and request 1 only during ticket inspection shall be treated as traveling without a ticket and may be charged an additional 50% of the fare.

XVIII. Passengers purchasing tickets for various train classes may apply for a refund within the announced deadline or, with the Company's approval, request a change of travel. Changes of travel are limited to the Company's station ticket counters or other designated locations announced by the Company.

Tickets obtained free of charge cannot be refunded or changed, except in cases of train delays meeting compensation criteria or service interruptions, where passengers may, within 1 year of the incident, use the original ticket to request travel on a train of the same class and segment.

XIX. Regular Ticket change provisions are as follows:

- (I) Tickets for reserved-seat trains may be changed once free of charge, but they are limited to changes in train number, date, ticket type, or seat. Changes to the origin, destination, or direction specified on the ticket are not permitted, nor are changes between non-reserved and reserved-seat train tickets. Changed tickets shall be marked with the word "Change" and the original travel date, which shall serve as the basis for calculating refund fees under Subparagraph 4, Paragraph 1, Point 20.
- (II) Changes outside the scope of the free change mentioned above, or second change

requests, shall be treated as a refund and subject to a refund fee.

- (III) When passengers change a non-reserved seat train ticket to a reserved seat train ticket for the first time, this change shall not count toward the change limit.
- (IV) Change requests at the counter must be made at least 30 minutes before the scheduled departure time of the ticketed train. Requests exceeding this limit shall be treated as a refund and subject to a refund fee.

XX. Regular Ticket refund regulations are as follows:

- (I) Non-reserved train tickets must be refunded no later than the travel date; reserved-seat train tickets must be refunded before the train's departure time, and requests after this time shall not be accepted.
- (II) Passengers may process refunds at any station with a networked ticket system; tickets purchased through the Company's announced ticket agents may be refunded at the original agent's location.
- (III) For tickets of non-reserved trains or reserved trains with no seat availability for the entire journey, no refund handling fee shall be charged. However, this provision shall not apply to tickets with reserved seats that have been changed to no-seat tickets prior to the refund request.
- (IV) For refunds processed after a travel change, the refund handling fee shall be calculated based on the original travel date indicated on the ticket. However, if the new travel date after the change is earlier than the original travel date, the refund handling fee shall be calculated based on the new travel date. If the refund is requested after the original departure date, the refund handling fee shall be calculated in accordance with Subparagraph 1 of Point 21.
- (V) For partial route refunds (including cases such as air conditioning malfunction, seat malfunction, or duplicate seat assignment), the refundable amount shall be calculated based on the mileage ratio of the ticket price stated on the ticket.
- (VI) Used tickets shall not be eligible for refunds except where approved by the Company.

For special refunds approved by the Company, a handling fee amounting to 10% of the ticket price shall be deducted and shall not be less than NT\$20.

XXI. The refund handling fee standards are as follows:

- (I) On the day of travel: 10% of the ticket price per ticket shall be charged and shall not be less than NT\$20.
- (II) One to two days prior to the travel date: 5% of the ticket price per ticket shall be charged and shall not be less than NT\$20.
- (III) Three to twenty-four days prior to the travel date: NT\$20 per ticket shall be charged.
- (IV) From twenty-five days prior to the travel date: NT\$10 per ticket shall be charged.
- (V) If the ticket price is insufficient to cover the handling fee, no refund shall be issued, and the handling fee shall not be collected separately.

XXII. Refund and travel change policies for Group Tickets are as follows:

- (I) For non-reserved train Group Tickets, a refund handling fee of NT\$7 per person shall be charged, and the refund shall be processed before the train's departure. However, if a dedicated carriage has been assigned, the refund shall be requested at the station no later than 2 hours prior to the departure time of the train; late requests shall not be accepted.
- (II) For Group Tickets of reserved trains without seat assignments, a refund handling fee of NT\$7 per person shall be charged. The refund shall be requested at the station before the train departs. Late requests shall not be accepted.
- (III) For Group Tickets of reserved trains with seat assignments, the refund shall be requested at the station no later than 1 hour prior to the train's departure time; late requests shall not be accepted. Refund handling fees shall be charged as follows:
 1. On the day of travel up to 6 days before: 30% of the ticket price per ticket shall be charged and shall not be less than NT\$20.
 2. Seven to twenty days before the travel date: 20% of the ticket price per ticket shall be charged and shall not be less than NT\$20.
 3. More than twenty-one days before the travel date: 10% of the ticket price per ticket shall be charged and shall not be less than NT\$20.
- (IV) For refund requests after a travel change, the refund handling fee shall be charged based on the changed travel date.
- (V) For Group Tickets of reserved trains with seat assignments, there shall be no limit on the number of refund requests for a partial number of passengers. For Group Tickets of reserved trains without seat assignments and non-reserved trains, only 1 refund request shall be allowed. If, after a refund, the remaining number of passengers falls below the minimum required for a Group Ticket, the entire ticket shall be refunded.
- (VI) For reserved train Group Tickets, the travel change policy after ticket purchase is as follows:
 1. For each itinerary, a change of train number, date, train type, or number of passengers may be requested once within 10 days after the date of purchase (excluding the purchase date). However, if the request is made after the Group Ticket reservation period has ended, the Company shall not process the change.
 2. For group reductions in passenger count, the refund handling fee shall be charged based on the number of days between the date of reduction and the travel date.
 3. Each Group Ticket may be changed once regarding ticket type. If a travel change has already been made, 1 additional ticket type change may be requested.
 4. Requests for ticket type changes shall be made at least 1 hour prior to the

departure time of the scheduled train on the same day.

(VII) Group Tickets for non-reserved trains shall not be eligible for travel changes.

XXIII. Passengers shall carry and use valid tickets or passes recognized by the Company and shall board and travel in accordance with the conditions specified on the ticket or pass. Passengers not holding valid tickets shall apply for a travel change or refund in accordance with this Contract prior to boarding. If the Company discovers a passenger traveling without a ticket or with an invalid ticket, the Company may deny boarding. If the passenger in the preceding paragraph has already entered the station and boarded the train, the applicable fare shall be collected. Unless otherwise provided in this Contract, if the original ticket or pass has already been used or has exceeded the refund deadline, a refund shall not be granted without the Company's consent. Fare adjustments shall be handled according to the following regulations:

- (I) Without the Company's consent, passengers traveling without a ticket or with an invalid ticket shall be required to pay the full fare or fare difference. In the absence of a valid reason, an additional charge of 50% of the fare or fare difference may also be applied.
- (II) Without the Company's consent, if a passenger voluntarily switches to a lower-fare train, the fare difference shall not be refunded. If the passenger voluntarily switches to a higher fare train, the fare difference shall be collected, and an additional 50% of the fare difference may also be charged. However, passengers falling under Subparagraph 6 of this section, or those holding discounted tickets, shall be handled according to the applicable regulations.
- (III) Passengers who travel beyond their ticketed destination or travel back along the route shall be charged the fare as if traveling without a ticket. However, if the combined mileage of the original ticketed segment and the excess travel is within 10 kilometers, this provision shall not apply. If the excess or reverse travel is not due to the Company's intent or negligence, an additional 50% of the fare may also be charged.
- (IV) Passengers using a ticket or pass not corresponding to their identity, where the fare is the same, shall have their proper concessionary identity annotated on the ticket by the inspecting personnel and may continue travel without additional fare. If the ticketed fare is higher, the inspecting personnel shall annotate the concessionary identity before the passenger exits the station, and the passenger may apply for a refund of the fare difference. If the ticketed fare is lower, the passenger shall proactively request to pay the fare difference from the train conductor. If the request is made only upon ticket inspection, an additional 50% of the fare difference may also be charged.
- (V) Named tickets shall be used by the named person only. Failure to present valid identification, use of expired identification, inability to verify identity, or use by someone other than the named person shall be regarded as traveling without a

ticket. The fare from the boarding station to the destination station shall be collected anew, along with an additional 50% of the fare.

- (VI) Passengers holding a ticket not valid for the train service or car they board—specifically on trains or cars where standing-room tickets are not sold as announced by the Company (such as Puyuma, Taroko, Tze-Chiang 3000, group trains, sightseeing trains, chartered trains, business class cars, and family cars)—shall be regarded as traveling without a ticket and shall be charged the fare along with an additional 50%.

If the boarding station cannot be determined at the time of fare adjustment, the fare shall be calculated from the origin station. When 2 or more trains arrive within 10 minutes, the fare shall be calculated from the origin station of each train, and the highest fare shall be charged. The same applies if the train type cannot be identified. This provision shall not apply if the Company grants approval.

If the passenger refuses to pay the fare adjustment, the Company may terminate or rescind the transportation contract or refer the case to the police in accordance with the law.

- XXIV. Passengers shall cooperate with the Company's personnel in the inspection of tickets.

Passengers using Tickets for Senior Persons, Disabled Tickets, Disabled Accompany Tickets, Child Tickets, and named tickets shall carry valid original identification documents issued by the government that include a photo (children's National Health Insurance cards are exempt from the photo requirement), ID number, and date of birth (such as national ID, passport, driver's license, health insurance card, or disability certificate), and shall present such documents along with the original ticket during inspection. However, this shall not apply if the Company gives prior written consent to substitute other forms of identification for valid credentials.

If the passenger fails to present valid credentials during an inspection, presents expired identification, cannot be identified as the ticket holder, or the ticket is used by someone other than the named person, such shall be deemed an identity mismatch, and the fare adjustment shall be made in accordance with Point 23. Refunds shall not be granted based on subsequent presentation of identification and the original ticket.

If a passenger refuses to cooperate with ticket inspection, the Company may terminate or rescind the transportation contract or refer the matter to the police in accordance with the law.

- XXV. Passengers shall travel according to the information stated on the ticket or the conditions of use of the ticket/pass. If the passenger fails to comply, a fare adjustment shall be made in accordance with this Contract or the applicable conditions of use. However, this shall not apply if approved by the Company with an endorsement or otherwise publicly announced.

Tickets that exceed the refund period or have been used to enter the station shall not be refunded unless approved by the Company.

- XXVI. Unless otherwise provided in this Contract, passengers may travel within the validity

period of the ticket between any of the designated stations listed as the departure and arrival stations. No refund shall be given for unused portions of the route.

Within the ticket's validity period, a passenger may disembark once at an intermediate station by having the stop name and time of exit annotated on the ticket and must re-enter the station within 1 hour at the same station to continue travel. If the re-entry is delayed or takes place at another station, a new ticket shall be purchased, and no refund shall be given for the unused portion of the original ticket.

The following situations are not eligible for the intermediate stop provision, and no refund shall be issued for the remaining portion of the journey. If the traveled portion exceeds the original fare, the fare difference shall be collected unless otherwise stipulated in this Contract:

- (I) The passenger disembarks at a station with the same fare as the ticketed destination.
- (II) The passenger disembarks at a station without assigned staff.
- (III) The ticket does not have the intermediate stop name and time of exit annotated.
- (IV) The passenger holds a reserved seat ticket for a designated train and disembarks at an intermediate stop. However, for segments valid under Ticket Valid for Different Classes without specified train numbers, the second paragraph of this Point shall still apply.
- (V) The passenger makes more than the permitted number of intermediate stops.
- (VI) The passenger travels for free or holds a complimentary ticket and disembarks midway.

XXVII. If a passenger boards the wrong train, the fare for the wrongly traveled segment shall be collected. If the fare adjustment receipt indicates a wrong boarding, the passenger may be returned to the destination station (if the train is headed in the same direction) or to the origin station (if the train is headed in the opposite direction) as stated on the original ticket. However, boarding of trains or cars described in Subparagraph 6, Paragraph 2 of Point 23 shall still be prohibited.

Passengers who mistakenly board a train traveling in the same direction and have paid the fare difference may, by presenting the original ticket along with the fare adjustment receipt, apply at the station for a refund of the fare for the overlapping segment. A handling fee amounting to 10% of the fare for each ticket shall be charged. However, this shall not apply if the original ticket was not valid for travel, the mistimed boarding exceeds thirty minutes from the scheduled train of the original ticket, or if the passenger had already taken the originally ticketed train prior to the mistaken boarding.

If the original ticket in the preceding paragraph has not exceeded the refund deadline upon arrival at the destination station, it shall be processed in accordance with the provisions of Point 19 or Point 20 for ticket change or refund.

If a passenger returned due to wrong boarding under Paragraph 2 disembarks and exits the station between the return station and either the origin or destination station, the fare

from the original destination station to the intermediate station where the passenger disembarked shall be collected, except when transportation cannot be completed due to service disruption.

XXVIII. If a passenger disembarks midway due to illness or injury, the passenger may apply for a refund of the unused segment of the fare by submitting relevant documentation along with the original ticket. No handling fee shall be charged. However, if the passenger did not board the train at all due to health reasons and was unable to apply for a refund in time, the refund may be applied for within 1 year from the date of travel by presenting medical documents or other relevant materials along with the ticket. In such cases, a refund handling fee of 10% of the ticket price shall be charged and shall not be less than NT\$20.

XXIX. Passengers unable to board shall be handled according to the following provisions:

- (I) Passengers unable to board may present their ticket at the station for rebooking to travel on the same day, in the same direction, on a train of the same or lower class, without seat assignment. If no trains are available on the same day, they may board the first train of the same or lower class on the following day. Passengers boarding without station endorsement shall be treated as traveling without a ticket.
- (II) Rebooking under the above provision does not apply to trains that do not offer unreserved tickets (except for unreserved seating cars, which can still be rebooked), sightseeing trains, group trains, or specially operated trains.
- (III) Passengers unable to board may upgrade to a higher-class train on the same day by paying the fare difference. If requesting a refund after upgrading, only the additional fare is refundable; the original ticket is non-refundable. The refund processing fee is calculated based on the fare of the upgraded train ticket.
- (IV) If no trains under the Subparagraph 1 are available for rebooking, passengers may, within 30 minutes after the departure of the missed train, exchange their ticket for another train in the same direction with the same origin and destination that does not offer unreserved tickets. A refund processing fee of 10% of the fare, with a minimum of NT\$20, shall be charged. This does not apply if other re-bookable trains are available before the purchased train.
- (V) Group passengers unable to board shall be handled according to the provisions provided by this Point. However, the Company may transport them in batches based on transportation capacity or other factors.

XXX. Lost reserved or unreserved tickets shall be handled according to the following provisions:

- (I) Lost tickets shall not be reissued or refunded.
- (II) If a passenger loses their ticket before boarding, they must purchase a new ticket for the same day, same origin and destination, and same direction, preferably for the same train, in order to board.
- (III) If a ticket is lost during travel, the passenger shall be charged as if traveling without a ticket, with a note of loss recorded on the supplementary ticket.
- (IV) If a lost ticket is recovered, the passenger may, within 1 year of the travel date,

present the recovered ticket along with the newly purchased ticket or supplementary ticket at a station to request a refund for the lost ticket. A refund processing fee of 10% of the fare, with a minimum of NT\$20, shall be charged per ticket.

- (V) If the lost ticket is not recovered, no refund shall be issued.
- (VI) For lost named tickets, the passenger must purchase a new ticket or pay a supplementary fare to travel. If the original lost ticket is proven unused and not refunded, the passenger may request a refund for the newly purchased ticket, subject to a 10% refund processing fee per ticket, with a minimum of NT\$20.

For lost group tickets, a full-fare ticket for the same section and train shall be charged as a replacement group ticket. Lost group seat vouchers shall not be reissued.

XXXI. With the Company's approval, passengers may purchase a platform ticket or obtain an entry/exit pass to access the platform, with a maximum stay of 1 hour. Overstaying shall be handled per the fare deduction rules for same-station entry/exit under the "Taiwan Railway Corporation Multi-Card Electronic Ticket Operation Regulations" unless otherwise approved by the Company.

The duration and penalties for electronic fare cards are governed by the "Taiwan Railway Corporation Multi-Card Electronic Ticket Operation Regulations."

XXXII. In cases of natural disasters, accidents, or other force majeure events that disrupt transportation or during significant passenger congestion, the Company may, in addition to announcing affected sections and train delays, take the following measures, notifying passengers of the reasons and measures via announcements, broadcasts, or information displays:

- (I) Suspend or restrict ticket sales at stations and for specific trains.
- (II) Adjust train schedules, stops, and operational modes.
- (III) Open train entrances, reserved seating areas, or other spaces for standing passengers.
- (IV) Restrict the contents of carry-on items.
- (V) Implement other necessary measures to manage transportation.

XXXIII. In any of the following cases, except for electronic fare card or Periodic Ticket passengers who follow their respective Utilization rules, passengers may request a full refund of the fare within 1 year from the date of the incident without a refund processing fee:

- (I) Termination of travel or transfer to another train or carriage type within 2 hours of the original train's scheduled departure due to train failure or reasons not attributable to the passenger.
- (II) Termination of travel at the origin station or an intermediate station due to a service disruption.
- (III) Termination of travel at the origin station due to a train delay exceeding 10 minutes or an undetermined departure time.
- (IV) Termination of travel at the origin station due to train cancellation.

The refund criteria for the above cases are as follows:

- (I) For termination at the origin station, the full fare paid shall be refunded.
- (II) For termination at an intermediate station, the fare for the untraveled section shall be refunded.
- (III) For passengers transferring to a different train or carriage type, if the new carriage or train has a lower fare, the fare difference for the transferred section shall be refunded; if the new carriage or train has a higher fare, no additional fare shall be charged.
- (IV) For tickets without a recorded fare or with a fare of zero, the full fare for the passenger's category, as indicated on the ticket, shall be considered the paid fare. However, if there are other provisions, such provisions shall prevail.

The refund criteria specified in the preceding 2 paragraphs do not affect passengers' rights to claim compensation under the Civil Code or other laws.

For passengers applying for a refund under Subparagraph 3 of Paragraph 1 after the fact, the Company's system-recorded train arrival times shall serve as the review standard unless they provide proof of the train's delay or undetermined departure.

For passengers under Subparagraph 2 of Paragraph 2 who fail to use ticket inspection equipment as required under Point 17, making it impossible to determine the intermediate station, and who cannot provide proof of disembarkation, the refund for the untraveled section shall be calculated based on the station where the train service was interrupted.

- XXXIV. If a passenger misses connecting a Company's train (Train B) due to a delay on a Company train (Train A), the passenger may request a full refund for Train B's ticket on the travel date unless Train A and Train B were not scheduled to allow a connection or the connection time at the transfer station was less than 20 minutes.
- XXXV. In cases where the Company fails to transport passengers on time per the train schedule, compensation for delays, refund standards, and compensation methods shall be handled per the "Taiwan Railway Corporation Passenger Train Delay Compensation Regulations" and the "Delay Criteria Table."
- XXXVI. For damaged tickets, passengers must purchase a new ticket to travel. However, if the full ticket number of the damaged ticket is identifiable, the passenger may present the damaged ticket along with the newly purchased ticket, and a refund shall be issued upon verification by the Company.
- XXXVII. In cases of air-conditioning failure on a train, passengers with reserved tickets for that train may request a refund of 20% of the fare for the affected section, rounded to the nearest NT\$1. However, no refund shall be issued if the Company arranges alternative seating in another carriage of the same train or for passengers with unreserved tickets or fare cards.
- XXXVIII. If a passenger discovers a duplicate seat assignment, they must immediately notify the conductor or contact customer service to inform the conductor. If the passenger fails to report or the conductor cannot verify, and the Company's ticket sales records confirm no

duplicate tickets were issued, no refund shall be issued for the unreserved section.

If the conductor or the Company confirms a duplicate seat assignment and no alternative seats are available on the same train, the passenger with the duplicate seat may request a refund of 20% of the fare for the affected section, rounded to the nearest NT\$1.

XXXIX. If a passenger discovers a faulty reserved seat, they must immediately notify the conductor or contact customer service. If the passenger fails to report and the Company confirms no record of a seat fault, no refund shall be issued.

If a seat fault is confirmed and no alternative seats are available on the same train in the preceding paragraph, the conductor may endorse the faulty section, and the passenger may request a refund of 20% of the fare for the affected section. However, if the seat fault is attributable to the passenger, no refund shall be issued, and the Company may seek damages from the responsible party.

No refund shall be issued for faulty seats if the passenger is traveling in an unreserved seat or has changed seats on their own.

XL. If a ticket qualifies for multiple refund criteria under this contract, the refund amounts shall be calculated separately for each criterion and then combined, but the total refund shall not exceed the paid fare.

XLI. For tickets purchased for travel dates between the issuance and lifting of a maritime typhoon warning, if the passenger does not travel due to the typhoon's impact, they may request a refund within 1 year from the travel date at any station ticket counter without a refund processing fee.

Refunds processed through the Company's agent channels (e.g., convenience stores or post offices) in the preceding paragraph shall incur a processing fee as per the Company's regulations and are non-refundable.

XLII. The Company is liable for compensation for passenger death, injury, or property damage/loss due to operational or other incidents. However, if the incident is proven not to be due to the Company's negligence, condolence payments or medical subsidies for death or injury shall be provided, with compensation and subsidies issued per the "Regulations on Compensation and Subsidies for Railway Incidents" issued by the Ministry of Transportation.

This does not apply if the incident results from the victim's intentional or negligent actions.

XLIII. Passengers' carry-on baggage and items must comply with the following regulations, or the Company may refuse transportation:

(I) Each passenger may carry up to 2 items, which must not inconvenience other passengers and must be self-managed.

(II) Each item's length must not exceed 150 cm, and the sum of length, width, and height must not exceed 220 cm. Wheelchairs or Company-announced electric mobility devices are exempt from this restriction. Carry-on baggage and items that are packed or folded to meet the number and size restrictions may be brought on

board, except for items specified under Subparagraph 5 of this Point.

- (III) Medical emergency items or life-sustaining equipment necessary for the passenger's survival may be brought on board with prior Company approval and are exempt from size restrictions. However, the Company may arrange appropriate trains based on transportation capacity.
- (IV) Balloons must be deflated before boarding.
- (V) Dangerous items, corpses, bones, ashes, odorous or unclean items, or other items announced by the government or the Company as hazardous or disruptive to passengers or railway operations are prohibited from entering stations or boarding trains.

XLIV. Passengers are responsible for safeguarding their carry-on items, and the Company is not liable for their custody. Musical instruments, statues, or other items occupying a seat require the purchase of a full-fare ticket. If no ticket is purchased, the fare or fare difference must be paid.

If such items occupy seats on trains listed under Subparagraph 6, Paragraph 2 of Point 23 without a prior full-fare ticket purchase, an additional 50% of the fare shall be charged.

XLV. Passengers may not bring animals, snakes, wild beasts, or species that endanger passengers or public hygiene into stations or onto trains except in the following cases:

- (I) Cats, dogs, rabbits, fish, shrimp, turtles, pet birds, or rodents (excluding house or money rats) packed in a secure container or bag (no wheels or handles) with dimensions not exceeding 55 cm (L) x 45 cm (W) x 38 cm (H), with no risk of fecal leakage, may be placed under the seat and brought on board (including for ticketed passengers). Pet strollers, when packed to meet carry-on baggage size restrictions, may be brought on board.
- (II) Government duty dogs, training dogs, guide dogs, hearing dogs, mobility assistance dogs, or such puppies in training accompanied by professional trainers and other animals permitted by law.

XLVI. Regulations for bringing bicycles on board are as follows:

- (I) Bicycles fully packed in a complete, non-exposing carrying bag (not substituted with plastic bags or other items), with all parts, including detached wheels, fully contained within the bag and meeting carry-on size standards, may be brought on board free of charge. Such bicycles must be placed in non-obstructing areas or spaces designated by the Company. They may not be placed in baggage cars for parcel transport trains.
- (II) Bicycles exceeding carry-on size limits or unpackaged/partially packaged bicycles must be transported on designated trains at announced stations or checked in at the baggage office. When transferring to a designated train announced by the Company, a fare of 50% of the full fare for the traveled train must be paid for the bicycle.

XLVII. Passengers violating carry-on item rules shall be handled according to the following

regulations:

- (I) Dangerous items: Passengers must disembark at the nearest stop and leave the station premises. Illegal items may be referred to the police, and no refund shall be issued.
- (II) Non-compliant carry-on items (including animals): A full-fare ticket per item shall be charged, the transportation contract shall be terminated, and the passenger must disembark at the nearest stop. The remaining fare shall be refunded after a 10% processing fee.
- (III) Bicycles: A penalty equal to the full fare for the traveled section shall be charged, the contract shall be terminated, and the passenger must disembark at the nearest designated station. The remaining fare shall be refunded after a 10% processing fee.

XLVIII. The following are supplements to this Contract, and provisions not covered herein are subject to the supplements. In case of conflicting provisions, the supplements prevail:

- (I) Taiwan Railway Corporation Passenger Train Delay Compensation Regulations.
- (II) Taiwan Railway Corporation Multi-Card Electronic Ticket Operation Regulations.
- (III) Taiwan Railway Corporation Periodic Ticket Utilization Guidelines.
- (IV) Taiwan Railway Corporation **Joint Ticket** Utilization Guidelines.

XLIX. Consumer Inquiry and Dispute Resolution Hotline and Website:

- (I) 0800-765888 (landline)
- (II) 02-21910096 (mobile and landline)
- (III) <https://service.railway.gov.tw/rc/Consult.aspx>
- (IV) National Consumer Service Hotline: 1950