














车票说明

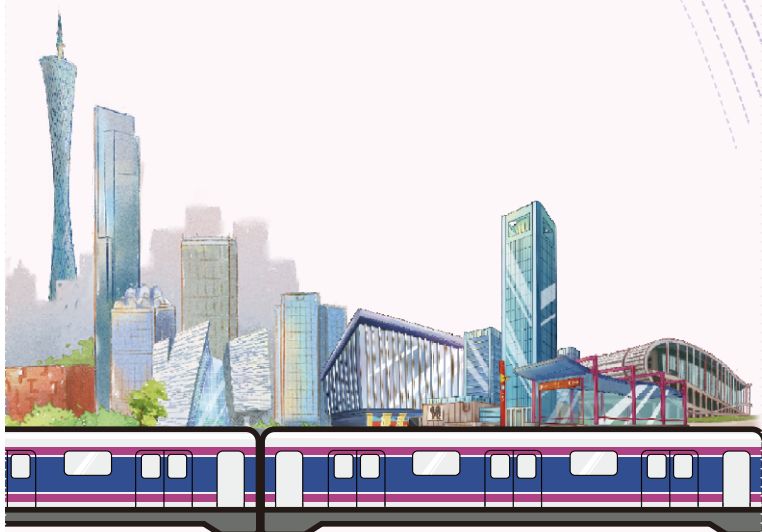
Tickets Instructions

广州地铁公共 交通码		可搭乘公交和地铁。同一入口同一账号公共交通码一个自然月内，广州地铁、公交累计实际支出票款，满80元不满200元部分享受8折优惠，超出200元部分享受5折优惠。		1、公共交通码须一人一码，一进一出使用。同一车程请不要将不同入口的公共交通码混用。 2、公共交通码出闸后直接从绑定的支付账户扣取本次车费，无法扣取车费或未按要求补登的公共交通码，系统自动限制乘车功能。 3、公共交通码进、出闸记录不完整，乘客须及时按提醒信息补全过闸记录后方可继续使用。 4、公共交通码可通过广州地铁APP，或在微信、支付宝小程序搜索“广州地铁乘车码”使用，不同入口的乘车码视为不同车票，独立累计满额优惠，不可合并累计。	
Public Transportation QR Code		Available for bus and metro. For Public Transportation QR Code provided by same e-platform for the same account within one calendar month, passengers taking Guangzhou Metro and public buses will enjoy 20% discount on the part of the accumulated fare exceeding RMB 80 (included) but less than RMB 200 and 50% discount on that exceeding RMB 200 (included).		1.Public Transportation QR Code shall be used in accordance with the rules of "one passenger, one QR Code" and "one entry and one exit". Public Transportation QR Codes from different e-platform shall not be mixed for the same journey. 2.After exiting the gate via the Public Transportation QR Code, the fare will be directly deducted from the bound payment account. If the Public Transportation QR Code cannot complete the fare deduction or fails to complete the supplementary registration as required, the system will automatically limit the function for taking the metro. 3.If the entry and exit records of the Public Transportation QR Code are incomplete, you need to follow the reminding message to complete the records before continuing to use the Public Transportation QR Code. 4.Public Transportation QR Code is available at Guangzhou Metro App, or "Guangzhou Metro QR Code" of WeChat Mini Program or Alipay. Codes provided by different e-platform are calculated independently for discount, rather than mutually.	
	普通羊城通 Yang Cheng Tong Card	同一张车票一个自然月内，广州地铁、公交累计实际支出票款，满80元不满200元部分享受8折优惠，超出200元部分享受5折优惠。			
	普通广佛通 Guang Fo Tong Card	For the same ticket within one calendar month, passengers taking Guangzhou Metro and public buses will enjoy 20% discount on the part of the accumulated fare equal to or exceeding RMB 80 (included) but less than RMB 200 and 50% discount on that exceeding RMB 200 (included).			
	全国一卡通 China T-Union Card	有羊城通、广佛通标识的全国一卡通享受普通羊城通同等优惠，其它全国一卡通按实际票价扣费。 Passengers holding China T-Union cards with the logo of Yang Cheng Tong (YCT) or Guang Fo Tong cards will enjoy the same discount as YCT cards, while fees of other China T-Union cards are the actual fares.			
	一日票 One-day Pass	每张20元，不设押金，实体票首次进闸起、电子票激活起24小时内可无限次乘坐地铁。 RMB 20 per card, with no deposit. Unlimited metro rides within 24 hours from the first entry of the physical card or from the activation of the e-card.	1、车票不能在同一车站一进一出，如有特殊情况需要同一车站进出请与车站工作人员联系。 2、实体票可乘坐广州地铁、广州有轨线路；电子日票可乘坐广州地铁。 3、电子日票只允许在购票时登录的设备和APP账号上激活、使用，且实行一人一票制，仅限唯一使用人搭乘地铁。不按规则使用的，系统自动限制乘车功能。		
	三日票 Three-day Pass	每张50元，不设押金，实体票首次进闸起、电子票激活起72小时内可无限次乘坐地铁。 RMB 50 per card, with no deposit. Unlimited metro rides within 72 hours from the first entry of the physical card or from the activation of the e-card.	1.A ticket can't be used to enter and exit the same station. Contact staff for help if necessary. 2.The physical card can be used on Guangzhou Metro and Guangzhou Tram lines; the e-card can be used on Guangzhou Metro . 3.The e-card can only be activated and used on the device and app account that were logged in during the purchase. A one-person-one-card policy is adopted and one card can only be used by a designated passenger on the metro. If it is used nonconforming to rules, the system will automatically limit the function for taking the metro.		
	单程票 Single Journey Ticket	集体乘客30人或以上，可享受9折优惠。 Group tickets for 30 or more, passengers will enjoy 10% discount.			
	羊城通儿童票 Yang Cheng Tong Children Card	有效期内免费乘车 Free within the validity period		学生羊城通 Yang Cheng Tong Student Card	5折扣值优惠 50% discount
	广州市老年人优待证 (满60周岁不满65周岁老年人使用) Guangzhou Senior Citizen Card (aged over 60 and under 65)	5折扣值优惠 50% discount		广州市老年人优待证 (65周岁及以上老年人使用) Guangzhou Senior Citizen Card (aged 65 and above)	免费乘车 For free
	佛山市老年人优待证 (满60周岁不满65周岁老年人使用) Foshan Senior Citizen Card (aged over 60 and under 65)	5折扣值优惠 50% discount		佛山市老年人优待证 (65周岁及以上老年人使用) Foshan Senior Citizen Card (aged 65 and above)	免费乘车 For free
	广州市残疾人乘车优惠证 Guangzhou Card for Persons with Disabilities	5折扣值优惠 50% discount		广州市重度残疾人乘车优惠证 Guangzhou Card for Persons with Severe Disabilities	免费乘车 For free
银联信用卡/银 联手机闪付 UnionPay Credit Card/ UnionPay Mobile QuickPass	使用带有QuickPass标识的银联信用卡，可直接刷卡搭乘地铁；使用具有支付功能的手机等设备，绑定银联信用卡后可以闪付搭乘地铁。 Using the UnionPay Credit Card with the logo of QuickPass, passengers can scan it directly to take the metro. Passengers can do QuickPass to take the metro by using the mobile phone and applicable mobile payment function that the turnstile supports after being linked with UnionPay Credit Card. 1、乘客须一人一票，使用同一车票一进一出，一张车票不可多人同时使用，不按规则使用的，系统自动限制乘车功能。 2、进出站乘车记录不完整时，乘客没有及时在车站办理车票更新的，系统对单个车程收取1个最低单程票价车费。 3、同一张银联信用卡在不同的手机等设备绑定后，实体卡、各绑定设备的银联闪付在地铁视为不同车票。 4、车费原则上在次日由银行代为扣费。				
		1.One Pass can be used by one person only. The same Pass, only used for one entry and one exit, cannot be shared for several people at the same time. If it is used nonconforming to rules, the system will automatically limit the function for taking the metro. 2. When the inbound and outbound records are incomplete, if the passenger fails to update the ticket at the station in time, the system will charge a minimum single fare for each journey. 3. The physical card and each of the flash payment services of the same Union Pay card bound to different devices are seen as different tickets. 4. In principle, the fare will be deducted by the bank on the next day.			
温馨提示 Notice		地铁不办理全国一卡通及羊城通充值、退票、换票业务，羊城通客户服务部电话：4008440001。 Services such as recharging, ticket refunding or replacement for Yang Cheng Tong Card and China T-Union Card are not available at the Customer Service Center. Hotline of Yang Cheng Tong:4008440001.			

广州地铁 票务资讯



Ticket Information of Guangzhou Metro



☎-96891 @-www.gzmtr.com

2023年12月

搭地铁公交享优惠

就用广州地铁乘车码

Use the Guangzhou Metro QR Code for discounts on metro and bus services



地铁官方APP
Guangzhou Metro Official APP



微信小程序
WeChat Mini Program



支付宝小程序
Alipay Mini Program





广州地铁票务规则

Ticketing Rules of Guangzhou Metro

第一条 为使广大市民了解并遵守广州地铁相关票务规定,依据《广州市城市轨道交通乘客守则》及有关文件,特制定本规则。

第二条 广州地铁线网票价按里程分段计价:起步4公里以内2元;4至12公里范围内每递增4公里加1元;12至24公里范围内每递增6公里加1元;24公里以后,每递增8公里加1元。

珠江新城旅客自动输送系统(简称APM线)实行票价2元的单一票价。

第三条 广州地铁按照政府核定票价标准和优惠政策执行。

第四条 车票的购买、退票

(一)单程票

乘客可在进站车站购买单程票,车票当天在购票站进站乘车有效。

已购买的单程票没有进闸记录且票内信息能被读取,购票当天运营时间内,乘客可以在购票站办理退票。非当天购买的单程票一律不办理退票。

单程集体乘车30人或以上的,乘坐地铁可享受9折优惠。

(二)日票

乘客可在广州地铁线网任一车站购买日票。

一日票:乘客持一日票首次进闸起24小时内可不限次数、距离及线路乘坐地铁,每张20元。

三日票:乘客持三日票首次进闸起72小时内可不限次数、距离及线路乘坐地铁,每张50元。

一日票、三日票一经使用不可退票,未使用的车票可在广州地铁线网任一车站办理退票。

(三)地铁储值车票可以办理退票,地铁收回车票后退还押金。但有下列情形之一的,不予退还押金:

- 1.车票芯片因非地铁发行方原因损坏;
- 2.车票上有孔、缺边、缺角;
- 3.票面被涂写或张贴异物;
- 4.票面有裂痕或有明显的折叠、刻划、扭曲痕迹;
- 5.票面有无法清除的污渍。

办理地铁储值车票退票时,按车票所储存信息或车票票面号码能查询到车票余值退还。车票所储存信息失效并且票面号码不能识别的,视为没有余值。

第五条 乘客凭有效车票乘坐广州地铁,实行一人一票制,进出站须使用同一张车票,确保乘车记录完整。不按规则使用的,广州地铁有权限制车票的乘车功能。

第六条 广州地铁公共交通码使用规则

(一)不同入口的公共交通码不得互为混用,单个车程只能选用同一入口公共交通码进、出闸。

(二)乘客使用公共交通码出闸后从绑定的支付账户扣取本次车费。

(三)发生进出站乘车记录不完整时,乘客应该按照补登提醒要求规定时限内及时登记或确认进出站信息和乘车费用。

(四)因公共交通码无法扣取车费或未按要求补登的,系统自动限制乘车功能。

(五)乘客对扣费有疑问时,通过手机界面查询乘车和支付记录。对扣费有异议的,请向广州地铁服务热线咨询。

第七条 银联信用卡(含手机闪付)的地铁使用规则

(一)乘客将银联信用卡绑定不同设备会生成不同的票卡,乘客不得将实体卡与设备生成的票卡互为混用。单个车程只能选用同一票卡进、出闸。

(二)发生进出站乘车记录不完整时,每个记录收取1个最低单程票价车费。

(三)乘客使用银联信用卡搭乘地铁出现使用问题,请乘客立即与车站工作人员联系;乘客对扣费有疑问时,请在扣费后7个工作日内到地铁线网任一车站办理。

第八条 身高1.3米及以下或未达到法定应当入学年龄的儿童(凭有效身份证明)免费乘车;身高1.3米以上且达到法定应当入学年龄的儿童须凭有效车票乘车。

第九条 乘客已在闸机上验票而未进闸的,20分钟内可在验票站免费处理。超过20分钟乘客未进闸的,单程票作废予以回收,其他车票在补登出闸车站后按实际里程补缴费用,但因广州地铁运营方面的原因导致的除外。

第十条 乘客在有效时限内同一车站进出闸,单程票由闸机回收,持其他车票的乘客支付所使用车票种类的最低单程票价。

第十一条 乘客应遵守本规则购买和使用车票,禁止涂改、伪造、变造车票。

对无票或持无效车票乘车的乘客,按出闸站的线网最高单程票价收取车费,已在无效车票上扣除的金额不计算在内。乘客持有的无效单程票由广州地铁予以回收。

有下列情形之一的,视为无票或持无效车票乘车:

(一)使用的车票信息资料非经车票发行人允许进行了涂改、删除或损坏;

(二)没有车票、使用逾期车票或伪造、变造车票;

(三)使用车票者的身份与车票种类及车票所示信息不符;

(四)多人同时使用一张车票;

(五)利用其他手段逃避或减少支付车费。

第十二条 乘客所使用的车票,不足以支付所到达车站的实际车费时,须补交超程车费。

第十三条 乘客每次乘车从进闸到出闸的有效时限根据线网允许的最近乘车里程、列车的速度及乘客候车、换乘所需的合理时间确定。乘客乘坐地铁超过有效时限的,乘客除须缴交当次车程费用以外,还须按出闸站线网单程最高票价缴交超时车费,但因广州地铁运营方面的原因导致的除外。

乘客乘坐一个地铁车程既超时、又超程的,乘客除须缴交当次车程费用以外,还须按出闸站线网单程最高票价缴交超时车费,但因广州地铁运营方面的原因导致的除外。

第十四条 乘客进闸时没有在闸机验卡区正常感应车票的(即没有进闸记录),应按照乘车车程支付车费,持单程票的以购票站为出发站支付车费。

第十五条 本规则所称地铁出闸站线网单程最高票价,是指地铁出闸站到地铁线网中可到达车站的最高单程票票价。

第十六条 本规则所称车票包括实体票卡、二维码等有效乘车凭证,主要指广州地铁集团有限公司发行的车票、与广州地铁集团有限公司签订协议准许在广州地铁使用的车票以及准许在广州地铁使用的纪念票等特别车票。特别车票的发行公告在票务方面有特别规定的,适用特别规定。

Article 1 These Rules are hereby formulated in accordance with the Rules for Guangzhou Urban Rail Transit Passengers and other related documents to facilitate the general public to understand and follow the relevant ticketing provisions of Guangzhou Metro.

Article 2 The ticket available at the Guangzhou Metro Web is priced by mileage: the price is RMB 2 if mileage is no more than 4km. The prices increase by RMB 1 for every 4 kilometers within the mileage range from 4km to 12km, for every 6 kilometers within the mileage range from 12km to 24km, and for every 8 kilometers as the mileage is more than 24km.

The price for the ticket available at the Zhujiang New Town Automated People Mover systems (abbreviated as "APM Line") is fixed as RMB 2 only.

Article 3 Guangzhou Metro follows and implements the fare standards and preferential policies approved by the government.

Article 4 Ticket purchasing and refunding

(1) Single journey ticket

A passenger can buy a single journey ticket at a station, and the ticket can be used only on the day when purchasing the ticket to take the metro at the station .

Any unused and machine-readable ticket can be refunded at the station where the ticket is purchased, within the operating hours on the day of purchase. The single journey ticket can be refunded only on the day of purchase.

Single journey group tickets for 30 or more passengers can enjoy 10% discount.

(2) Day ticket

A passenger can buy the day ticket at any station of Guangzhou Metro Web.

One-Day Pass: The fare for One-Day Pass is RMB 20. A holder of One-Day Pass is entitled to unlimited transportation times, distance or metro lines within 24 hours after entering the turnstile for the first time.

Three-Day Pass: The fare for Three-Day Pass is RMB 50. A holder of Three-Day Pass is entitled to unlimited transportation times, distance or metro lines within 72 hours after entering the turnstile for the first time.

Once the One-Day Pass or Three-Day Pass is used, it cannot be refunded. The unused tickets can be refunded at the station of Guangzhou Metro Web.

(3) A metro stored value ticket can be refunded. The ticket security deposit shall be refunded after the ticket is taken back. Under any of the following conditions, the ticket security deposit shall not be refunded:

1. A ticket chip is damaged, which is not caused for the reasons of the issuing party of the Metro;
2. A ticket has a hole or its edge or corner is missing;
3. A ticket is scratched or pasted with a foreign matter;
4. A ticket is cracked or evidently folded, carved or twisted;
5. A ticket has an irremovable stain.

When applying for refund of the prepaid ticket, a passenger can check the balance of the ticket to be refunded according to the information stored in the ticket or the ticket number. If the information stored in the ticket is invalid and the ticket number cannot be identified, the ticket shall be deemed to have no balance.

Article 5 A passenger shall take the Guangzhou Metro with a valid ticket, observe the rule of "one person one ticket", and use the same ticket to enter and exit the stations to ensure a complete travel record. If the ticket is not used in accordance with the rules, Guangzhou Metro has the right to restrict the use of the ticket.

Article 6 Rules for use of Public Transportation QR Code

(1) Public Transportation QR Codes from different e-platform must not be used interchangeably. For a single journey, only the Public Transportation QR Code from the same e-platform can be used to enter and exit the gate.

2. After passengers exit the gate using the Public Transportation QR code, the fare will be deducted from the bound payment account.

(3) In case of incomplete travel records, a passenger shall register or confirm the inbound and outbound information and the fare in a timely manner within the prescribed time limit in accordance with the requirements of the supplementary registration reminder.

4. If the fare cannot be deducted using the Public Transportation QR Code or if the fare is not supplemented as required, the system will automatically limit the function for taking the relevant public transportation.

(5) If a passenger has doubts about the deduction, he or she can check the travel and payment records through the mobile phone interface. If there is still any objection to the fare deduction, please consult the Guangzhou Metro service hotline.

Article 7 Rules for the use of UnionPay Credit Card (including Mobile Phone Quick Pass)

(1) If a passenger binding a UnionPay Credit Card to different devices to generate different tickets/cards, the passenger shall not mix the physical cards with the tickets/cards generated by the devices. For a single journey, passengers can only choose the same ticket/card to go in and out the turnstile.

(2) In case of incomplete travel records, a minimum single fare shall be charged for each record.

(3) If a passenger has any problem in using the UnionPay Credit Card, please contact the station staff immediately; if a passenger has any question about a fare deduction, please consult at any station in the metro system within 7 working days after the deduction.

Article 8 Children under 1.3 meters in height (including) or the legal school age (subject to valid identification) shall enjoy free rides, otherwise a valid ticket be required.

Article 9 The passenger who has checked the ticket on the gate without entering, can have it handled free of charge within 20 minutes at the check-in station. If the passenger fails to enter within 20 minutes, the single journey ticket shall be taken back as invalid. If another type of ticket is used, the passenger shall supplement the registration of the ticket and supplement the fare at the exiting station based on the actual mileage, unless the failure is caused for reasons of Guangzhou Metro.

Article 10 Within the effective time limit, when a passenger goes in and out the turnstile at the same station, the turnstile machine shall take back his/her single journey ticket. A passenger who holds other tickets needs to pay the lowest price for the single journey ticket he/she uses.

Article 11 Passengers shall comply with these Rules to buy and use tickets, and shall not alter, forge or change their tickets.

A passenger who holds no ticket or an invalid ticket shall be required to pay a fare equal to the highest price of a single journey ticket at the station where the passenger leaves (excluding the fare deducted from the invalid ticket). The invalid single journey ticket held by the passenger shall be taken back by Guangzhou Metro.

Under any of the following conditions, a ticket is deemed as an invalid ticket or a passenger is deemed as having no ticket:

- (1) Ticket information has been altered, deleted or damaged without prior approval by the ticket issuer;
- (2) A passenger has no ticket or uses an expired or altered ticket;
- (3) The identity of ticket user is inconsistent with the ticket type and the information reflected by the ticket;
- (4) More than one person uses the same ticket at the same time;
- (5) Using other means to avoid or reduce the payment of fares.

Article 12 If a ticket used by a passenger cannot cover the actual fare at the station where he/she arrives, he/she shall be required to make up the deficiency.

Article 13 The effective time limit of a ticket shall be determined according to value tickets issued by Guangzhou Metro and return the ticket the longest mileage allowed, train speed, and reasonable time spent by a passenger on waiting and metro exchange. A passenger who fails to go out the turnstile within the effective time limit shall be required to pay the fare for the current travel and an overtime fare equal to the highest price of a single journey ticket at the station where the passenger leaves, unless the failure is caused for reasons of Guangzhou Metro.

In case of overtime and over-travel, a passenger shall be required to pay the fare for the current travel and an overtime fare equal to the highest price of a single journey ticket at the station where the passenger leaves, unless the overtime or over-travel is caused for reasons of Guangzhou Metro.

Article 14 If a ticket is not induced by the turnstile machine (namely no entry record), the holder of the ticket shall pay the fare based on the actual mileage of taking the metro. The holder of the single journey ticket shall be required to pay a fare with the ticket issuing station as departure station.

Article 15 "The highest price of a single journey ticket at the station where a passenger leaves the turnstile" mentioned in these Rules refers to the highest price for the single journey ticket for the journey from the station where a passenger leaves the turnstile to a farthest reachable station in the metro system.

Article 16 The "tickets" mentioned in these Rules include physical cards, QR Code and other valid travel vouchers, mainly referring to the tickets issued by Guangzhou Metro Group Co., Ltd., the tickets permitted to be used in Guangzhou Metro by the agreements with Guangzhou Metro Group Co., Ltd., and the special tickets such as commemorative tickets permitted to be used in Guangzhou Metro. And, the special tickets are also subject to the ticketing rules mentioned in their issuing notices, if any.



广州地铁票价信息

Ticket Fare Information of Guangzhou Metro



1. 扫码下载广州地铁APP
1. Download Guangzhou Metro APP by scanning the QR code.



2. 点击“线网图”
2. Click "Guangzhou Metro System Map"



3. 设置“起点站”及“终点站”查询票价信息。
3. Set "Departure Station" and "Terminal Station" to query fare.

