

入境人员搭乘 地铁公交服务指引

Guidelines for International Travelers Taking Metros and Buses

广州市交通运输局
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引言

PREFACE

欢迎来到广州!

为提升您在穗的出行体验,我们为您提供了涵盖移动支付、人民币现金支付等不同方式的搭乘地铁公交服务指引,为您打造安全便捷、包容多元的出行服务。祝您旅途愉快!

Welcome to Guangzhou!

To enhance your travel experience in Guangzhou, here is a guide on taking metro through mobile payment, RMB cash payment, etc. We aim to provide you with safe, convenient, inclusive, and diversified travel services. We wish you a pleasant journey!

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01

使用移动支付搭乘地铁、公交

目前，下载支付宝或微信App，用5种境外银行卡（Visa、MasterCard、JCB、Diners Club、Discover）及护照号、能收短信验证码的手机号可绑定支付宝或微信，通过实名认证后，即可开通支付宝、微信电子支付功能，可使用微信、支付宝的公共乘车码直接乘坐地铁、公交。

Using mobile payment to take metros and buses

Download Alipay or WeChat app, you can bind your bank account(s) (5 bank cards available: Visa, MasterCard, JCB, Diners Club, Discover) to Alipay or WeChat with your passport number and cell phone number, which can receive SMS verification codes. E-payment services of Alipay and WeChat will be activated after real-name authentication. You can use public transportation QR codes of WeChat and Alipay to take metros and buses.

支付宝 Alipay

两步用上支付宝

Get started with Alipay in 2 steps

步骤一：下载支付宝APP，输入手机号码，点击【下一步】，根据页面提示完成注册，也可用邮箱或者苹果ID注册。

Step 1 Download Alipay APP, enter your mobile phone number, tap “Next” to register. You can also register with your email or Apple ID.

步骤二：点击【立即添加】进入绑卡页面，按照页面提示，即可完成绑卡操作。

Step 2 Tap “Add now” and follow on-page prompts to complete the process.



这些银行卡都支持

Eligible international cards

三步快速乘坐广州地铁、公交

3 steps to conveniently take Guangzhou Metro and Buses

步骤一：打开支付宝APP选择首页出行按钮。

Step 1 Tap "Transport" on the top right corner in your Alipay homepage.

步骤二：选择交通方式/地铁，并点击蓝色“Get now”按钮立即获取。

Step 2 Tap "Get now" to collect your Metro Code in Alipay APP.

步骤三：获取“广州地铁乘车码”。

Step 3 Get Guangzhou Metro QR Code.



如果您有任何问题，请联系95188。

If you have any questions, please contact 95188.

欢迎全球游客使用支付宝乘坐广州地铁

Guangzhou Metro Welcomes Global Visitors to Ride Using Alipay

支付宝 Alipay



欢迎港澳游客使用 支付宝/微信支付 乘坐广州地铁

Welcome HK&MO Visitors to Ride With AlipayHK&MPay Guangzhou Metro QR Code

AlipayHK



MPay



此外以下Alipay+合作电子钱包都支持地铁售票机购票

Alipay+ E-wallets Accepted at Metro Ticket Vending Machine



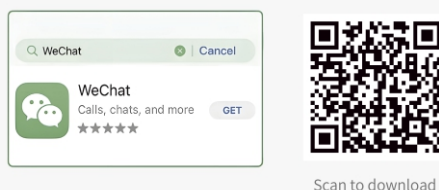
微信支付 Weixin Pay

2步快速开通微信支付

Quick Set-Up in 2 Steps

步骤一：下载微信

Step 1 Download WeChat



请用手机下载或更新微信APP至最新版本，并使用手机号码注册或登录。

On your mobile phone, download or update your WeChat app to the latest version. Register or sign in with your phone number.

步骤二：绑定银行卡

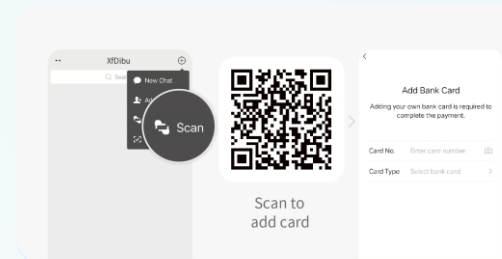
Step 2 Add a bank card to WeChat

你可以选择如下任意一种方式，仅需要填写国际银行卡卡号及有效期和安全码，无需再填写其他信息即可完成绑卡。

You can add your card in any of the following ways. Simply enter your card number, expiry date, and security code, without filling in identity information to add your international card.

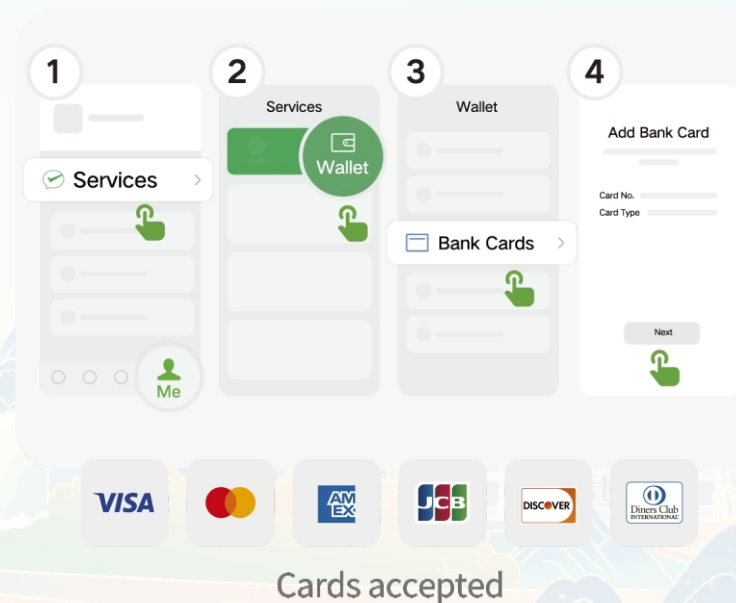
方式一：打开微信，点击右上角「+」-「扫一扫」，扫描如下二维码直接添加银行卡。

Method 1: Open the WeChat app, on the top right corner, tap [+]>[Scan] to scan the following QR code.



方式二：点击「我」-「服务」-「钱包」-「银行卡」，添加一张银行卡。

Method 2: Tap [Me]>[Services]>[Wallet]>[Bank Cards], and add your card to WeChat.



刷码乘坐广州地铁、公交

Take the Guangzhou Metro and Buses by scanning the code

步骤一: 扫描二维码

Step 1 Scan the QR Code

打开微信, 点击右上角「+」-「扫一扫」, 扫描二维码。

Open the WeChat app, on the top right corner, tap +> Scan to scan the QR Code.

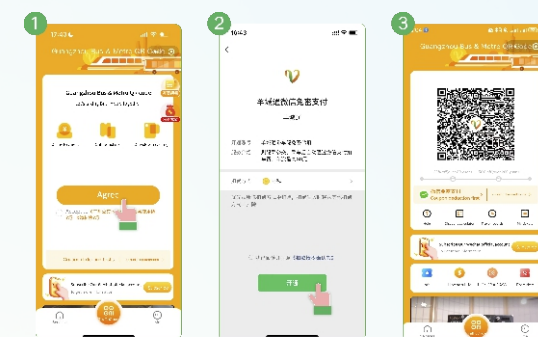


步骤二: 开通广州地铁乘车码或者羊城通乘车码

Step 2 Activate the Guangzhou Metro QR Code or Yangchengtong QR Code

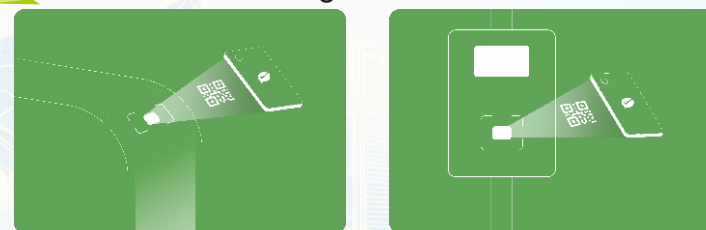
按照提示操作, 开通广州地铁乘车码或羊城通乘车码。

Follow the instructions on the screen to activate the Guangzhou Metro QR Code or Yangchengtong QR Code.



步骤三: 乘车

Step 3 Take the Guangzhou Metro and Buses



向地铁闸机或公交扫描窗口出示乘车码乘车。
Show the QR Code to the scanning window of the gate.

02

购买羊城通卡

Purchasing Yangchengtong Card

如何购买

羊城通客服中心、广州地铁客服中心、连锁便利店、地铁站点自助设备均有售卖。

Where to buy?

Yangchengtong service centers, Guangzhou metro service centers, the convenience stores, the kiosks in the metro stations sell Yangchengtong Card.



可乘坐范围

地铁、公交、水上巴士(轮渡)

Available-range

Metro, Bus, Ferry

如何充值

羊城通客服中心、地铁站点自助设备、连锁便利店均可提供充值服务,如您的手机支持NFC功能,iOS用户可通过羊城通APP进行充值,安卓用户可通过微信小程序“羊城通岭南生活”进行充值。

How to top up?

Yangchengtong service centers, the kiosks in the metro stations, the convenience stores can provide top-up service. If your mobile supports NFC function, iOS users can top up through the Yangchengtong APP, and Android users can top up through the Wechat mini program "Yangchengtong Lingnan Life".

03

购买地铁单程票

在自动售票机上购买单程票，支持1元面值硬币、5元或10元面值纸币及支付宝\微信支付\数字人民币等移动支付。如您没有足够的零钱，可以在车站客服中心兑换。

Purchasing single journey metro ticket

To purchase a single-journey ticket from a vending machine, you can pay with coins of 1 yuan and banknotes of 5 or 10 yuan or through mobile payments such as Alipay\Weixin Pay\e-CNY. The station's customer service center offers exchange services in case you do not have enough change.



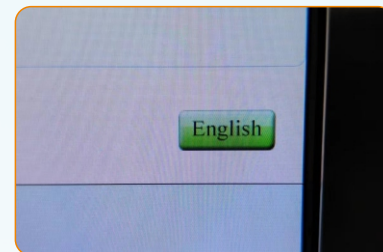
Weixin Pay



数字人民币
e-CNY

步骤一：点选右下角“English”，切换英文界面。

Step 1 Tap “English” in the lower right corner to switch to English interface.



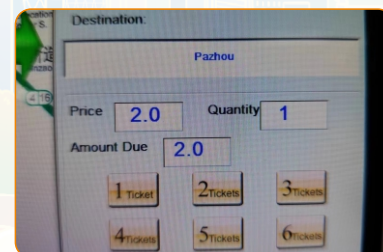
步骤二：了解您目的地车站所在线路，在线路图上点选线路按钮，并选择目的地站名。

Step 2 To find out where your destination is located on the line, tap the line on the route map and select your destination.



步骤三：选择需要购买的车票张数。

Step 3 Select the number of tickets you need.



步骤四:选择支付宝\微信支付\数字人民币支付\现金支付
(根据所示应付金额,投入硬币或纸币,只接收1元面值硬币、5元或10元面值纸币。)

Step 4 Select Alipay \ Weixin Pay \ e-CNY \ Cash payment
(Insert your notes or coins ,TVM accepts ¥1 coins or ¥5, ¥10 notes only.)



步骤五:取出所购车票及找零。

Step 5 Take your tickets and change.



温馨提示:车站客服中心提供人民币兑零服务。

Notice: The station customer service center provides RMB change.



04

购买地铁日票

Purchasing metro day pass



地铁客服中心售卖一日票、三日票

广州地铁一日票和三日票,票价分别为20元和50元。日票的使用只限一人一票,一张票不可多人同时使用;一日票从第一次进闸起24小时内可无限次乘坐地铁,三日票从第一次进闸起72小时内可无限次乘坐地铁。

The customer service center sells one-day/three-day passes

Guangzhou Metro offers one-day and three-day pass for 20 yuan and 50 yuan respectively. One-person-one-ticket system is adopted for one-day pass that is only for one person and available for unlimited times of trip within 24 hours after the first entrance. Three-day pass allows unlimited times of trip within 72 hours after the first entrance.

05

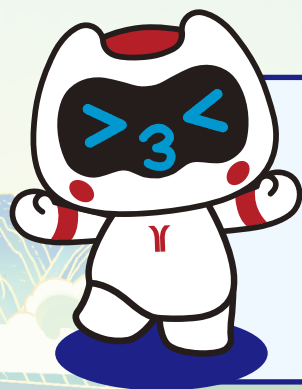
境外银行卡购票

Overseas Bank Card Payments Accepted for Ticket Purchases



持境外银行卡也能购票乘车,在广州火车站、广州东站、广州南站、石潭、机场南、机场北、万胜围、越秀公园、小北、淘金、珠江新城、体育西路、琶洲、新港东站的客服中心,可使用POS机刷外卡购买地铁单程票、一日票、三日票、全国一卡通以及办理相关车票业务。支持外卡品牌有VISA、MasterCard、运通、JCB、大来、发现。

You can also buy tickets with overseas bank cards. Using overseas cards, you can purchase via POS machines metro single journey tickets, one-day passes, three-day passes, and China T-Union cards and access to other ticketing services at the customer service centers of Guangzhou Railway Station, Guangzhou East Railway Station, Guangzhou South Railway Station, Shitan, Airport S., Airport N., Wanshengwei, Yuexiu Park, Xiaobei, Taojin, Zhujiang New Town, Tiyu Xilu, Pazhou and Xingangdong. VISA, MasterCard, American Express, JCB, Diners Club, and Discover cards are accepted.



如需帮助,请拨打服务热线:

广州地铁服务热线 020-96891

广州公交服务热线 020-82576488

羊城通服务热线 4008440001

For assistance, please call the service hotline:

Guangzhou Metro Hotline: 020-96891

Guangzhou Bus Service Hotline: 020-82576488