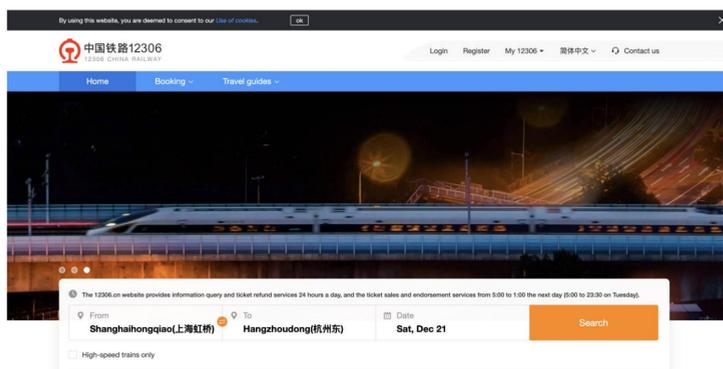


## Introduction of 12306

12306 is the official customer service hotline and the designated ticket booking system for China's railway network. It operates as both a website (<https://www.12306.cn/en/index.html>) and a mobile application platform. The 12306 platform offers a range of services including train ticket reservation, online payment, ticket changes, refunds, order inquiries, management of frequently used contacts, personal information modification, password changes, and more.

The platform also facilitates "intermodal transport" services, such as seamless travel between railways, ferries, and airplanes. Additionally, the 12306 website and mobile app have extended their ticket selling hours from 5:00 to 1:00 the next day (except for every Tuesday), and they provide a 24-hour internet refund service. Passengers can use the "On-Time/Delayed" feature within the "Railway 12306" mobile app to check the punctuality of trains at specific stations within a 3-hour window by entering the station name and train number.

The 12306 system has significantly improved the convenience for people traveling in China and has enhanced the operational efficiency of the railway department. It represents a step forward in the evolution of transportation services and is a reflection of modern trends in travel and technology.



Website: (<https://www.12306.cn/en/index.html>)



Mobile Application

## How to use 12306

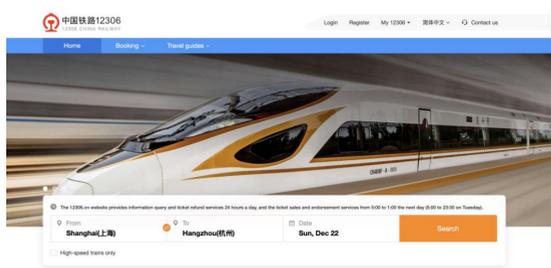
### For the website:

1. Access the 12306 Website: Visit the 12306 English website at <https://www.12306.cn/en/>.
  2. Enter the "Register" Section: On the login page, click on "Register" in the top right corner to start the registration process.
  3. Fill in Personal Information: Complete the registration form by providing your personal details, including passport information, and a China-registered mobile phone number. Ensure that the information you enter matches your passport exactly.
  4. Email Verification: You will receive a verification via Email
  5. Choose Username and Password: After verification, choose a username and password for your account.
  6. Identity Verification: Upon submission of your registration information, your identity will be automatically verified. You can check the status of your identity review in the "My 12306" section of the website. If you have passed the identity verification, you will see "Authenticated" or "Successful" on your account. If not, you may need to upload photos of your passport's bio page and a photo of yourself holding your passport for manual verification.
  7. Add Passenger Information: Once your identity is verified, you can add passenger information, which will also undergo automatic identity verification. You can purchase train tickets for any passenger who passes the verification.
- Please note that you will not be able to purchase tickets or add any other passenger information before completing identity verification. Ensure to complete this process as soon as possible to avoid any impact on your travel plans.

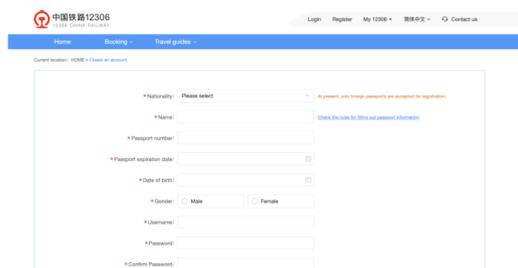
### For the mobile app:

1. Download the 12306 App: Search for "12306" in your phone's app store (Google Play or App Store) and download the official 12306 app.
  2. Set Language to English: After installing the app, launch it and change the language to English if it's not already set. To do this, click on the "我的" icon at the bottom right corner, then click on "设置" (Settings) at the top right corner, and find "版本切换" to select "English Version".
  3. Register an Account:
    - a. Click on "我的" (My) at the bottom right corner in the 12306 mobile app, then click on the "Register" button to continue.
    - b. Fill in your contact information, including your name, passport number, date of birth, username, and password.
    - c. Select "I have read and agreed with the Terms of Service and Privacy Policy of 12306.cn" and click on "Next" to proceed with the registration.
  4. Account Activation: After completing the registration, an activation email will be sent to the registered email address. Click the link in the activation email to activate your account.
  5. Complete Verification: To purchase tickets, your identification must be verified. Log in to your account, check your verification status by clicking "Me" and then the icon at the top left corner. If verification failed, you will need to reupload the photo of your passport and a photo of yourself holding your passport.
  6. Add Passenger Information: If you intend to buy tickets for other passengers, add them to the "My Passenger" list in advance. Each user can add up to 15 passengers, with only up to 5 passengers in "To be verified" status allowed.
- Please note that the English platform of 12306 is for foreign passport holders only. Holders of other types of identification should use the Chinese platform for registration. It is also recommended to complete these steps in advance to avoid any last-minute issues that might affect your travel plans.

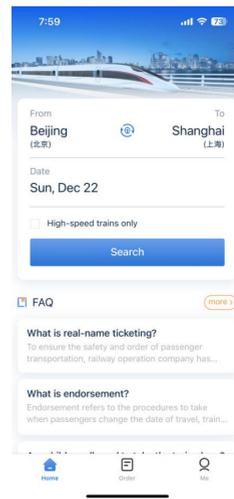
Website:1. Access the 12306 website



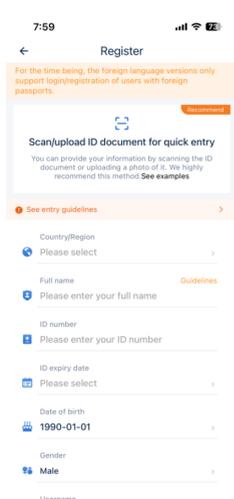
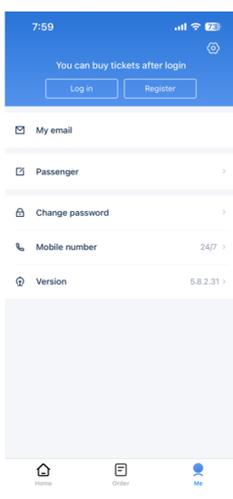
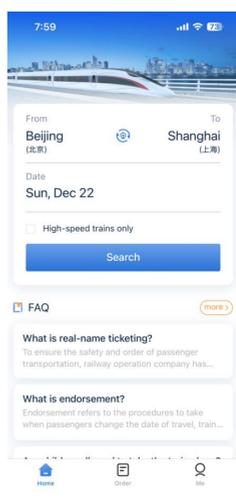
Website:2. Enter the "Register" Section; 3. Fill in Personal Information



Mobile Application: 2. Set Language to English:



Mobile Application: 3. Register an Account:



## How to use 12306 to buy tickets

After completing registration:

- 1.Log in to Your Account: Use your registered email address and password to log in to your account.
- 2.Search for Trains: Once logged in, enter "Shanghai" as the departure city and "Hangzhou" as the arrival city, and select your travel date. Click on "Search" to view the available trains .
- 3.Select Your Train: Review the list of available trains, their schedules, and seat classes. Choose the train that best suits your travel plans and click "Book" .
- 4.Enter Passenger Information: Add the passenger details. The fields will contain the details associated with your account. You may add more passengers by clicking on "More" .
- 5.Confirm and Pay: Review your booking information and click "Confirm" to proceed to payment. You have 30 minutes to complete the payment using various methods, including major banks, Alipay, WeChat, and international card organizations (VISA, MasterCard, JCB, and Diners) .
- 6.Ticket Collection: After successful payment, you will receive an e-ticket number. You can collect your paper ticket at any railway station ticket window with your passport and the e-ticket number .

Please note the following information about the train and the buying process:

- The 12306 website provides information query and ticket refund services 24 hours a day, and ticket sales and endorsement services from 5:00 to 1:00 the next day (5:00 to 23:30 on Tuesday) .
- The English page of 12306 currently only supports valid foreign passport registration, and foreign passengers still need to print their tickets in advance and be verified by manual passage .
- You are only permitted to change your selection three times in any 24-hour period; exceeding this will block your account for 24 hours .
- After booking, you will need to take your actual passport with you to collect the tickets, as a copy is not sufficient .

## Train Routes and Travel Times

- 1.G4831: Departs Shanghai Hongqiao at 05:23, arrives Hangzhou Dong (East) at 06:08, travel time is 45 minutes.
- 2.G1651: Departs Shanghai Hongqiao at 06:52, arrives Hangzhou Dong (East) at 07:52, travel time is 1 hour.
- 3.G7317: Departs Shanghai at 08:05, arrives Hangzhou Dong (East) at 09:36, travel time is 1 hour and 31 minutes.
- 4.D3145: Departs Shanghai Hongqiao at 06:36, arrives Hangzhou Dong (East) at 07:37, travel time is 1 hour and 1 minute.
- 5.C481: Departs Shanghai Nan (South) at 06:51, arrives Hangzhou at 08:37, travel time is 1 hour and 46 minutes.

## Estimated Fees

- 1.Second Class Seat: The fare ranges from CNY 48 to CNY 98 (USD 7 to USD 14) for G-trains and CNY 41 to CNY 65 (USD 6 to USD 9) for D-trains.
  - 2.First Class Seat: The fare ranges from CNY 77 to CNY 157 (USD 11 to USD 22) for G-trains.
  - 3.Business Class Seat: The fare ranges from CNY 153 to CNY 295 (USD 22 to USD 42) for G-trains.
- Please note that these are estimated fees and can vary depending on the specific train and seat type. For the most accurate and up-to-date information, it's recommended to check the official 12306 website or use their mobile app, which now supports English language services for foreign passengers.

## Notice: Map

Google map can not be accessed. If you use VPN to access Google map, you still can not search for public transportation information. Other electronic maps do not have mature English version. Therefore, for the ios users, you can use the **iphone map**; for the android users, you can use **Petal map**.

### How to download and use **Petal map** :

To use Petal Map on your Android device, follow these steps:

- 1.Download Petal Maps: You can download Petal Maps from the Huawei AppGallery or through an APK file if it's not available in your region's app store.
- 2.Install the App: Once downloaded, install the Petal Maps app on your Android device. If you're using an APK file, ensure you've enabled the installation of apps from unknown sources in your device settings.
- 3.Open the App: After installation, open Petal Maps. The interface should be in English if you've downloaded the correct version.
- 4.User Interface: Petal Maps has a simple interface with legible maps and real-time traffic data thanks to TomTom.
- 5.Set Home and Work Addresses: You can set two favorite addresses for home and work, which will help in assigning point-to-point voice navigation.
- 6.Search for Locations: Use the search bar to look for specific places, businesses, or points of interest (POIs). Petal Maps provides a vast database of locations.
- 7.Navigation and Real-Time Traffic: Petal Maps offers real-time traffic updates and can plan routes based on current traffic conditions.
- 8.Voice Navigation: The app includes point-to-point voice navigation in multiple languages, including English.
- 9.Map Views: Petal Maps supports 2D/3D views, allowing you to switch between them for a better understanding of the terrain.
- 10.Offline Maps: You can download maps for offline use, which is helpful when you don't have an internet connection.
- 11.Route Planning: Petal Maps can plan routes for driving, walking, cycling, and public transportation.
- 12.Privacy: Petal Maps respects user privacy, using end-to-end encryption to protect your location data.
- 13.Additional Features: Petal Maps also offers features like lane guidance, video maps, and the ability to report road issues.
- 14.Updates and Support: The app is regularly updated, and it's currently available in over 160 countries and regions.

Additionally, **MetroMan** is a comprehensive subway navigation application designed for travelers and commuters, providing detailed subway maps and route planning for cities in China and around the world. Here's an introduction to MetroMan and how to use it on both iPhone and Android devices:

### Introduction to MetroMan

• Overview: MetroMan is known for its accurate subway maps and information, route-planner features, and support for offline use. It's available in 11 languages, including English, Simplified Chinese, Traditional Chinese, Japanese, Korean, Russian, French, Spanish, German, Portuguese, and Italian.

### Features of MetroMan

- 1.Route Planner: Easily plan your subway route by inputting your starting point, destination, and time to get detailed route, time, and fare information.
- 2.Offline Capability: Works without an internet connection, making it ideal for use in areas with poor or no coverage.
- 3.Multilingual Support: Supports 11 languages, catering to a global user base.
- 4.City Coverage: Covers subway systems in 51 cities, including major cities in China and other international cities.

### How to Use MetroMan on iPhone

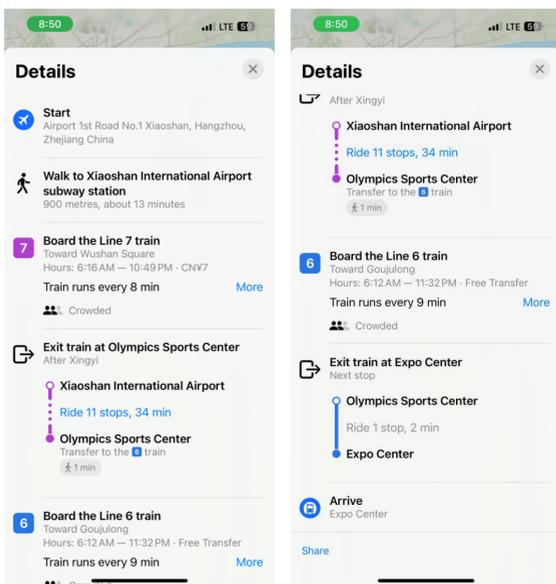
- 1.Download: Find MetroMan in the App Store, download, and install the app.
- 2.Open the App: Launch MetroMan and select your city or the city you plan to travel to.
- 3.Search for Routes: Enter your starting station and destination station on the home page and tap "Search" to view the available routes.
- 4.View Station Information: On the search results page, tap "View Station Information" to see details like surrounding facilities and fares.
- 5.Navigate: Choose your preferred route on the route planning page to view detailed route information and navigation.

### How to Use MetroMan on Android

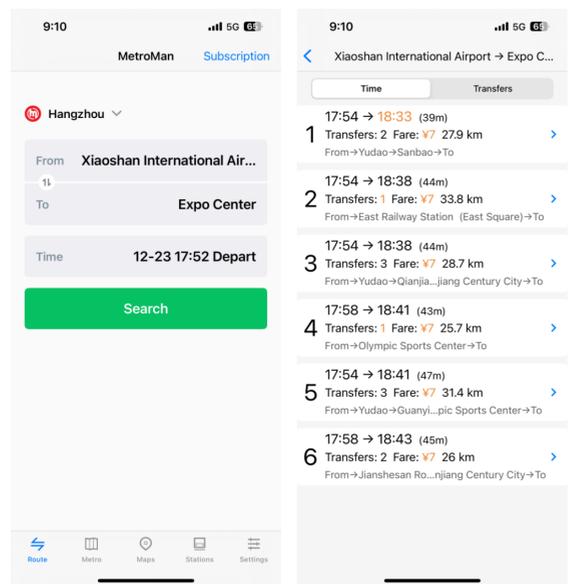
- 1.Download: Search for MetroMan in the Google Play Store or download the APK from a trusted source like APKTurbo.
- 2.Install the App: Install the app on your Android device.
- 3.City Selection: After opening the app, select the city you are in or your destination city.
- 4.Query Lines: Enter your starting and ending points on the main page and click the "Search" button to view line information.
- 5.Station Details: On the search results page, click the "View Station Information" button to view detailed information such as surrounding facilities and fares.
- 6.Travel Navigation: On the route planning page, select your travel route to view detailed route information and navigation.

## Train Routes from Xiaoshan International Airport to Expo Center;

### iPhone map



### MetroMan



## Bus

To take the bus in Hangzhou, here's a step-by-step guide with information on routes, fares, and how to use the system:

1. Understanding the Bus System: Hangzhou has an extensive bus network with over 1,100 routes, connecting various parts of the city including transportation hubs, scenic spots, parks, and shopping centers. The bus system operates from early morning until late at night, with fares ranging from CNY1 to CNY3.
2. Bus Categories: Buses in Hangzhou are categorized as follows:
  - a. Downtown Regular Lines: Mainly numbered 1 to 199.
  - b. Bus Rapid Transit (BRT) Lines: 201, 205, 206, 220, 233.
  - c. Night Lines: 8000 - 8999.
  - d. Suburban Lines: 300 - 399, 500 - 599.
  - e. Community Bus Lines: 1000 - 1999.
  - f. Tourist Lines: Y2, Y6, Y8, Y9, Y10.
3. Operating Hours: Most buses in downtown Hangzhou run from 05:00 to 22:30. Some suburban lines may stop earlier, around 17:30 or 18:00. Night lines typically operate from 21:30 to 05:30 the next day.
4. Fares and Payment: The fare for most city buses is CNY1–3 per person. There are discounts available when using a Transportation Smart Card, WeChat Pay, and Alipay. Since most buses are self-service with no refunds for over-payment, it's advised to have the exact change if paying by cash. Children below 1.3 meters (4 feet) accompanied by an adult can ride for free.
5. Tourist Bus Lines: Hangzhou offers tourist bus lines, which are convenient for visiting the city's attractions. These lines, starting with "Y", are numbered Y2-Y9. Buses Y2 and Y9 even have guides to introduce the scenic spots along the way.
6. Using the Buses: To use the bus system, you can wait at designated bus stops and board the bus when it arrives. If you're paying in cash, be prepared with the exact fare. If using a smart card or mobile payment, ensure your method is accepted and ready to use.
7. Navigating with English: While there is no foreign language service on Hangzhou public buses and most drivers do not speak English, you can use maps and translation apps to help with navigation. It's also advisable to learn basic Chinese phrases for asking directions.
8. Alternatives: If you find the bus system challenging to navigate, consider using taxis, private cars, or the metro, which might be more convenient, especially if you're not proficient in Chinese.

## Taxi, or Ride-hailing Service

### Hailing a Taxi

1. Street Hailing: You can hail a taxi on the street by looking for the illuminated "TAXI" sign on top of the vehicle, indicating that it is available.
2. Taxi Stands: Taxi stands are often found at airports, train stations, and major hotels, providing a reliable spot to find a taxi.
3. Phone Call: Some taxi companies offer phone booking services. The Hangzhou Taxi Calling Number is 86-571-28811111.

### Ride-hailing Service

Didi Chuxing (滴滴出行) is China's leading mobile transportation platform, often referred to as China's Uber. It provides a range of app-based services including ride-hailing, taxi hailing, designated driving, hitch, and other forms of shared mobility, as well as energy and vehicle services, and intra-city freight services.

#### How to Use Didi Chuxing

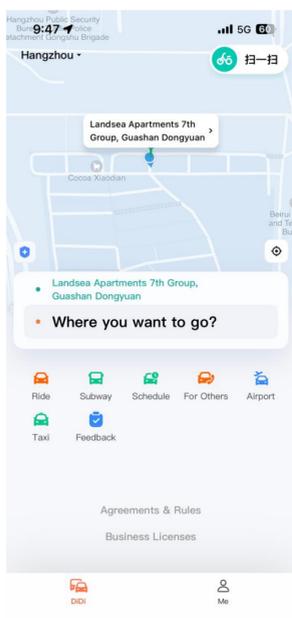
1. Download the **Didi Chuxing App**: The app is available for both iOS and Android devices and can be downloaded for free from the App Store or Google Play Store.
2. Registration: Sign up for an account using your phone number. You may also be required to provide additional information such as your name, email address, and payment method.
3. Location Services: Once the app is installed, you need to allow it to access your location so it can provide you with nearby transportation options.
4. Selecting a Service: Didi offers various types of vehicles, ranging from shared rides to luxury cars. Choose the type of service that best fits your needs.
5. Input Your Destination: Enter your destination. Note that some basic Mandarin knowledge might be required as destinations are displayed in Chinese. Using a translation app can be helpful if you're not familiar with Chinese characters.
6. Request a Ride: After entering your destination, submit your request. The app will then connect you with a nearby driver.
7. Payment: Didi requires users to pay through its built-in payment system. You can link a credit card or use mobile wallets like Alipay or WeChat Pay.
8. Safety Features: Didi has safety features such as an in-app emergency button and the ability to share your trip details with friends or family for added security.
9. Trip Tracking: The app provides real-time tracking of your ride, and you can see the route the driver is taking, which can help you ensure the trip is proceeding as expected.

#### Additional Tips

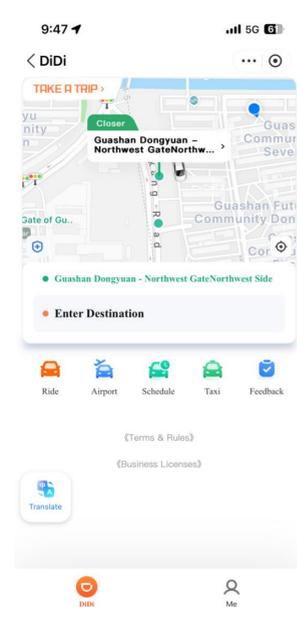
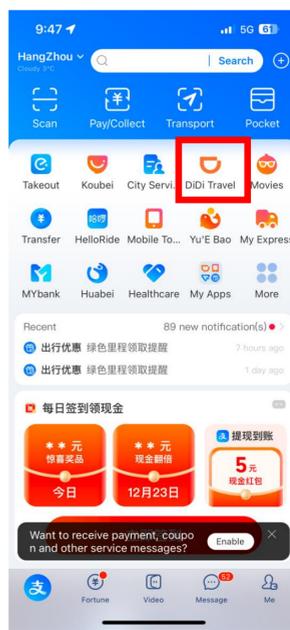
- English Speaking Drivers: While not guaranteed, some drivers may have basic English skills. Having a translation app can be beneficial for communication.
- Payment Methods: Didi accepts a variety of payment methods, including international credit cards, making it convenient for foreign users.
- Safety: It's generally safe for foreigners to use Didi in China, with features like real-time tracking and emergency assistance.

### Additionally, you can use Didi Chuxing in Alipay

#### Didi Chuxing App



#### Didi Travel in Alipay



### Train Routes from Hangzhou East Railway Station to Expo Centre; Estimated fees

