

Taiwan Railway Corporation, Ltd. Railway and Highway Combined Transport Guidelines

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

I. Scope of Application

Passengers traveling between Hualien/Taitung and Luodong on Taiwan Railway Corporation, Ltd. (hereinafter referred to as “the Company”) local trains, with connecting highway bus services between Luodong and Taipei for passenger transfer.

II. Train and Bus Types and Fares

(I) Ticket Types: Adult, Child, Senior, Disability (with a companion).

(II) Fares:

1. Bus Segment (Taipei to Luodong): 9% discount.
2. Railway Segment (Luodong to Hualien/Taitung): 23% discount on local (express) trains.
3. For combined transport tickets issued in cooperation with Capital Bus, Kamalan Bus, and Kuo-Kuang Bus, no additional discount is provided for half-fare tickets on the bus segment (Taipei to Luodong).

III. Ticket Sales, Refunds, and Combined Transport Ticket Usage Regulations

(I) Ticket Sales

1. Sales Locations:

- (1) The Company: Tickets for the upward journey (Hualien/Taitung to Taipei) are sold at stations announced on the Company’s official website.
- (2) Capital Bus: Tickets for the downward journey (Taipei to Hualien/Taitung) are sold at Taipei City Hall Bus Station.
- (3) Kamalan Bus: Tickets for the downward journey (Taipei to Hualien/Taitung) are sold at Taipei - Taipei Bus Station.
- (4) Kuo-Kuang Bus: Tickets for the downward journey (Taipei to Hualien/Taitung) are sold at Yuanshan Bus Station.
- (5) Metropolitan Transport: Tickets for the downward journey (Taipei to Hualien/Taitung) are sold at Xindian Station.

2. Sales Time and Method: Tickets are sold only for same-day travel; tickets are purchased with cash during the operating hours of Capital Bus, Kamalan Bus, Kuo-Kuang Bus, and Metropolitan Transport (credit card payments are not accepted).
3. Passengers with a combined transport ticket who wish to travel on a reserved train may use the combined transport ticket at the station to pay a surcharge for a same-day reserved train ticket.

(II) Refunds

1. Combined transport tickets are valid only on the date of travel, and unused tickets must be refunded within the validity period indicated on the ticket. Late refunds shall

be rejected after expiration.

- (1) Downward combined transport tickets (Taipei to Hualien/Taitung): Refunds must be processed at the original bus company where the ticket was purchased; the Company's stations shall only process refunds for the railway portion.
- (2) Upward combined transport tickets (Hualien/Taitung to Taipei): Refunds can be processed at ticket counters of all stations operated by the Company.
2. If a passenger uses a combined transport ticket but travels only the bus segment or the railway segment, the refund shall be calculated by deducting the full fare of the traveled segment from the total combined transport ticket fare, with the remaining amount refunded.
3. If the Company fails to transport passengers on time according to the train timetable, matters related to delay compensation, refund standards, and compensation methods shall be handled in accordance with the "Taiwan Railway Corporation, Ltd. Train Delay Compensation Regulations" and the "Delay Criteria Table."

(III) Utilization Rules

1. Passengers must travel on the Company's local (express) trains and highway buses within the combined transport section (Hualien/Taitung to Taipei). They must abide by the transportation regulations in order to enjoy the discounted connecting transport fare.
2. For surcharges to reserved trains, the travel section must be between Luodong and Hualien/Taitung (applicable for both upward and downward journeys) to qualify for the combined transport ticket.
3. For single-journey tickets upgraded with a surcharge, the upgrade must be for the same passenger category.

(IV) Example Illustrations

1. Passengers who only travel on the Company's trains within the combined transport section without using the highway bus may, on the travel date, present the combined transport ticket at any Company station to process a full refund of the combined transport ticket and then purchase a same-day reserved train ticket.
Example: A passenger purchases a full-fare combined transport discount ticket from Taipei to Hualien but does not need or actually use the highway bus within the combined transport section. The passenger must process a full refund of the combined transport ticket on the travel date. If there is a need to travel on the Company's trains, a separate train ticket must be purchased.
2. Passengers with a combined transport ticket who wish to travel on a reserved train between Hualien/Taitung and Luodong may use the combined transport ticket at any Company station with computerized ticketing to pay a surcharge for a same-day reserved train ticket.

Example: A passenger purchases a full-fare combined transport discount ticket from Hualien to Taipei. If the passenger changes to a Tze-Chiang train from Hualien to Luodong and then transfers to a highway bus, the passenger must process the surcharge at Hualien Station to cover the fare difference between the local (express) train and the Tze-Chiang train for the Hualien-Luodong section.

3. For upward-journey passengers holding a combined transport ticket who directly change to a reserved train, the combined transport ticket discount does not apply when purchasing a supplementary ticket. The full fare for the Hualien-Luodong section must be paid. On the travel date, the passenger may present the supplementary ticket along with the combined transport ticket at a station to process a full refund of the combined transport ticket (no refunds shall be processed after the travel date). For travel between Luodong and Taipei by bus, a separate bus ticket must be purchased (no discount applies).

Example: A passenger purchases a full-fare combined transport discount ticket for July 1, 2025, from Hualien to Taipei and uses the combined transport ticket to board a reserved train (including Chu-Kuang, PP Tze-Chiang, Puyuma, Taroko, or Tze-Chiang 3000) from Hualien Station. The full fare for the Hualien-Luodong section must be paid as a supplementary ticket. On July 1, 2025, the passenger may present the supplementary ticket and the combined transport ticket at a station to process a full refund of the combined transport ticket. For bus travel from Luodong to Taipei, the passenger must separately purchase a bus ticket at the Luodong bus station.

- IV. The Regulations are subject to the latest announced version. For any matters not covered, relevant government laws and station announcements shall apply. For any questions, please contact station service personnel.