



為有需要的乘客  
獻上無盡關懷

Caring for our Customers  
with Special Needs



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# 前言及公司政策

## Foreword and Corporate Policy

### 新設計及經改良的設施 將為我們的顧客提供更好服務

港鐵公司一直致力為乘客改善出入通道及各項設施，便利殘疾人士、長者、攜同嬰兒或幼童的人士，以及所有需要使用無障礙通道的人士。現時大部分車站之改善工程亦已完成，而未來所有新鐵路綫都會設有方便乘客出入的設施。

港鐵公司本著以下一貫政策，為有特殊需要人士（包括行動不便、視障或聽障人士等）提供各種方便使用的車站設施：

- 在全部現有和新建的鐵路及物業發展項目，提供合理而又切合需要的出入設施，並同時符合：
  - 鐵路標準，及
  - 政府在鐵路營運方面的最新規例。
- 不斷求進。
- 在各項營運條件許可下，盡力逐步改善現時營運中之港鐵站、輕鐵站以及港鐵巴士的出入設施。
- 符合各項政府規例的標準，務求能滿足長者及行動不便人士的需要。
- 未來興建的新鐵路支綫，均以協助行動不便人士出入的無障礙設計為原則。

現時，每個港鐵站及輕鐵站均裝設有最少一條無障礙通道。另外，所有港鐵巴士亦已配備供輪椅上落的設施。

本小冊子將概述有關改善工程的進展。

### New and Improved Facilities Mean Better Service for All Our Customers

The MTR is striving to improve access and facilities for all passengers, such as those with disabilities, the elderly, people travelling with babies or young children and those who need barrier-free access. Most of our existing Station Improvement Work has been completed, while all our future extensions and new railway lines will incorporate easy-access facilities.

The MTR's Policies for the provision of accessible facilities for passengers with special needs (such as mobility, visually or hearing impaired passengers) are:

- To provide fit-for-purpose and accessible facilities of a reasonable level in all our existing and new railways and property developments to a standard complementary to:
  - The railway, and
  - The latest Government regulations where suitable for railway operations and property developments
- To continuously explore opportunities for improvement.
- To progressively improve the accessibility of stations on the existing railway lines and Light Rail, and MTR Buses as far as reasonably practical within the constraints imposed by operational conditions.
- To achieve standards that comply with Government regulations and meet the needs of the elderly and infirm, as well as people with physical disabilities.
- To adopt a barrier-free design approach for all future MTR railway extensions.

Nowadays, each MTR station and Light Rail stop provides at least one access that is barrier-free and all MTR Buses are wheelchair accessible.

This booklet highlights the progress of implementing these improvements.

## 行動不便的乘客 Mobility Impaired Passengers

港鐵公司一直致力為乘客改善出入通道及各項設施，目的是為所有乘客提供無障礙通道，方便他們進出所有車站、列車及巴士；現時大部分車站均已裝設升降機，而餘下之車站亦將會陸續加建。我們明白，輪椅使用者要在車站入口上落樓梯會有困難；故此，在使用者的支持和建議下，在提供升降機或斜道前，我們安裝了輪椅輔助車及輪椅升降台作為臨時措施。

The MTR Corporation is striving to improve access and facilities for all passengers. Our objective is to provide barrier-free access to all stations, trains and buses for all passengers. The majority of MTR stations have been equipped with lifts and they will be progressively installed in the remaining stations. We realise that wheelchair users encounter difficulties when negotiating the entrance stairs in stations and, with the advice and support of users, we have installed wheelchair aids and stair lifts as a temporary measure before lifts or ramps are available.

## 客用升降機/斜道 Passenger Lift / Ramp

鑽石山、尖沙咀、金鐘、西灣河、筲箕灣、油麻地及荔景站新建的客用升降機已投入服務，為乘客提供一個無障礙通道，方便他們往返車站與鄰近社區。現時，98個港鐵車站中，有96個車站設於地面或已設有連接車站大堂和地面的升降機，共佔車站總數超過九成半。



New passenger lifts at Diamond Hill, Tsim Sha Tsui, Admiralty, Sai Wan Ho, Shau Kei Wan, Yau Ma Tei and Lai King stations are now available for public use, providing barrier-free access to passengers by way of a more convenient connection between the station and the neighbouring community. Currently, out of 98 stations in the MTR system, 96 stations are located at street level or already have external lifts connecting the street level to the concourse - over 95% of the total number of stations.

## 輪椅輔助車 Wheelchair Aid

輪椅輔助車是一部以電池推動的上落樓梯輔助機器。在沒有升降機或輪椅升降台可供使用的情況，輪椅使用者可以在港鐵職員協助下，安坐輪椅上，由輪椅輔助車運載往返地面與大堂。為確保乘客的安全，所有負責操作輪椅輔助車的職員均受過特別訓練。輪椅使用者應盡可能預先聯絡車站職員安排所需要的協助。





指定車站入口已裝設通話器，方便行動不便的乘客在有需要時通知車站控制室職員前來協助。為免擁擠，需要使用此項服務的乘客，請盡可能安排在下列非繁忙時間乘搭港鐵：

星期一至五	上午8時前 9時30分至下午5時30分 晚上7時後
星期六	上午8時前或9時30分後
星期日及公眾假期	全日

The Wheelchair Aid is a battery-powered stair climbing machine, which, with staff assistance, enables wheelchair users to transfer vertically between street level and concourse level while remaining in their own chair, when there is no vertical lift or stair lift available. All MTR Wheelchair Aid operators are specially trained to provide a safe service. Wheelchair users are asked to inform station staff in advance if they require staff assistance.

An intercom is provided at designated station entrances so that passengers who are mobility impaired can inform MTR staff in the Station Control Room of their arrival if assistance is required. These passengers are advised to travel during non-peak hours if at all practicable:

Monday to Friday	before 8:00am 9:30am - 5:30pm after 7:00pm
Saturday	before 8:00am or after 9:30am
Sunday and Public Holidays	throughout the day

\* 輪椅輔助車的最高負重為200公斤  
Total maximum load for the Wheelchair Aid is 200kg

## 輪椅升降台 Stair Lift

輪椅使用者可在港鐵職員協助下，利用設置於部分車站出入口的輪椅升降台進入車站大堂。

Staff-operated Stair Lifts are available at the entrance/exit of some stations and these enable MTR staff to assist wheelchair users to gain access to the station concourse.



## 闊閘機 Wide Gate

闊閘機有足夠的寬度，無需車站職員協助，使用輪椅、攜帶嬰兒車或行李（符合指定尺寸限制）的乘客亦可自行通過入閘機，使用港鐵服務。現時，每個車站設置最少一部闊閘機。



The width of the Wide Gate enables wheelchair users, passengers with baby prams or baggage within the permitted size limit, to enjoy MTR train services without needing to ask for assistance from station staff. At present, every MTR station is equipped with at least one Wide Gate.

## 客務中心 Customer Service Centre

現時大部分客務中心都設有方便輪椅使用者的櫃位。

User-friendly counters for wheelchair users are provided at most Customer Service Centres.



## 無障礙洗手間 Accessible Toilets



港鐵車站設有無障礙洗手間，並配備扶手及召援鐘以配合殘疾人士的需要。如有需要，車站職員十分樂意提供協助。

Designated Accessible Toilets equipped with handrails and call buttons are provided at all stations to meet the needs of Persons with Disabilities. Station staff are pleased to assist with access if required.

無障礙洗手間在各綫車站的位置：  
Location of Accessible Toilets on each line:

### 鐵路綫 Line

### 車站內的位置 Location in Station

機場快綫 — 全綫車站 (機場站除外)  
Airport Express – All stations (except Airport Station)

大堂非付費區  
Concourse unpaid area

港島綫 — 堅尼地城站  
Island Line – Kennedy Town Station

東鐵綫 — 全綫車站 (馬場站除外)  
East Rail Line – All stations (except Racecourse Station)

港島綫 — 香港大學、西營盤、上環、中環、金鐘、北角及鰂魚涌站  
Island Line – HKU, Sai Ying Pun, Sheung Wan, Central, Admiralty, North Point and Quarry Bay stations

南港島綫 — 全綫車站  
South Island Line – All stations

觀塘綫 — 牛頭角、鑽石山、何文田及黃埔站  
Kwun Tong Line – Ngau Tau Kok, Diamond Hill, Ho Man Tin and Whampoa stations

將軍澳綫 — 油塘及調景嶺站  
Tseung Kwan O Line – Yau Tong and Tiu Keng Leng stations

大堂  
已付車費區域  
Concourse paid area

荃灣綫 — 油麻地、旺角、太子及荔景站  
Tsuen Wan Line – Yau Ma Tei, Mong Kok, Prince Edward and Lai King stations

屯馬綫 — 全綫車站  
Tuen Ma Line – All stations

迪士尼綫 — 全綫車站  
Disneyland Resort Line – All stations

### 鐵路綫 Line

### 車站內的位置 Location in Station

港島綫 — 灣仔、銅鑼灣、天后、炮台山、太古、西灣河、筲箕灣、杏花邨及柴灣站

Island Line – Wan Chai, Causeway Bay, Tin Hau, Fortress Hill, Tai Koo, Sai Wan Ho, Shau Kei Wan, Heng Fa Chuen and Chai Wan stations

觀塘綫 — 石硤尾、樂富、黃大仙、彩虹、九龍灣、觀塘及藍田站  
Kwun Tong Line – Shek Kip Mei, Lok Fu, Wong Tai Sin, Choi Hung, Kowloon Bay, Kwun Tong and Lam Tin stations

將軍澳綫 — 將軍澳、康城、坑口及寶琳站  
Tseung Kwan O Line – Tseung Kwan O, LOHAS Park, Hang Hau and Po Lam

荃灣綫 — 尖沙咀、佐敦、深水埗、長沙灣、荔枝角、美孚、葵芳、葵興、大窩口及荃灣站

Tsuen Wan Line – Tsim Sha Tsui, Jordan, Sham Shui Po, Cheung Sha Wan, Lai Chi Kok, Mei Foo, Kwai Fong, Kwai Hing, Tai Wo Hau and Tsuen Wan stations

東涌綫 — 全綫車站  
Tung Chung Line – All stations

非公共區域  
(請聯絡車站職員協助)  
Non-public area  
(please contact station staff for assistance)

## 活動摺板 Portable Ramp

為確保輪椅使用者上落列車時的安全，車站職員可提供活動摺板並放置於月台與列車之間位置上，以便他們安全上落列車。車站職員也可預先致電通知轉車站或目的地車站，安排協助輪椅使用者落車。我們建議需要此項服務的乘客，預先致電通知入閘車站，以便我們作出更完善的安排。除輕鐵站外，所有港鐵車站均提供此項服務。



To ensure the safety of wheelchair users when moving between platforms and trains, station staff can provide a Portable Ramp for safer, easier access. For boarding wheelchair users, station staff can contact the interchange or destination station to arrange assistance upon arrival. To ensure smooth implementation, we recommend passengers who need station staff assistance with the Portable Ramp to call and inform the entry station before their journeys. This service is available at all MTR stations but not at Light Rail stops.

## 車廂內的多用途空間 Multi-purpose Area inside Train Compartments



港鐵所有列車均設有多用途空間，以方便輪椅使用者和攜帶嬰兒車及行李（符合指定尺寸限制）的乘客。



請讓有需要乘客優先使用這空間  
Multi purpose space for passengers with special needs

Multi-purpose Areas are designated in every MTR train for the convenience of wheelchair users, passengers with baby prams or baggage within the permitted size limit.

車廂內多用途空間的位置：

Multi-purpose Areas are currently provided in the following locations:

港島綫 Island Line	<ul style="list-style-type: none"> <li>頭尾卡車廂各有一個 One at each end of the train</li> <li>其餘六卡車廂的中間位置各有兩個 Two in the middle of the other 6 cars</li> </ul>
荃灣綫 Tsuen Wan Line	<ul style="list-style-type: none"> <li>頭尾卡車廂各有一個 One at each end of the train</li> <li>其餘六卡車廂的中間位置各有兩個 Two in the middle of the other 6 cars</li> </ul>
南港島綫 South Island Line	<ul style="list-style-type: none"> <li>頭尾卡車廂各有一個 One at each end of the train</li> <li>第二卡車廂有兩個 Two in the 2nd car</li> </ul>
觀塘綫 Kwun Tong Line	每卡車廂的中間位置各有一個 One in the middle of each car
將軍澳綫 Tseung Kwan O Line	每卡車廂的中間位置各有一個 One in the middle of each car
機場快綫 Airport Express	頭尾卡車廂各有一個 One at each end of the train
東涌綫 Tung Chung Line	頭尾卡車廂各有兩個 Two at each end of the train
東鐵綫 East Rail Line	<ul style="list-style-type: none"> <li>往金鐘方向列車： 第一、第二、第三、第四、第八及第九卡車廂各有一個，第五及第七卡車廂各有三個，第六卡車廂有四個 Admiralty direction: One in the 1st, 2nd, 3rd, 4th, 8th and 9th car, three in the 5th and 7th car, four in the 6th car</li> <li>往羅湖/落馬洲方向列車： 第一、第二、第六、第七、第八及第九卡車廂各有一個，第三及第五卡車廂各有三個，第四卡車廂有四個 Lo Wu / Lok Ma Chau direction: One in the 1st, 2nd, 6th, 7th, 8th and 9th car, three in the 3rd and 5th car, four in the 4th car</li> </ul>
屯馬綫 Tuen Ma Line	第三及第六卡車廂各有一個 One in the 3rd and 6th car respectively
迪士尼綫 Disneyland Resort Line	每架列車有多個 Several throughout each train
輕鐵 Light Rail	每架輕鐵有三個 Three in each Light Rail Vehicle

## 輪椅/電動輪椅使用者安全事項 Safety Notes for Wheelchair / Motorised Wheelchair Users

### 在車站內的安全 Safety on station premises

- 在車站內尤其是在月台上活動時，以相當於步行的速度行駛。
- 留意站內柱位和角位，其他乘客未必能及時看見或察覺有輪椅/電動輪椅使用者駛近而讓開，容易引致意外發生。
- 使用客用升降機或輪椅升降台上落，切勿使用扶手電梯。
- Travel at a speed equivalent to a walking pace inside stations especially on platforms.
- Be aware of the location of pillars and corners, as other passengers might not see wheelchair/ motorised wheelchair users and might not be able to move out of the way in time to avoid an accident.
- Use Passenger Lifts or Stair Lifts to move between different levels. Do not use escalators.

### 在月台上的安全 Safety on platforms

- 在東鐵綫、及輕鐵上，要遠離月台邊緣，停在黃綫後候車，尤其當列車正駛入或駛離月台時。
- 小心列車與月台間之空隙。所有港鐵車站（輕鐵除外）均提供活動摺板，方便輪椅使用者上落列車。
- Stay away from platform edges and wait behind the yellow line on the East Rail Line and Light Rail especially when the train is arriving at or leaving the platform.
- Mind the gap between the platform and the train. Portable Ramps allowing wheelchair users to move easily between the platform and train are provided at all MTR stations (not available at Light Rail).

## 乘搭列車時的安全 Safe travelling on trains

- 當車門即將關上的提示聲響起或車門正在關上時，切勿嘗試登上列車，應等候下一班列車。
- 將輪椅停泊在車廂內的多用途空間內，並將制動器上好；如在港鐵列車上，應順著行車的方向停泊輪椅，緊握扶手；如在輕鐵車廂內，應以背向行車的方向停泊輪椅，緊貼輪椅背板，然後扣上安全帶（如有提供）。
- 同行乘客請全程陪伴輪椅使用者。
- Do not rush into a train when the warning chimes sound or the doors are closing. Please wait for the next train.
- Always park the wheelchair in the Multi-purpose Area and stabilise it with the locking device. Inside MTR trains, park the wheelchair facing the direction of travel; then hold the grab pole. Inside Light Rail Vehicles, park the wheelchair facing away from the direction of travel. Stay close to the wheelchair crash pad and fasten the seat belt where provided.
- Any accompanying passenger should stay with the wheelchair user throughout the journey.

### 若發生緊急事故 In an emergency

- 通知車站職員/車長（或經由其他乘客幫忙代為通知），車站職員/車長將樂意提供協助。
- Inform station staff / Train Captain (or ask other passengers to inform them) who will offer assistance.



## 視障乘客 Visually Impaired Passengers

### 升降機發聲器 Audible Lift Message

港鐵站內所有客用升降機均裝有發聲器，播放信息提示乘客升降機的方向和樓層。

Audible messages indicating direction and floor level are broadcast in all passenger lifts in MTR stations.

### 視障人士引導徑 Tactile Guide Path

所有港鐵車站，包括輕鐵，均設有視障人士引導徑。為方便視障乘客，車站大堂的引導徑是通往設有發聲器的出閘機，出閘機會報讀從八達通扣除的車費及餘額。



Tactile guide paths are installed at all stations and Light Rail stops. For the convenience of visually impaired passengers, tactile guide paths in station concourses lead to an exit gate with an audible device providing audible Octopus readings.

### 出入閘機發聲器 Audible Device at Exit/Entry Gates

所有車站內連接視障人士引導徑的出/入閘機均已裝設發聲器。

- 使用有效八達通入閘時，發聲器會發出「請入閘」語音訊息。
- 出閘時，發聲器會報讀八達通扣除的車費及餘額。

In every station, an audible device is located in the gate reached from the tactile guide path.

- At the Entry gate, the user is advised to “please enter” when the Octopus is successfully processed.
- At the Exit gate, the user is advised of the fare deducted from the Octopus and the remaining value.



### 改裝站內設施減少障礙物 Modifications to Reduce Obstructions

所有設於乘客通道的廢紙箱和車費表等潛在障礙物都經過改裝，令使用盲人桿的乘客更容易察覺其位置。在告示牌等固定裝置的下方，也加設了障礙物提示矮桿。表面是玻璃物料的裝置物會按需要加上色帶，提示該處存有潛在危險。

Potential obstructions such as litter bins and fare maps along passenger routes have been modified to make them more easily detectable for cane users. Tapping rails are also added below free-standing fixtures such as sign boards. Visual bands are applied to fixtures and glazing where necessary to highlight the potential hazard.

## 扶手電梯發聲提示器 Escalator Audible Warning Signals

所有車站都安裝了扶手電梯發聲提示器，協助月台上及/或大堂內的乘客確定扶手電梯的位置及運行方向。

Escalator audible warning signals are installed in all stations to help passengers locate escalators at platform and/or concourse level, and identify the running direction of the escalator.

## 觸覺車站佈置圖 Tactile Station Layout Map

港鐵車站（輕鐵及迪士尼站除外）的月台或大堂已安裝觸覺車站佈置圖，此裝置具備發聲功能及點字指引，藉此幫助視障乘客認識車站的佈置，以便使用車站的設施及無障礙的列車服務。

All MTR stations (except Light Rail and Disneyland Resort) are equipped with Tactile Station Layout Maps in the concourses and sometimes platforms so that visually impaired passengers can become familiar with the station layout, use the station facilities, and find barrier-free access to trains.

## 配備點字板的設施 Facilities with Braille Plates

部分車站內的售票機、增值機、無障礙洗手間、升降機按鈕、升降機樓層標誌牌及樓梯扶手桿均有點字牌。

Braille plates are installed on Ticket Issuing Machines, Add Value Machines, accessible toilets, lift buttons, lift level plates and staircase handrails in certain stations.



## 月台廣播及開關門提示聲 Broadcasts at Platform Level and Door Chimes

所有車站月台均設置自動廣播系統，當列車駛入及抵達月台時會發出廣播。當車門/月台幕門/自動月台閘門打開/關閉時，開門/關門提示聲會自動響起。另外，所有列車亦設有數碼自動廣播系統，提供下一個車站名稱及轉車站的資料。

Automatic voice announcements will be broadcast when a train is approaching and arriving at the platform. A chime will also sound when the train doors/Platform Screen Doors/Automatic Platform Gates are opening/closing. Moreover, all trains are equipped with a digital broadcasting system which automatically states the next station name and any interchange information.

## 月台黃色凸條 Yellow Tactile Lines

未安裝月台幕門或自動月台閘門的月台，均鋪上黃色凸條，讓使用盲人桿的乘客易於察覺月台邊緣位置。

Yellow Tactile lines are installed in front of the platform edges in stations without Platform Screen Doors or Automatic Platform Gates to enable cane users to detect the location of the platform edge.

## 導盲犬 Guide Dogs

任何視障人士可攜同已戴上導盲鞍的導盲犬乘搭港鐵。持證的訓練人員亦可攜同導盲學犬乘搭港鐵進行訓練。

Visually impaired passengers can travel in the MTR accompanied by a guide dog wearing a guide dog harness. Permit holders can travel in the MTR with a trainee guide dog for training purposes.

## 車廂內顏色鮮明的扶手吊環及扶手柱 Colour Contrast Hand-straps and Grab Poles inside Train Compartments

車廂內的扶手吊環或扶手柱均塗上紅色、黃色或藍色，色彩鮮明，方便視障乘客使用。

The hand-straps or grab poles inside train compartments are coloured red, yellow or blue to make them more visible to visually impaired passengers.

## 車廂外車卡之間顏色鮮明的欄柵 Colour Contrast Inter-car Barriers

車廂外車卡之間均裝上顏色鮮明的欄柵，防止視障乘客誤踏車卡之間的空隙。

These are fitted between train carriages to prevent visually impaired passengers from accidentally stepping into the gap between carriages.

# 聽障乘客 Hearing Impaired Passengers



## 感應環迴系統 Induction Loops

所有車站的客務中心都裝上感應環迴系統，方便使用助聽器的乘客。

All Customer Service Centres in stations are equipped with induction loops for the benefit of passengers with hearing aids.

## 諮詢卡 Information Cards

所有車站的客務中心均備有諮詢卡，方便聽障的乘客與車站職員溝通。

Information Cards, which facilitate communication between hearing impaired passengers and station staff, are available upon request at all Customer Service Centres.

## 乘客資訊顯示系統 Passenger Information Display System



車站入口和車站大堂都設置乘客資訊顯示系統，為乘客提供視像信息。一旦發生事故，乘客資訊顯示系統會發出警報聲響，提示乘客注意當時所顯示的信息。此外，月台上的乘客資訊顯示系統會於月台幕門/自動閘門以及車門關上時，顯示提示訊息。

Passenger Information Display Systems installed at station entrances and station concourses provide visual messages and are supported by an audible warning in case of an incident. The Passenger Information Display Systems installed at platforms will display the reminder message when platform doors and train doors are about to close.

## 閃燈路線圖及動感行車路線圖/ 動態路線圖

### Flashing System Maps and Active Line Diagrams / Dynamic Route Maps

觀塘綫、荃灣綫、港島綫、南港島綫及將軍澳綫列車均裝上閃燈路線圖，顯示列車現時位置、下一站、行駛方向及車門開啟的一邊。東涌綫、機場快綫、東鐵綫、屯馬綫和部分觀塘綫的列車，則裝設動感行車路線圖/動態路線圖，顯示列車的位置及車門開啟的一邊。



Flashing System Maps showing the current and next station, direction of the train and the side the doors will open for exiting passengers are provided in all trains on the Tung Chung Line, Airport Express, East Rail Line, Tuen Ma Line and some trains on the Kwun Tong Line.

Active Line diagrams / Dynamic Route Maps showing the current position of the train and the side the doors will open for exiting passengers are installed in trains on the East Rail Line, Tuen Ma Line and some trains on the Kwun Tong Line.

## 資趣台 On-train Information Panels



觀塘綫、荃灣綫、港島綫及將軍澳綫列車都裝上資趣台，為乘客提供下一站的名稱及鐵路運作的資訊，亦提供推廣、新聞提要 and 娛樂等資訊。

InfoPanels in trains on the Kwun Tong Line, Tsuen Wan Line, Island Line and Tseung Kwan O Line display next station messages, operational and promotional information, news headlines and entertainment.



機場快綫、東鐵綫、南港島綫、屯馬綫列車和部分觀塘綫列車亦裝有顯示屏，為乘客提供下一站的名稱及鐵路運作的資訊，亦提供推廣、新聞和娛樂資訊。

Television screens in trains on the Airport Express, East Rail Line, South Island Line, Tuen Ma Line and some trains on the Kwun Tong Line display next station messages, operational and promotional information, and news and entertainment.



## 輕鐵 Light Rail

所有輕鐵月台(除屯門站設有升降機外)最少有一個出入通道屬於無障礙斜道,方便行動不便的乘客。

部分輕鐵月台已安裝「易達斜台」,方便使用輪椅及有需要的乘客上落車。

For mobility impaired passengers, Light Rail provides at least one barrier-free access ramp at every platform (except Tuen Mun Stop where a passenger lift is provided).

“Board Easy Mats” are installed at some Light Rail platforms to help wheelchair users move easily between the platform and the Light Rail Vehicle.



每架輕鐵都設有3個多用途空間。

Three Multi-purpose Areas are provided inside each Light Rail Vehicle.

設在輕鐵月台上的出站收費器已具備發聲功能,報讀從八達通扣除的車費及其餘額,切合視障乘客的需要。此外,所有輕鐵月台的出站/入站收費器已配備點字板提供資訊。



Exit Platform Ticket Processors at Light Rail stops have Audible Devices, which provide audible Octopus readings for visually impaired passengers. Information in Braille is also provided at all Light Rail Exit/Entry Platform Ticket Processors.



所有輕鐵月台均設有視障人士引導徑,通往頭卡車廂第一組車門位置,部分月台在該組車門上貼有輪椅乘客使用標誌。視障乘客、輪椅使用者及其他有需要的人士,可考慮使用該組車門上落車,以便車長提供協助。月台邊緣已塗上黃色邊緣標誌。

所有員工均定期接受有關協助殘疾乘客的訓練,並會在安全情況下提供協助。行車期間,輕鐵車廂內會廣播路線編號和下一站/目的地資訊。

There are tactile guide paths at every Light Rail platform leading to the first pair of doors in the front car and Wheelchair user labels are displayed on the doors of some Light Rail stops. Visually impaired passengers, passengers in wheelchairs and anyone who might need assistance with boarding or exiting from the Light Rail Vehicle are advised to use these doors where the Train Captain can assist when required. Yellow edge markings have been painted along the edge of all Light Rail platforms.

All our staff receive regular training on how to assist passengers with disabilities and will offer assistance when safe to do so. Route numbers and next stop/destinations are also announced during Light Rail journeys.



在輕鐵車廂內已安裝乘客資訊顯示系統，顯示路線編號、終點站及其他車務資訊，方便聽障乘客。當輕鐵列車到站時，月台上會有廣播，方便視障乘客。

For hearing impaired passengers, a Passenger Information Display System is installed inside Light Rail Vehicles, displaying route number, service destination and other operating information. For visually impaired passengers, arrival announcements are made on the platform when the Light Rail Vehicle is arriving.

輕鐵網絡全綫共設有4個客務中心，處理一般查詢、票務、八達通產品及紀念品銷售。

所有輕鐵客務中心均設有無障礙出入通道，並設置感應環迴系統，方便使用助聽器的乘客。輕鐵客務中心亦備有諮詢卡，方便聽障乘客與車站職員溝通。

The Light Rail network provides four Customer Service Centres to handle general enquiries, ticketing issues, Octopus products and souvenir purchases.

All Light Rail Customer Service Centres offer barrier-free access and are equipped with induction loops for the benefit of passengers with hearing aids. Information Cards, which facilitate communication between hearing impaired passengers and station staff, are available at Light Rail Customer Service Centres.



輕鐵客務中心位於以下地點：  
Light Rail Customer Service Centres are located at:

地點 Location	辦公時間 Opening Hours
天逸 Tin Yat	上午7時至晚上7時 7:00 am - 7:00 pm
元朗 Yuen Long	中午12時至下午4時 12:00 noon - 4:00 pm
屯門碼頭 Tuen Mun Ferry Pier	上午7時至晚上9時 7:00 am - 9:00 pm
良景 Leung King	上午7時至晚上9時 7:00 am - 9:00 pm



## 港鐵巴士 MTR Bus

所有港鐵巴士屬於車廂地板較低的款式，並配備固定斜道，可供輪椅上落。巴士車長也會協助輪椅使用者上落巴士。

All MTR buses are wheelchair accessible with a low floor and are equipped with fixed ramps. Bus Captains will provide wheelchair users with assistance to board and exit if required.



巴士上近出口位置設有特定空間供輪椅停泊，該位置配備輪椅背板及安全帶，並有標誌指示乘客，停泊輪椅更加容易。

另外，車上亦設有報站器，顯示及廣播下一站的名稱。視障乘客亦可要求巴士車長在抵達其目的地時提示他們落車。

Wheelchair areas near exits that are equipped with a wheelchair back rest and safety belt are also being introduced inside buses, with signage to make them easy to locate.

A next stop announcement system is installed on buses to display and broadcast the name of the next stop.

Bus Captains will remind visually impaired passengers when their destination is reached if asked to do so when the passenger boards.



## 其他設施 Other Facilities

### 召援專線 Help Line



車站大堂及月台（輕鐵除外）均設有「召援專線」，以便乘客在緊急情況或需要查詢時與車站控制室聯絡。

Help Lines are located in station concourses and on platform levels (except Light Rail) for emergency calls or enquiries.

### 車廂內的乘客緊急警鐘掣及通話器 Emergency Plunger and Microphone inside Train Compartments

港鐵列車車廂均設有緊急警鐘掣及通話器，以便乘客遇緊急事故時通知列車車長或尋求協助。輕鐵車廂內的緊急警鐘掣和通話器上更設有點字板，方便視障乘客使用。

Every MTR train compartment is equipped with an emergency plunger and microphone for passengers who need the assistance of the Train Captain in an emergency. The emergency plungers and microphones inside Light Rail Vehicles are also fitted with Braille plates to aid visually impaired passengers.





## 優先座 Priority Seats



所有港鐵車廂設有「優先座」（東鐵綫頭等車廂除外），鼓勵乘客讓座予有需要人士，包括殘疾人士、孕婦、長者、手抱嬰孩及不良於行的乘客。公司會繼續致力推廣禮讓文化，以提升公眾認識關愛文化。

Priority Seats are provided in all train compartments (except First Class compartments of East Rail Line trains) for those in need, including disabled passengers, pregnant women, the elderly, those travelling with infants and anyone who may have difficulty standing. The Corporation will continue to promote the "Priority Seat" message and to develop a caring culture among the travelling public so they are more aware of the needs of others.

## 政府長者及合資格殘疾人士公共交通票價優惠計劃\*

## Government Public Transport Fare Concession Scheme for the Elderly aged 65 or above and Eligible Persons with Disabilities\*

在政府推行的「政府長者及合資格殘疾人士公共交通票價優惠計劃」（二元優惠計劃）下，60-64歲香港居民以樂悠咭、65歲或以上長者以長者八達通或個人八達通（包括樂悠咭）及合資格殘疾人士以註有「殘疾人士身分」個人八達通使用港鐵本地服務，包括港鐵、輕鐵、港鐵巴士（新界西北）及港鐵接駁巴士，每程只需\$2<sup>#</sup>。如原有車費低於\$2，只需付原價。

有關計劃詳情可瀏覽勞工及福利局網頁 [www.lwb.gov.hk](http://www.lwb.gov.hk)。

如使用單程票或二維碼乘搭港鐵，請參閱 [www.mtr.com.hk](http://www.mtr.com.hk)。

註：

\* 合資格殘疾人士指65歲以下、殘疾程度達100%的綜合社會保障援助（綜援）受助人，或65歲以下的傷殘津貼受惠人。

<sup>#</sup> 不適用車程：

- 60-64歲香港居民：機場快綫、東鐵綫頭等、往返羅湖、落馬洲及馬場站的車程。有關車程將收取成人八達通車費或額外費。
- 65歲或以上長者及合資格殘疾人士：機場快綫、東鐵綫頭等、往返羅湖及落馬洲站的車程。



With the implementation of the “Government Public Transport Fare Concession Scheme for the Elderly and Eligible Persons with Disabilities” (the \$2 Scheme), Hong Kong residents aged 60-64 using JoyYou Card, senior citizens aged 65 or above using Elder Octopus or Personalised Octopus (Including JoyYou Card) and Eligible persons with disabilities using Personalised Octopus with “Persons with Disabilities Status” can enjoy \$2 per journey<sup>#</sup> for MTR domestic services, including MTR, Light Rail, MTR Bus (Northwest New Territories) and MTR Feeder Bus. If the original fare for the journey is lower than \$2, the original fare will be charged.

For other details regarding the scheme, please visit the website of the Labour and Welfare Bureau at [www.lwb.gov.hk](http://www.lwb.gov.hk)

For Single Journey Tickets or QR Code fare, please refer to [www.mtr.com.hk](http://www.mtr.com.hk).

Remarks:

\* Eligible persons with disabilities refers to recipients under the Comprehensive Social Security Assistance Scheme aged below 65 with 100% disabilities, and recipients of a Disability Allowance aged below 65.

<sup>#</sup> Ineligible trips:

- Hong Kong residents aged 60-64: Airport Express, First Class Service of East Rail Line, journeys to and from Lo Wu, Lok Ma Chau and Racecourse stations. Adult Octopus Fare/surcharge will be applied.
- Senior citizens aged 65 or above and eligible persons with disabilities: Airport Express, First Class Service of East Rail Line and journeys to and from Lo Wu and Lok Ma Chau stations.

## 申請註有「殘疾人士身分」個人八達通 How to Apply for a Personalised Octopus with “Persons with Disabilities Status”

新申領傷殘津貼或綜援而殘疾程度達100%之合資格人士將會收到由社會福利署寄出的申請表及有關函件。申請註有「殘疾人士身分」個人八達通之人士請參閱申請表上的申請方法及須知項目。

合資格人士若沒有收到申請表及有關函件，亦可於任何港鐵客務中心（不包括機場快綫、羅湖、落馬洲、馬場、迪士尼、欣澳、黃竹坑、利東、海怡半島、顯徑、啟德、宋皇臺及土瓜灣站）索取申請表格。

3-11歲的合資格殘疾人士如使用單程票或二維碼乘搭港鐵，可享特惠車費；12-64歲合資格殘疾人士使用單程票或二維碼乘搭港鐵，需付成人車費。

Newly approved recipients of the Disability Allowance or the Comprehensive Social Security Assistance Scheme with 100% disabilities will receive a referral letter and an application form from the Social Welfare Department. Applicants for Personalised Octopus with “Persons with Disabilities Status” may refer to the application form for further details.

Eligible applicants who have not received the referral letter and application form may obtain the form from MTR Customer Service Centres (except Airport Express, Lo Wu, Lok Ma Chau, Racecourse, Disneyland Resort, Sunny Bay, Wong Chuk Hang, Lei Tung, South Horizons, Hin Keng, Kai Tak, Sung Wong Toi and To Kwa Wan stations).

Eligible persons with disabilities aged 3 to 11 using Single Journey Tickets or QR Code for travel can enjoy concessionary fares; eligible persons with disabilities aged 12 to 64 have to pay adult fares.

## 港鐵網站、智能手機 應用程式及熱綫 MTR Website, Mobile App and Hotline

關注團體會收到港鐵每月最新資訊，簡報各項持續進行的出入通道改善工程和管理工作。

同時，港鐵網站中的「服務及設施 > 無障礙設施及其他計劃」一欄，以及智能手機應用程式內的「無障礙設施」，亦有提供有關設施的詳情。

Monthly updates about our ongoing accessibility improvement work and access management are sent to advocacy groups.

Details of barrier-free facilities are also available from the “Services and Facilities > Special Needs Service and Other Schemes” page on the MTR website and from the “Barrier-free” information on the MTR mobile app.

### 港鐵網站 MTR website

[www.mtr.com.hk](http://www.mtr.com.hk)

### 智能手機應用程式 MTR mobile app MTR Mobile



有關列車服務受阻時、惡劣天氣下及節日期間的港鐵服務安排，可透過MTR Mobile內的Traffic News查閱最新資訊。

Traffic News on the MTR Mobile provides updated information on train service in the event of disruption or adverse weather and during festive holidays.

### 港鐵熱綫 MTR Hotline

乘客亦可透過港鐵熱綫查詢有關資訊：

Information can be obtained through the MTR Hotline

電話Tel: **2881 8888** 傳真Fax: **2795 9991**

## 各車站的 指定入口及無障礙設施 Designated Entrances and Accessibility for Each Station

港鐵車站的出入口設施(按行車綫的英文字母序)

Station-by-station System Accessibility (in alphabetical order of railway lines)

車站 Station	電話號碼 Phone No.	路面/大堂 Street / Concourse	大堂/月台 Concourse / Platform
<b>機場快綫 Airport Express</b>			
香港 Hong Kong	2523 3627	升降機 – 非付費區 Lift – Unpaid Area	升降機 Lift
九龍 Kowloon	2736 0162	升降機 – 非付費區 Lift – Unpaid Area	升降機 Lift
青衣 Tsing Yi	2449 9059	升降機 – 非付費區 Lift – Unpaid Area	升降機 Lift
機場 Airport	2261 0522	經接機大堂兩側的通道直接進入月台 Arrivals Hall leads direct to platform using side walkways	
博覽館 AsiaWorld-Expo	2215 3568	經亞洲國際博覽館 升降機 – 非付費區 Lift – Unpaid Area through AsiaWorld-Expo	升降機 Lift
<b>迪士尼綫 Disneyland Resort Line</b>			
欣澳 Sunny Bay	2983 6961	斜道 Ramp	升降機 Lift
迪士尼 Disneyland	2983 6809	同一層 Same level	升降機 Lift
ertical Lifting Platform at Entrance B Resort			

車站 Station	電話號碼 Phone No.	路面/大堂 Street / Concourse	大堂/月台 Concourse / Platform
<b>東鐵綫 East Rail Line</b>			
會展 Exhibition Centre	2687 6211	升降機 – 非付費區/斜道 Lift – Unpaid Area / Ramp	升降機 Lift
紅磡 Hung Hom	2946 4405	同一層/升降機 – 非付費區/ 升降機 – 非付費區 (非港鐵管理的設施) Same level / Lift – Unpaid Area / Lift – Unpaid Area (Non MTR managed facility)	升降機 Lift
旺角東 Mong Kok East	2395 4986	同一層 Same level	升降機 Lift
九龍塘 Kowloon Tong	2926 7310	同一層/升降機 – 非付費區 Same level / Lift – Unpaid Area	升降機 Lift
大圍 Tai Wai	2605 9997	同一層 Same level	升降機 Lift
沙田 Sha Tin	2605 3577	同一層 Same level	升降機 Lift
火炭 Fo Tan	2604 8809	同一層/升降機 – 非付費區 Same level / Lift – Unpaid Area	升降機 Lift
馬場 Racecourse	2604 8809	同一層 Same level	輪椅升降台 Stair lift
大學 University	2605 9039	同一層/斜道/ 升降機 – 非付費區 Same level / Ramp / Lift – Unpaid Area	升降機/斜道 Lift / Ramp
大埔墟 Tai Po Market	2658 7657	同一層 Same level	升降機 Lift
太和 Tai Wo	2650 7097	經太和商場升降機 – 非付費區 (非港鐵管理的設施) Lift – Unpaid Area (Non MTR managed facility) through Tai Wo Shopping Centre	同一層/ 升降機 Same level / Lift
粉嶺 Fanling	2676 1716	同一層/斜道/輪椅升降台 – 非付費區(非港鐵管理的 設施)設於連接A入口 Same level / Ramp / Stair lift-Unpaid Area (Non MTR managed facility) at Entrance A	升降機 Lift
上水 Sheung Shui	2673 0769	同一層/斜道 Same level / Ramp	升降機 Lift
羅湖 Lo Wu	2673 5406	同一層/由車站職員 協助使用升降機 Same level / Lift with staff assistance	升降機 Lift
落馬洲 Lok Ma Chau	3404 6007	同一層/由車站職員 協助使用升降機 Same level / Lift with staff assistance	升降機 Lift

車站 Station	電話號碼 Phone No.	路面/大堂 Street / Concourse	大堂/月台 Concourse / Platform
<b>港島綫 Island Line</b>			
堅尼地城 Kennedy Town	2307 5366	升降機 – 非付費區/斜道 Lift – Unpaid Area / Ramp	升降機 Lift
香港大學 HKU	2517 0933	升降機 – 非付費區/斜道 Lift – Unpaid Area / Ramp	升降機 Lift
西營盤 Sai Ying Pun	2803 7696	升降機 – 非付費區/斜道 Lift – Unpaid Area / Ramp	升降機 Lift
上環 Sheung Wan	2921 6700	升降機 – 非付費區/離開 車站用的輪椅輔助車(最高 負重200公斤)設於A1 出口,車站職員會提供協助 Lift – Unpaid Area / Wheelchair Aid (maximum loading is 200kg) with staff assistance at Entrance A1 for exit only	升降機 Lift
中環 Central	2921 2710	升降機 – 非付費區 Lift – Unpaid Area	升降機 Lift
金鐘 Admiralty	2922 1400	升降機 – 非付費區/ 輪椅升降台設於A及D入口 Lift – Unpaid Area / Stair lift at Entrances A and D	升降機 Lift
灣仔 Wan Chai	2923 5026	升降機 – 非付費區 Lift – Unpaid Area	升降機 Lift
銅鑼灣 Causeway Bay	2923 5031	升降機 – 非付費區 Lift – Unpaid Area	升降機 Lift
天后 Tin Hau	2922 3740	垂直升降台設於B入口 (興建中) Vertical Lifting Platform at Entrance B (construction in progress)	升降機 Lift
炮台山 Fortress Hill	2922 3741	輪椅輔助車(最高負重 200公斤)設於B入口, 車站職員會提供協助 Wheelchair Aid (maximum loading is 200kg) with staff assistance through Entrance B	升降機 Lift
北角 North Point	2922 4750	升降機 – 非付費區 Lift – Unpaid Area	升降機 Lift
鯉魚涌 Quarry Bay	2922 4751	斜道 Ramp	升降機 Lift
太古 Tai Koo	2922 4752	升降機 – 非付費區 Lift – Unpaid Area	升降機 Lift
西灣河 Sai Wan Ho	2922 7760	升降機 – 非付費區 Lift – Unpaid Area	升降機 Lift
筲箕灣 Shau Kei Wan	2922 7761	升降機 – 非付費區/斜道 Lift – Unpaid Area / Ramp	升降機 Lift
杏花邨 Heng Fa Chuen	2921 5770	經杏花新城商場升降機 – 非付費區 (非港鐵管理的設施) Lift – Unpaid Area (Non MTR managed facility) through Paradise Mall	升降機 Lift

車站 Station	電話號碼 Phone No.	路面/大堂 Street / Concourse	大堂/月台 Concourse / Platform
柴灣 Chai Wan	2921 5771	經新翠商場升降機 – 非付費區(非港鐵管理的 設施)/經D入口行人天橋 升降機 – 非付費區 (非港鐵管理的設施) Lift – Unpaid Area (Non MTR managed facility) through New Jade Commercial Complex / Lift – Unpaid Area (Non MTR managed facility) through footbridge at Entrance D	升降機 Lift

車站 Station	電話號碼 Phone No.	路面/大堂 Street / Concourse	大堂/月台 Concourse / Platform
<b>觀塘綫 Kwun Tong Line</b>			
黃埔 Whampoa	2274 2622	升降機 – 非付費區/斜道 Lift – Unpaid Area / Ramp	升降機 Lift
何文田 Ho Man Tin	2274 5722	升降機 – 非付費區/斜道 Lift – Unpaid Area / Ramp	升降機 Lift
油麻地 Yau Ma Tei	2928 6210	升降機 – 非付費區/ 輪椅升降台設於A1入口 Lift – Unpaid Area / Stair lift at Entrance A1	升降機 Lift
旺角 Mong Kok	2928 4220	升降機 – 非付費區 Lift – Unpaid Area	升降機 Lift
太子 Prince Edward	2928 4221	升降機 – 非付費區/ 輪椅升降台設於B1入口 Lift – Unpaid Area / Stair lift at Entrance B1	升降機 Lift
石硤尾 Shek Kip Mei	2928 2300	升降機 – 非付費區/輪椅 升降台設於C入口, 車站 職員會提供協助 Lift – Unpaid Area/ Stair lift access with staff assistance at Entrance C	升降機 Lift
九龍塘 Kowloon Tong	2926 7310	升降機 – 非付費區/ 經又一城商場升降機 – 非付費區 (非港鐵管理的設施) Lift – Unpaid Area / Lift – Unpaid Area (Non MTR managed facility) through Festival Walk	升降機 Lift
樂富 Lok Fu	2926 7311	斜道 Ramp	升降機 Lift
黃大仙 Wong Tai Sin	2927 6320	升降機 – 非付費區/ 輪椅升降台設於C1入口/ 經龍翔廣場升降機 – 非付費區 (非港鐵管理的設施) Lift – Unpaid Area / Stair lift at Entrance C1 / Lift – Unpaid Area (Non MTR managed facility) through Lung Cheung Plaza	升降機 Lift
鑽石山 Diamond Hill	2431 1588	升降機 – 非付費區 Lift – Unpaid Area	升降機 Lift
彩虹 Choi Hung	2927 6322	斜道 Ramp	升降機 Lift
九龍灣 Kowloon Bay	2927 4330	升降機 – 非付費區/輪椅 升降台(非港鐵管理的 設施)及升降機 – 非付費區 (非港鐵管理的設施)設於 連接A入口天橋/同一層 Lift – Unpaid Area / Stair Lift (Non MTR managed facility) and Lift – Unpaid Area (Non MTR managed facility) through footbridge at Entrance A / Same level	升降機 Lift
牛頭角 Ngau Tau Kok	2927 3340	斜道 Ramp	升降機 Lift



車站 Station	電話號碼 Phone No.	路面/大堂 Street / Concourse	大堂/月台 Concourse / Platform
觀塘 Kwun Tong	2927 3341	升降機 – 非付費區/經apm商場升降機 – 非付費區 (非港鐵管理的設施)/升降機 – 非付費區 (非港鐵管理的設施) 設於連接D2入口之行人天橋 Lift – Unpaid Area / Lift – Unpaid Area (Non MTR managed facility) through apm / Lift – Unpaid Area (Non MTR managed facility) through footbridge at Entrance D2	升降機 Lift
藍田 Lam Tin	2927 7350	斜道 Ramp	升降機 Lift

車站 Station	電話號碼 Phone No.	路面/大堂 Street / Concourse	大堂/月台 Concourse / Platform
<b>南港島綫 South Island Line</b>			
金鐘 Admiralty	2922 1400	升降機 – 非付費區/ 輪椅升降台設於A及D入口 Lift – Unpaid Area / Stair lift at Entrances A and D	升降機 Lift
海洋公園 Ocean Park	2728 9316	升降機 – 非付費區/同一層 Lift – Unpaid Area / Same level	升降機 Lift
黃竹坑 Wong Chuk Hang	2728 7319	升降機 – 非付費區/同一層 Lift – Unpaid Area / Same level	升降機 Lift
利東 Lei Tung	2728 6932	升降機 – 非付費區/斜道 Lift – Unpaid Area / Ramp	升降機 Lift
海怡半島 South Horizons	2728 5510	升降機 – 非付費區 Lift – Unpaid Area	升降機 Lift

**將軍澳綫 Tseung Kwan O Line**

油塘 Yau Tong	2927 3110	升降機 – 非付費區/ 經大本型商場升降機 – 非付費區 (非港鐵管理的 設施)/同一層 Lift – Unpaid Area / Lift – Unpaid Area (Non MTR managed facility) through Domain Mall / Same level	升降機 Lift
調景嶺 Tiu Keng Leng	2927 2086	經路面落客區進出 Street level access from drop off area	升降機 Lift
將軍澳 Tseung Kwan O	2927 2087	經路面落客區進出 Street level access from drop off area	升降機 Lift
康城 LOHAS Park	2927 2087	升降機 – 非付費區 經The LOHAS康城升降機 – 非付費區 (非港鐵管理的 設施) Lift – Unpaid Area / Lift – Unpaid Area (Non MTR managed facility) through The LOHAS	升降機 Lift
坑口 Hang Hau	2927 2085	經路面落客區進出 Street level access from drop off area	升降機 Lift
寶琳 Po Lam	2927 2700	升降機 – 非付費區/斜道 Lift – Unpaid Area / Ramp	在同一層 On the same level

車站 Station	電話號碼 Phone No.	路面/大堂 Street / Concourse	大堂/月台 Concourse / Platform
<b>荃灣綫 Tsuen Wan Line</b>			
尖沙咀 Tsim Sha Tsui	2926 1200	升降機 - 非付費區/ 經H及R入口國際廣場 升降機 - 非付費區 (非港鐵管理的設施) Lift - Unpaid Area / Lift - Unpaid Area (Non MTR managed facility) through i SQUARE at Entrances H and R	升降機 Lift
佐敦 Jordan	2926 1201	升降機 - 非付費區 Lift - Unpaid Area	升降機 Lift
油麻地 Yau Ma Tei	2928 6210	升降機 - 非付費區/ 輪椅升降台設於A1入口 Lift - Unpaid Area / Stair lift at Entrance A1	升降機 Lift
旺角 Mong Kok	2928 4220	升降機 - 非付費區 Lift - Unpaid Area	升降機 Lift
太子 Prince Edward	2928 4221	升降機 - 非付費區/ 輪椅升降台設於B1入口 Lift - Unpaid Area / Stair lift at Entrance B1	升降機 Lift
深水埗 Sham Shui Po	2928 7230	升降機 - 非付費區/ 輪椅升降台設於A1入口 Lift - Unpaid Area / Stair lift at Entrance A1	升降機 Lift
長沙灣 Cheung Sha Wan	2928 7231	升降機 - 非付費區 Lift - Unpaid Area	升降機 Lift
荔枝角 Lai Chi Kok	2928 3040	升降機 - 非付費區/ 輪椅升降台設於D1及 D4入口/經D3入口昇悅居 商場升降機 - 非付費區 (非港鐵管理的設施) Lift - Unpaid Area / Stair lift at Entrances D1 and D4 / Lift - Unpaid Area (Non MTR managed facility) through liberté at Entrance D3	升降機 Lift
美孚 Mei Foo	2175 2801	升降機 - 非付費區/斜道 輪椅升降台設於C2入口 Lift - Unpaid Area / Ramp / Stair lift at Entrance C2	升降機 Lift
荔景 Lai King	2928 3042	升降機 - 非付費區 Lift - Unpaid Area	升降機 Lift
葵芳 Kwai Fong	2920 2050	斜道 Ramp	升降機 Lift
葵興 Kwai Hing	2920 2051	斜道/經行人天橋升降機 - 非付費區 (非港鐵管理的設施) Ramp / Lift - Unpaid Area (Non MTR managed facility) through footbridge	升降機 Lift

車站 Station	電話號碼 Phone No.	路面/大堂 Street / Concourse	大堂/月台 Concourse / Platform
大窩口 Tai Wo Hau	2920 3566	升降機 - 非付費區 Lift - Unpaid Area	升降機 Lift
荃灣 Tsuen Wan	2920 3560	同一層/經綠楊新邨商場 及南豐中心商場升降機 - 非付費區 (非港鐵管理的設施) Same level / Lift - Unpaid Area (Non MTR managed facility) through Luk Yeung Sun Chuen & Nam Fung Centre	升降機 Lift
<b>東涌綫 Tung Chung Line</b>			
香港 Hong Kong	2523 3627	升降機 - 非付費區/同一層 Lift - Unpaid Area / Same level	升降機 Lift
九龍 Kowloon	2736 0162	升降機 - 非付費區/同一層 Lift - Unpaid Area / Same level	升降機 Lift
南昌 Nam Cheong	2624 2801	升降機 - 非付費區 Lift - Unpaid Area	升降機 Lift
奧運 Olympic	2625 9635	升降機 - 非付費區/ 經奧海城商場升降機 - 非付費區 (非港鐵管理的設施) Lift - Unpaid Area / Lift - Unpaid Area (Non MTR managed facility) through Olympian City	升降機 Lift
荔景 Lai King	2928 3042	升降機 - 非付費區 Lift - Unpaid Area	升降機 Lift
青衣 Tsing Yi	2449 9059	升降機 - 非付費區/ 經青衣城商場升降機 - 非付費區 (非港鐵管理的設施) Lift - Unpaid Area / Lift - Unpaid Area (Non MTR managed facility) through Maritime Square	升降機 Lift
欣澳 Sunny Bay	2983 6961	斜道 Ramp	升降機 Lift
東涌 Tung Chung	2109 2516	斜道/同一層 Ramp / Same level	升降機 Lift

車站 Station	電話號碼 Phone No.	路面/大堂 Street / Concourse	大堂/月台 Concourse / Platform
<b>屯馬綫 Tuen Ma Line</b>			
屯門 Tuen Mun	2630 2801	升降機 – 非付費區/斜道 Lift – Unpaid Area / Ramp	升降機 Lift
兆康 Siu Hong	2214 2801	升降機 – 非付費區/斜道 Lift – Unpaid Area / Ramp	升降機 Lift
天水圍 Tin Shui Wai	2296 2801	升降機 – 非付費區/斜道/ 升降機 – 非付費區 (非港鐵管理的設施) 設於連接C入口之行人天橋 Lift – Unpaid Area / Ramp / Lift – Unpaid Area (Non MTR managed facility) through footbridge at Entrance C	升降機 Lift
朗屏 Long Ping	2257 2801	升降機 – 非付費區/斜道 Lift – Unpaid Area / Ramp	升降機 Lift
元朗 Yuen Long	2256 2801	升降機 – 非付費區/斜道/ 輪椅升降台設於F入口， 車站職員會提供協助 Lift – Unpaid Area / Ramp / Stair lift access with staff assistance at Entrance F	升降機 Lift
錦上路 Kam Sheung Road	2208 2801	斜道/同一層 Ramp / Same level	升降機 Lift
荃灣西 Tsuen Wan West	2252 2801	升降機 – 非付費區 Lift – Unpaid Area	升降機 Lift
美孚 Mei Foo	2175 2801	升降機 – 非付費區/輪椅 升降台設於C2入口/斜道 Lift – Unpaid Area / Stair lift at Entrance C2 / Ramp	升降機 Lift
南昌 Nam Cheong	2624 2801	升降機 – 非付費區 Lift – Unpaid Area	升降機 Lift
柯士甸 Austin	2314 5201	升降機 – 非付費區/斜道 Lift – Unpaid Area	升降機 Lift
尖東 East Tsim Sha Tsui	3471 5201	升降機 – 非付費區/ 經K-11商場升降機 – 非付費區(非港鐵 管理的設施) / 斜道 Lift – Unpaid Area / Lift – Unpaid Area (Non MTR managed facility) through K-11 / Ramp	升降機 Lift
紅磡 Hung Hom	2946 4405	同一層/升降機 – 非付費區/ 升降機 – 非付費區 (非港鐵管理的設施) Same level / Lift – Unpaid Area / Lift – Unpaid Area (Non MTR managed facility)	升降機/ 輪椅升降台 Lift / Stair lift
何文田 Ho Man Tin	2274 5722	升降機 – 非付費區/斜道 Lift – Unpaid Area / Ramp	升降機 Lift
土瓜灣 To Kwa Wan	2870 2455	升降機 – 非付費區/斜道 Lift – Unpaid Area / Ramp	升降機 Lift

車站 Station	電話號碼 Phone No.	路面/大堂 Street / Concourse	大堂/月台 Concourse / Platform
宋皇臺 Sung Wong Toi	2870 2455	升降機 – 非付費區/斜道 Lift – Unpaid Area / Ramp	升降機 Lift
啟德 Kai Tak	2445 2028	升降機 – 非付費區/斜道 Lift – Unpaid Area / Ramp	升降機 Lift
鑽石山 Diamond Hill	2431 1588	升降機 – 非付費區/斜道 Lift – Unpaid Area / Ramp	升降機 Lift
顯徑 Hin Keng	2171 4700	斜道 Ramp	升降機 Lift
大圍 Tai Wai	2605 9997	同一層 Same level	升降機 Lift
車公廟 Che Kung Temple	2696 9790	升降機 – 非付費區/斜道 Lift – Unpaid Area / Ramp	升降機 Lift
沙田圍 Sha Tin Wai	2144 5736	斜道 Ramp	升降機 Lift
第一城 City One	2637 5741	斜道 Ramp	升降機 Lift
石門 Shek Mun	2635 4209	斜道/同一層 Ramp / Same level	升降機 Lift
大水坑 Tai Shui Hang	2630 5125	升降機 – 非付費區 Lift – Unpaid Area	升降機 Lift
恆安 Heng On	2630 5954	升降機 – 非付費區/斜道 Lift – Unpaid Area / Ramp	升降機 Lift
馬鞍山 Ma On Shan	2630 5903	同一層 Same level	升降機 Lift
烏溪沙 Wu Kai Sha	2631 6217	同一層 Same level	升降機 Lift
<b>輕鐵 Light Rail</b>			
屯門 Tuen Mun	2630 2801	升降機 – 非付費區 Lift – Unpaid Area	-
其他 輕鐵站 All other Light Rail stops	2881 8888	斜道 Ramp	-

