



# China Train Booking App

# Station Guide

**Hangzhou Railway Station 杭州站 / 893, Jiangcheng Road, Shangcheng District, Hangzhou.**

**杭州市上城区江城路 893 号 (+86-571-65110551)**

---

## ● Quick Guide

[General Information](#)

[Board the Train / Leave the Station](#)

[Transportation](#)

[Station Details](#)

[Station Map](#)

[Useful Sentences](#)

---

## ● General Information

Hangzhou Railway Station, which is also called "City Station" by local people, is the most important railway station in Hangzhou. Most of the trains departing from and terminating their route in Hangzhou will stop here. It is located at the intersection of East City Ring Road and West Lake Avenue. From Hangzhou Railway Station, it only takes 10 minutes to go from West Lake Avenue to West Lake by bus.

Hangzhou Railway Station is divided into three floors: the bottom floor, the middle floor and the elevated floor. The bottom floor is a parking lot where taxis and private cars can park. The middle floor is the Hall and Station Plaza where pedestrians and buses can meet. The elevated floor

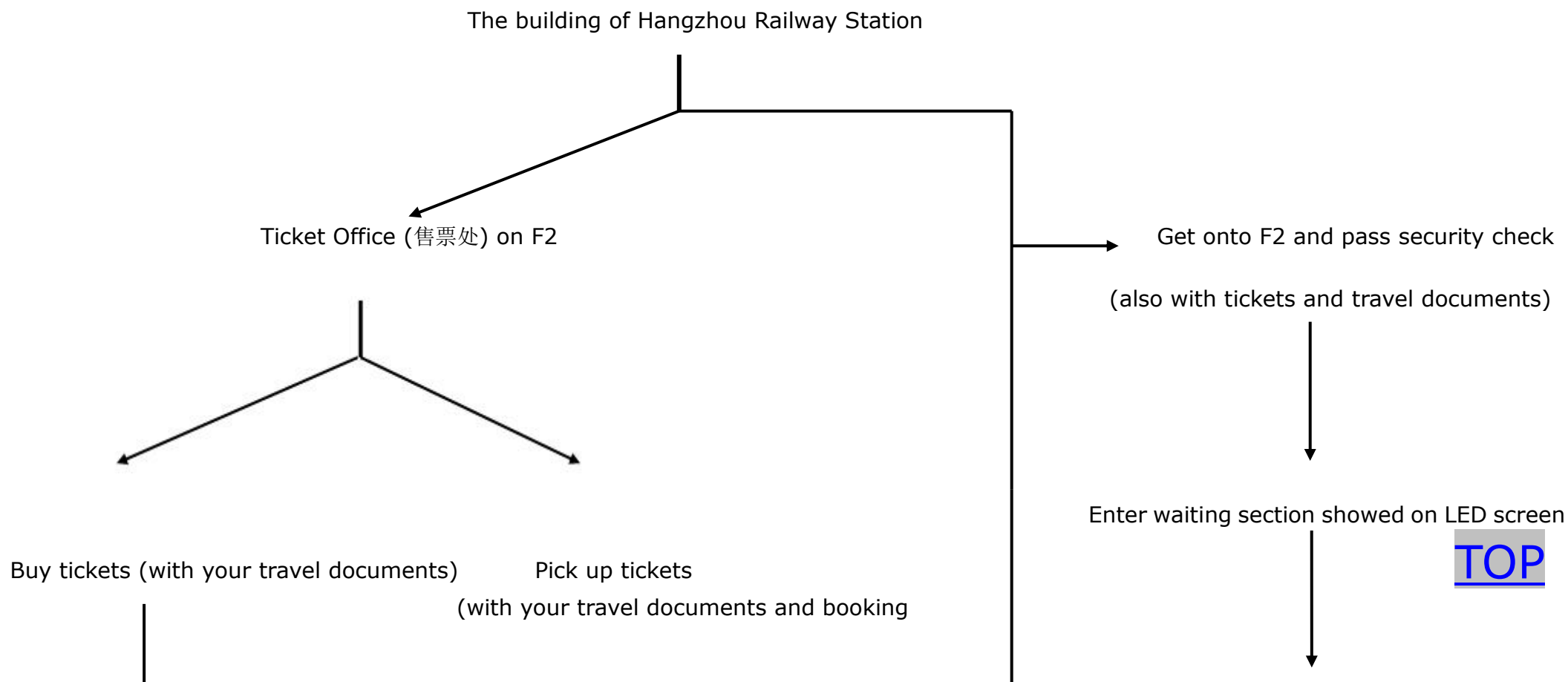
is used to send passengers off.

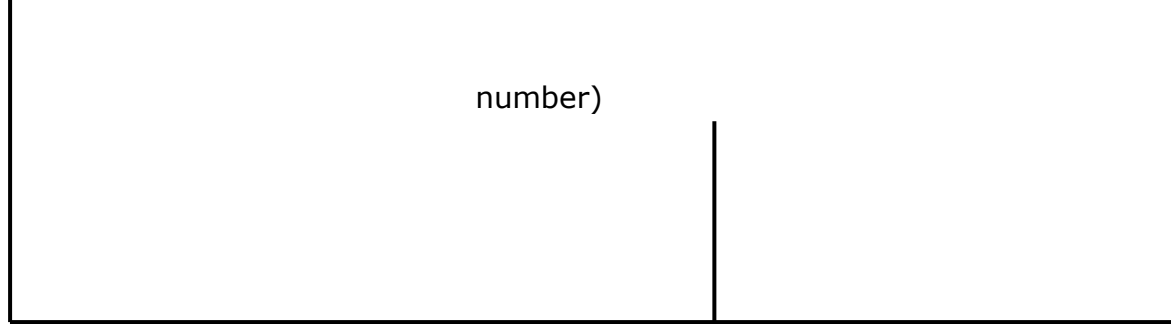
The Station Plaza consists of two floors below ground level: Lower Ground One and Lower Ground Two. The underground area measures 16,500 square meters in which there are two underground garages for civil defense projects. The two garages which are affiliated with Shanghai Railway Bureau (the station's supervising office) occupy an area of about 6,200 square meters. It is a first-class station that consists of a North Ticket Hall and a South Ticket Hall, five regular waiting rooms, one waiting room for passengers with soft-seat tickets, and seven platforms.

Despite of its easy accessibility from every corner of the city, ticket-checking and waiting would take a long time so **we strongly suggest you be at the station as least 2 hours prior to your departure time.**

## ● Board the Train / Leave the Station

### Boarding progress at Hangzhou Railway Station:





Find your own waiting line according to the LED screen or your tickets

Wait for check-in

Have tickets checked and take your luggage

Walk through the passage and find your boarding platform

Board the train and find your seat

### Leaving Hangzhou Railway Station:

After the train stops at Hangzhou Railway Station, passengers will walk up the stairs or take the escalator to the ground through the exit walkway. There might also be ticket checking at the exit. The exit of the railway station is connected with Hangzhou Metro. Get up on the square ground, you can catch a bus or take a taxi. Note: there will also be a security check at the exit.

---

## ● Transportation

**Address:** 893, Jiangcheng Road, Shangcheng District, Hangzhou. 杭州市上城区江城路 893 号 (+86-571-65110551)

[TOP](#)

## Bus

1. To/from Hangzhou Railway Station (杭州站): B3, 3, 7, 11, 21, 39, 49, 88, 90, 100, 116, 140, K155, 185, 188, 200, 210, 222, 225, 229, 290,300, 528, 849, 900, tourist 2
2. To/from Hangzhou Xiaoshan International Airport (杭州萧山国际机场): airport shuttle bus

## Subway

Metro Line 1: straight to Hangzhou Railway Station / Chengzhan Station (城站)

Metro Line 2: Qianjiang Road Station (钱江路站) → change to Line 4 → Hangzhou East Railway Station (杭州东站) / Jinjiang Station (近江站) → change to Line 1 → Hangzhou Railway Station / Chengzhan Station (城站)

Metro Line 4: Hangzhou East Railway Station (杭州东站) / Jinjiang Station (近江站) → change to Line 1 → Hangzhou Railway Station / Chengzhan Station (城站)

## Taxi

Show this to the driver: 请带我到杭州站/城站，谢谢！

(Please take me to Hangzhou Railway Station / City Station, thank you!)

*Taxi fee: starting price 11RMB/3km, toll range 2.5RMB for 1km.*

## To other railway stations

### To Hangzhou East Railway Station (杭州东站)

The fastest way to travel from Hangzhou Station to Hangzhou East is to take the metro. Take metro line 1 heading towards Wenzhe Road for eight stops, and you will arrive at Hangzhou East in approximately 20 minutes. The metro line operates from 06:00 to 22:30 daily

A taxi is also available between the two stations for a fee of approximately 28 RMB.

[TOP](#)

---

## ● Station Details

### Domestic Train Routes

There are both regular non-high-speed trains and high speed railways that depart from or pass by Hangzhou Railway Station. Hangzhou Railway Station plays as an important hub in the Yangtze Delta region. The less-than-an-hour high speed trains to Shanghai offer a quick and easy go for travelers. High speed railway network also connects Hangzhou with other second-tier cities in Zhejiang Province and Jiangsu Province, besides a less-than-3-hour train to Nanjing, the provincial capital of Jiangsu. Some long-haul trains are normal cargos, non-high-speed ones.

D-trains: to Ningbo, Shanghai, Nanjing, Wenzhou, Nanchang, Jiujiang, Fuzhou, Xiamen, Xuzhou, Zhengzhou and etc.

G-trains: to Shanghai, Nanjing, Quzhou, Ningbo, Changzhou, Wenzhou, Hefei, Jiangshan and etc.

K-trains: to Jiangshan, Fuyang, Chizhou, Shanghai, Nanchang, Yingtian, Ningbo, Jiujiang, Huizhou, Jinggangshan and etc.

T-trains: to Nantong, Lanxi, Beijing, Guilin, Shanghai, Guangzhou, Shenzhen, Nanning, Lanzhou and Kunming.

Z-trains: to Wuchang, Beijing, Xi'an, Shenzhen, Shanghai, Baotou and Harbin.

Note: There're no international train routes at this station.

### Security Check

Security check is required before entering the waiting section, which doesn't necessarily ask for ID check, though. Before getting onto the departure level or the waiting hall, you and your luggage will be scanned again, including liquid items. Luggage deposit will require a quick scan, too.

### Baggage Allowance

The maximum carry-on baggage allowance for each adult passenger is 20 kg and 10 kg for each child. The total length of each item can not exceed 160 cm. The above limitation is not applicable to wheelchair, which can be brought onto the train for free. Baggage space is limited and must be stored in your car so it is advised to travel lightly.

## Ticket Offices

The Ticket Office (售票处) is located on F2, by the right side of the entrance gate. There is a smaller ticket office, North Ticket Office (北售票处) by the left side. Trains that depart from all stations of Hangzhou can be purchased at any counter. Opening selling window is up to 60 days in advance. You will need your passport and booking number to collect tickets.

Automatic ticketing machines provide self ticketing services for Chinese ID card holders.

You can pick up, change or cancel train tickets at any counter. Tickets of trains that do not depart from Hangzhou can also be cancelled or endorsed at this station with a certain amount of cost depending on the day of action.

Numbers of the counters for ticket cancellation and endorse can be changed. Use the following sentences to find the right place:

### 1. 请问去哪个窗口退票?

(Which counter can I cancel my tickets, please?)

### 2. 请问去哪个窗口改签?

(Which counter can I endorse my tickets, please?)

## Ticket Checking

The waiting section is jointed with the ticket check points that lead to the boarding platforms. There will be both manual ticket check and automatic ticket check machines.

You don't have to show your travel documents until you get on the train. **The checking stops 5 minutes before the departure time.** Make sure you are in the line and don't miss it.

## Waiting Hall

The whole waiting section on F2 is divided into 8 waiting rooms, 4 by each side of the walking aisle. You should follow the LED screen or read your tickets to find your own waiting room.

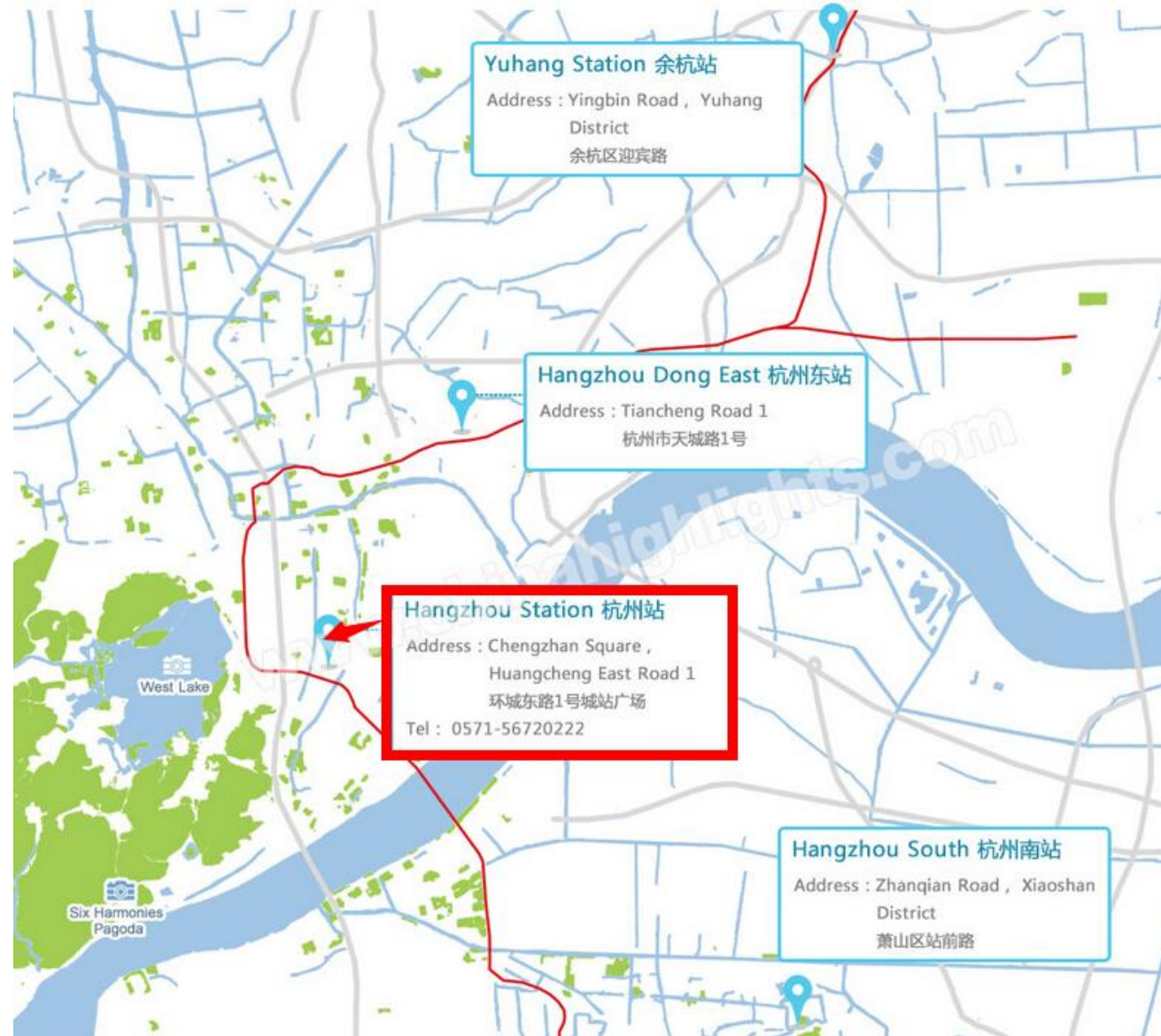
## Luggage Services

By the lobby of F1, you will find a China Railway Express office (中铁快运), where you can have your large luggage delivered to pre-designated destinations at a reasonable price.

Temporary luggage deposit is on F2, by the waiting hall. The price starting from 5RMB/piece for one day. Overnight costs extra. Staffers in red cap will help you carry large luggage onto the train, 10RMB/piece.

## ● Map of Hangzhou Railway Station

City map





## ● Useful Sentences

*\*Show the sentence you'd like to ask to the station crew if you need help*

1. Online booking and pick up tickets:

请问网络订票的取票窗口在哪里？

(Where is the pick-up counter for tickets booked online, please?)

2. Cancel tickets:

请问在哪个窗口办理退票？

(Where can I cancel my tickets, please?)

3. Endorse tickets:

请问在哪个窗口办理改签？

(Where can I endorse my tickets, please?)

4. Find bathroom:

请问洗手间在哪里？

(Where is the bathroom, please?)

5. Find restaurant:

请问这附近有餐厅吗？

(Where is the nearest restaurant, please?)

6. (Show your tickets at the same time) Find platform:

请问我应该在哪个站台进站？

(Would you please tell me where my platform is?)