

Convenience Store Ticketing Instructions

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. Starting from April 14, 2025, passengers who accumulate six instances of unclaimed bookings within one month will be subject to a one-month suspension.
3. 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.

4. Ticket Booking Period at Convenience Store Outlets:
 - (1) Reservations open four weeks (28 days) prior to the travel date. For example, on a Monday, tickets can be booked for travel up to the Monday four weeks later. However, on Fridays, bookings are extended by an additional two days, allowing reservations up to the Sunday four weeks later (on Fridays, tickets can be booked for travel on the Friday, Saturday, and Sunday four weeks ahead)
 - (2) On the day of travel, tickets may be reserved no later than 30 minutes before departure. After the reservation is completed, passengers must pay at the convenience store counter and collect the ticket within 10 minutes.
 - (3) Adjustments to the ticket booking period for national holidays or consecutive holidays will be announced separately by Taiwan Railways.

5. Tickets Available at Convenience Stores:
Convenience stores can issue tickets for general trains, bike-friendly trains, real-name registration trains, and cruise trains (excluding two-day-one-night itineraries), including cash payment with ticket collection and ticket collection for reservations that have already been paid online.
6. For table seating on Tze-Chiang (Puyuma) trains, up to 4 or 8 tickets may be reserved per booking if the reservation is made at least 3 days (inclusive) before the travel date. Within 3 days (inclusive) of the travel date, 1 to 9 tickets may be reserved. Please select the "time-slot booking" option when making your reservation.
7. For cruise-style trains, please book using the "Train No." and "One-way ticket" options by entering the travel date, number of tickets, origin and destination stations, and train number.
8. Each identity card number or passport number is limited to 9 per person per day. After the booking is completed and the white bill is printed, the ticket will be paid in cash within 10 minutes to the counter. If the time is over, please check the booking code by "booking inquiry" and re-order the order.
9. Convenience stores do not provide passengers to change tickets, please go to the station window.
10. If the booking information is not immediately transmitted after booking, the ticket can be printed on the multimedia machine. Please collect the ticket later. The deadline for collecting tickets is handled in accordance with the current regulations.
 - (1) After the booking is made, the payment should be completed within 2 days. If the booking is made within 2 days of the day of the trip, the payment should be completed at the latest one day before the date of the trip.
 - (2) On the day of travel, tickets may be reserved no later than 30 minutes before departure. After the reservation is completed, passengers must pay at the convenience store counter and

collect the ticket within 10 minutes.

11. 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.
12. Any matters not covered herein shall be handled in accordance with the prevailing ticket booking and collection regulations announced by Taiwan Railway Corporation.