

## Passenger Transportation Contract

### **I. General Principle**

- i. The passenger transport services for routes operated by Taiwan High Speed Rail Corporation (the “Company”), and the rights and obligations between passengers and the Company shall be governed by the Passenger Transportation Contract (the “Contract”).
- ii. The Contract, related notices, station operation hours, timetable, ticket fare, and the possible miscellaneous fees for transport services are announced on the Company’s website and various prominent places in the stations.

### **II. General Provision**

- iii. The terms used herein shall have the following meanings:
  - (i) Tickets: shall mean tickets or valid proofs issued or approved by the Company for the holders of such tickets to board the trains.
  - (ii) Ticket Coupons: shall mean coupons which are issued or approved by the Company that could be exchanged for Tickets or to purchase Tickets at the stipulated discount.
  - (iii) Reserved Seats: shall mean the seats for which the date, train number and seats are reserved.
  - (iv) Non-reserved Seats: shall mean seats for which the train number and seats are not reserved, while the date and the car number are subject to restrictions.
  - (v) Full Fare: shall mean ticket prices arising from the mileage between each starting and destination stations and the service fee rates approved by the government for all classes of cars without preferential discounts.
  - (vi) Commencement of Ride: shall mean the time when a passenger presents his/her Ticket for inspection and enters the paid area of the station at which he/she boards the train.
  - (vii) End of Ride: shall mean the time when a passenger presents his/her Ticket for inspection and leaves the paid area at the destination station or at the station where such passenger ceases the ride.
  - (viii) Pass-Through Intervals: shall mean intervals between the station where a passenger commences his/her ride and the station where such passenger is at or the next station where the train stops.
  - (ix) Hazardous Goods: shall mean explosive goods, ignitable goods, toxic substances, infectious substances, radioactive substances, and corrosive substances as defined under Article 24 of the “Railway Transport Rules”.
- iv. Passengers must keep their ticket safe and ride the train specified on the ticket. Passengers may also use Electronic Stored Value Cards that have their automatic refill functions activated to directly board the trains and ride on Non-reserved Seats. For detailed terms and conditions, please refer to the Company's “Notice for Riding with Electronic Stored Value Cards.”

The Company's tickets are approved by the Ministry of Finance and may be used as certificates for profit-seeking enterprise income tax and business tax. Proof of purchase is not separately issued, except for passengers using electronic tickets or mobile phone tickets, who can use the "T-EX " app or the Company's website to issue an electronic proof of purchase. Multi-ride tickets and periodic tickets are handled according to their respective guides.

Passengers who wish to view or print their transactions may proceed to download them from the

Company's website. Please visit the Company's website for details.

- v. The ticket shall be invalid when the ticket has been altered or forged. Passengers should show the original copies of their tickets (including the mobile phone ticket issued by the “T-EX” app), Electronic Stored Value Cards and identification documents when the ticket inspector from the Company request inspection. The tickets may not be replaced by photocopies or digital image files (including screenshots of mobile phone tickets).
- vi. When passengers board the train without tickets or refuse to be inspected, the Company may charge the full ticket fares or the differences between the fares paid and the applicable fares, and may further impose penalties pursuant to applicable regulations.

When passengers do not pay the ticket fare or the differences in ticket fare, the Company may request such passengers to leave the train and exit the paid area of the stations, and claim the applicable ticket fares according to the law. The Company may also transfer such passengers to the police when necessary.

When the Company’s facilities or trains are damaged due to causes attributable to the passengers, such passengers should be liable for those damages. When the Company or a third party suffers damages due to violations of Articles 34 to 36 by passengers, such violating passengers should also be liable for those damages.

- vii. The Company operates the trains according to the timetable, and will deliver the passengers to the stations recorded on the ticket in a timely and safely manner. When transit is interrupted due to natural disasters, accidents or other force majeure events, or when the amount of passenger waiting to be transported is huge, the Company may take the following actions and announce, broadcast or display the causes and responsive measures to the passengers.
  - (i) Stop or restrict the stations from which tickets may be bought, or restrict the contents of the tickets to be sold;
  - (ii) Adjust the train schedule, stopping stations and operation models;
  - (iii) Allow passengers to stand in the entrance of the cars and in the Reserved Seat car ;
  - (iv) Restrict the passengers’ personal belongings that may be brought on to the trains;
  - (v) Other necessary actions.
- viii. When trains arrive at the destination stations at a time later than the scheduled time for thirty (30) minutes or more, the Company shall compensate the passengers according to the rules of the Contract. If death or other injuries to passengers occur, or if the personal belongings of the passengers are lost or damaged due to the train accidents, the Company shall compensate the passengers according to compensation regulations promulgated and announced by Ministry of Transportation and Communications.

When the damages suffered by the passengers exceed the criteria set forth above, the passengers may still claim compensation according to Civil Code and other laws and regulations.
- ix. The passengers’ right to claim for ticket refund shall become extinguished if such right is not exercised within one year from the date of the occurrence of the facts.

### **III. The formation, rescission and the termination of the Contract**

- x. The Contract shall form when the Company provides reservation code, ticket, or valid proof to passengers promising transportation after the passengers have expressed a desire to reserve seating or purchase tickets.
- xi. In the event of any of the following, the Company may refuse providing transport service and

rescind or terminate the Contract:

- (i) When passengers request special responsibilities or obligations regarding railway transport;
- (ii) When passengers wear foul smelling clothes or carry unhygienic articles which may affect public hygiene;
- (iii) When transport is interrupted due to natural disasters or other force majeure events;
- (iv) When passengers exhibit behaviors which will likely endanger themselves or other passengers, or cause harassment to others;
- (v) When passengers requiring escort do not have such escort;
- (vi) Where necessary equipment required for transport is not present;
- (vii) When the personal belongings of the passengers are in violation of Articles 34-36, or are likely to cause damages to other passengers or their properties.
- (viii) Passengers engage in smoking or excessive drinking;
- (ix) Passengers do not take the assigned seats or cars when riding;
- (x) Passengers' behaviors may endanger the train operation or harass others.
- (xi) Passengers violate the rules of law, this Contract, the public order or good morals.

#### **IV. Ticket type and ticket fare**

xii. Types of Ticket issued by the Company are as follows:

- (i) According to the type of service: business car (reserved seating), standard car reserved seating, standard car non-reserved seating.
- (ii) According to the number of passengers: ordinary ticket, group ticket.

Where a group of more than 11 (inclusive) passengers take the same train, the same type of car (limited to business car and reserved seating on standard cars), with the same origin and destination stations, the Company may issue and sell group tickets. Otherwise, please purchase ordinary tickets.

- (iii) According to the laws and regulations: seniority tickets, disabled tickets, children tickets and full fare ticket.

1. Citizens who are at or above the age of 65 may purchase seniority tickets by providing their ID cards or other certificates issued by the Government that includes photo, ID number and birth date, which may sufficiently prove such elder's qualifications. The Company may register the passenger's ID number.

2. Physically and mentally disabled citizens may purchase disabled tickets, provided that they present their disability certification. The Company may register the passenger's ID number.

Note: The "necessary companion discount measure" section on the back of the disability certificate must be marked with "domestic public transportation" to allow the companion (one person) to purchase tickets at a discount. The train number, car class and origin and destination stations of the trains taken by such companion must be the same as the disabled citizen.

3. Children whose heights are above 115cm but less than 150cm, or whose heights are above 150 cm but are less than 12 years of age, may purchase children tickets by showing their IDs. Children whose heights are less than 115cm or children who are taller than 115cm but are not yet 6 years old with proof of ID may be exempted from the

purchase of tickets, provided that such children do not take seats and are escorted by passengers who have purchased full fare tickets or are adults. If the children exempted need seatings, or if more than 2 children are escorted by the same adult, children tickets should be purchased.

4. Passengers should purchase full fare ticket if they cannot purchase seniority, disabled or children tickets.

(iv) According to the number of rides: one-way ticket, round-trip ticket, multi-ride ticket, and periodic ticket.

Passengers may purchase multi-ride ticket or periodic ticket if they need to travel within a specific period and within specified intervals between stations. Both multi-ride ticket and periodic ticket are issued with names “registered”. Please refer to the “User Guidelines for Multi-Ride Ticket” and “User Guidelines for Periodic Ticket” for details.

(v) The Company could issue preferential tickets or coupons for specific identity, train, or train class during the promotional periods. The applicable scope and rules shall be according to the announced promotion. Items not specified shall be processed in accordance with the Contract.

xiii. Passengers who are eligible for purchasing preferential tickets or discounted tickets under the guidelines may only claim benefit from one and not multiple discount options.

(i) Ordinary full fare tickets are charged the full fare, seniority tickets, disabled tickets and children tickets are charged at half price of the full fare.

(ii) When the number of full fare passengers exceeds 11 people (inclusive), group tickets are charged at 95% of full fare. There is no discount if the number of full fare passengers is less than 11. Passengers eligible for seniority tickets, disabled tickets or children tickets are charged at half price of the Full Fare.

(iii) The price for round-trip tickets shall be the sum of the one-way ticket prices for the departing trip and the return trip.

(iv) The ticket price for multi-ride tickets or periodic tickets shall be subject to the “User Guidelines for Multi-Ride Ticket” and the “User Guidelines for Periodic Ticket”.

(v) During promotional periods, the relevant discounts and targeted parties shall be subject to terms publicly announced for such individual promotions.

## **V. Sale, Exchange, Ticket Collection and Refund of Tickets**

xiv. Tickets may be sold by the Company in the following ways:

(i) Unless otherwise announced by the Company, passengers may book reserved seats within 29 days of the date of departure (inclusive). On Friday and Saturday, passengers may book tickets up to Sunday four weeks in the future. Tickets will not be sold by a specific time prior to the time of departure. Passengers should pay the ticket fares within the designated time after booking; otherwise the booking will be canceled and the Transportation Contract shall be terminated. Please refer to the official website and the announcements at the stations for detail.

(ii) Non-reserved seat tickets, except for multi-ride tickets and periodic tickets, shall be issued and sold at designated channels on the date of departure and cannot be reserved in advance.

(iii) For paid bookings, tickets are to be collected before the departure of the specified trains; for non-reserved seats, tickets are to be collected upon payment. No request for change or refund of ticket will be accepted if the passenger is unable to board the specified train after

failing to collect the ticket on time.

- xv. Passengers can apply to change the purchased ticket or refund the ticket once before the commencement of ride. The rules for multi-ride tickets, periodic tickets, and special offers should be pursuant to the “User Guidelines for Multi-Ride Ticket” and the “User Guidelines for Periodic Ticket”. The details are as follows:
- (i) The change or refund of reserved seat tickets shall be processed no later than 30 minutes prior to the scheduled departure time of the corresponding train on the designated date. Non-reserved seat tickets shall be processed prior to the end of the business hours on the designated date. The change of group tickets shall be processed at least 1 day prior to the designated departure date, and 2 hours prior to the scheduled departure time for refunds; passengers should show all the group tickets when making such requests. If the specific train on the designated date does not have enough reserved seats for changing, the request will not be accepted. Please visit the Company's website for ways to request for change or refund of ticket.
  - (ii) Passengers may change or refund non-issued tickets at the ticket windows, online ticketing system, and “T-EX mobile tickets”. If the tickets are issued, passengers should change or refund the ticket at the ticket counters. If the tickets are issued, passengers should change or refund the ticket at the ticket counters or the place from where the tickets were issued (tickets issued at partner convenience stores must be processed by the same operator but they can be processed in different stores).
  - (iii) When changing the tickets, the difference between the fares will be refunded in case of overpayment or will be required to be paid in the case of insufficient payment, and the ticket will be marked after changing. Applications for change of tickets which have been marked shall be by a refund and a repurchase. But if the changing of ticket is due to the purchasing errors at the time of such purchases, the tickets shall not be marked.
  - (iv) When passengers apply for ticket refund, any remainder after deducting the processing fee from the actual fare received shall be refunded to the passengers. When applying for refund of ticket which is purchased via exchange of train coupon, no train coupons shall be returned.
  - (v) When passengers apply for ticket refund, the amount of money refunded shall be calculated as follows:
    - 1. Unless the processing fee for refunds is waived according to regulations or handled according to the rules for special offers, the processing fee shall be NT\$20 per ticket.
    - 2. When passengers apply for refund of group tickets, the processing fee shall be calculated based on the number of tickets to be refunded. In the event the number of tickets after such refund fails to meet the requirement stated under Paragraph 2 of Article 13, the calculation of the fare shall be done according to rules prescribed for full fare tickets.
    - 3. When passengers apply for refund of multi-ride tickets, such passengers shall be refunded with the remainder after deducting full fare of non-reserved seats multiplied by rides taken and the processing fee from the actual fare received (please refer to the “User Guidelines for Multi-Ride Ticket”).
    - 4. When passengers apply for refund of periodic tickets, such passengers shall receive the remainder from the actual fare received after deducting the number of days passed multiplied by the standard amount of deduction on the day of such refund and the processing fees (please refer to the “User Guidelines for Periodic Ticket”).
  - (vi) For preferential or discounted tickets other than seniority tickets, disabled tickets, and

children tickets, the rules for ticket change and refund shall be as provided by the respective campaigns.

- xvi. Unless otherwise provided under the relevant laws, regulations or the Contract, no ticket refund shall be processed after the train has departed.
- xvi-i. Where passengers purchase tickets for days on which typhoon sea warning is issued till the days on which the typhoon sea warning is terminated, if the passengers' itinerary is affected by the typhoon and they did not use the tickets, they may apply for a refund within one year of the journey date specified on the ticket and the processing fee shall be waived.
- xvi-ii In the event passengers are unable to ride a train when class and work are called off due to a natural disaster (either the station of departure or destination on the journey date), they may apply for a refund within one year of the journey date specified on the ticket and the processing fee shall be waived.

## **VI. Ticket usage rules**

- xvii. Reserved seat tickets are valid for the specified date, train number, and interval as stated on the tickets. Non-reserved seat tickets are valid for the specified date and interval as stated on the tickets. No request for change or refund will be accepted for expired tickets.
- xviii. (Delete)
- xix. Except for multi-ride tickets, periodic tickets, and special offers, which are handled according to their terms of use or the announcement, when physical tickets are damaged or if the details provided on the tickets are unreadable that such tickets become unusable in due course, or when the ticket retrieved on a mobile phone cannot be displayed, the Company shall issue new tickets as replacements with the same contents specified on the original ones one time without additional processing fees after confirming the validity of such damaged tickets.
- xx. Lost tickets shall be handled according to the provisions below:
  - (i) Where a passenger lost a non-registered ticket and explains to the ticket counter at the Company's station or ticket inspector before repurchasing a ticket marked "Lost and Repurchased" for the journey with the same origin and destination station on the same day, if the original ticket is subsequently found and the Company verifies that the original ticket was not used or the journey was not completed, the passenger may present the original ticket and the ticket marked "Lost and Repurchased" to request a refund within one year:
    1. If the ticket was repurchased before the commencement of ride, 80% of the amount charged for the original ticket minus processing fee will be refunded.
    2. If the ticket was repurchased after the commencement of ride, 80% of the amount charged for the repurchased ticket, or the amount on the receipt for the repurchased ticket, minus processing fee will be refunded.
    3. Where the original ticket is not recovered or where the recovered original ticket has been used for a journey, the refund application shall not be accepted.
  - (ii) Unless otherwise specified for multi-ride tickets, periodic tickets, and special offers, passengers that lost registered tickets may file a loss report and apply for a new ticket or a refund, but must do so in person. The processing fee for issuing a new ticket is NT\$30 per ticket, limited to one time. If the registered ticket that was lost was already re-issued due to the reason specified in Article 19, the passenger may only apply for a refund.
- xxi. The following passengers should show their IDs when boarding the trains for inspection, otherwise they may be deemed as not having the requisite qualifications.

- (i) Passengers who hold seniority tickets.
  - (ii) Passengers who hold disabled tickets.
  - (iii) Children who hold children tickets and are 150 cm or above in height but under the age of 12, or children without tickets who are 115 cm or above in height but under the age of 6 and require no seats.
  - (iv) Passengers who hold registered tickets.
  - (v) Passengers who hold the tickets issued to their specific identities and for discounts.
- xxii. Passengers who board the trains without tickets, hold invalid tickets, hold the registered tickets of others, or refuse inspection should make up the fare payable from the origin station to the destination station, as well as an additional 50% of the fare for the Pass-Through Intervals as penalty unless there are justifiable causes.

When passengers are unable to proof their origin station, the fare covering the entire route of the train may be charged. In the event that the train boarded is uncertain, the fare for the train of which the starting station is the most far away from the station where such passengers disembarked may be charged. In the event that the car class taken is uncertain, the fare for business class may be charged.

- xxiii. Passengers who took car(s) or train(s) of lower fares due to natural disasters, other force majeure events, changes in the Company's operations, train delays or repetition in the assigned seats may seek refund of the differences between fares for the Pass-Through Intervals after such changes. For passengers who took car(s) or train(s) of higher fares in such circumstances, no makeup of the difference of fares shall be required.

Passengers may apply for a refund if the train specified on their ticket was canceled and the processing fee will be waived, or they may change their ticket in accordance with Article 15 and the change will not be counted as "changed once."

- xxiv. In the event that a passenger stops his/her ride due to injury or illness, except for periodic ticket holders, the marked ticket of such passenger may be refunded the remainder of actual fare received after deducting fare payable for Pass-Through Intervals without processing fee.
- xxv. When passenger commences his/her ride from a stop between his/her origin and destination stations, or stops his/her ride at a stop prior to his/her destination station, the untraveled journey shall be deemed renounced. Passengers who choose to ride in car(s) or train(s) of lower fares will not be refunded with the difference in fare. When passengers violate the guidelines for boarding the trains, they shall pay the difference in the fares. An additional 50% of the difference in the fares may be charged as penalty, as detailed follow:
- (i) Passengers who choose to ride in car(s) or train(s) of higher fares (including those who use a discounted ticket to ride a train not specified on such ticket) shall pay the difference in fares for the Pass-Through Intervals of the car(s) or train(s) actually boarded.
  - (ii) Passengers using preferential or discounted tickets but who fail to prove their qualification or identity and passengers using disabled tickets as a necessary companion to disabled citizens but fail to enter and exit with the disabled citizens shall pay the difference in the fares payable from the origin station to the destination station.
  - (iii) Passengers who got off a station after the destination station shall purchase tickets for such excess intervals.
  - (iv) In the event that the tickets held by a passenger showed no record of entry, and upon the ticket inspector's confirmation that such tickets have been engaged in improper use, such passenger shall pay the fare payable from the starting station of the train and the origin

station stated on such tickets.

- xxvi. Except for causes attributable to the Company such as delay or interruption in operation, when passengers take train(s) with tickets, the travel time from the Commencement of Ride to the End of Ride shall not exceed three and a half hours. Passengers who make up fare at the station shall stay for no more than one hour in the paid area after the fair adjustment has been made. In the event of violations, passengers may be additionally charged with the full fare for one business class ticket passing through all stations.

## **VII. Operation interrupted, train delay, and damage compensation**

- xxvii. In the event that train service is interrupted, the Company shall transfer the passengers whose journey is interrupted to the closest railway, metro or bus stations. After the Company's officers in the station has dealt with such situation, passengers who suffered from such interruption may make requests to the Company based on either of the following methods, and the Company shall process such requests accordingly based on his/her intent. However, passengers using multi-ride tickets or periodic tickets should refer to their respective user guidelines.
- (i) Free transportation back to the origin station; and refund of the actual fare received without processing fees.
  - (ii) The foregoing passengers may apply for refund of actual fare received after deducting fare payable for the pass-through intervals without processing fee.
- xxviii. When any train is delayed, a passenger who stops the journey at the origin station may apply for refund of the actual fare received without processing fees. When passengers stop the journey at a station between the origin and the destination stations, they shall be refunded with the fare of the untraveled journey. Passengers using multi-ride tickets or periodic tickets should refer to their respective user guidelines. When trains arrive at the passengers' destination thirty (30) minutes late or more than the scheduled time, the passengers may make request to the Company for refund or compensation based on the following rules:
- (i) When the delay is more than thirty (30) minutes but less than sixty (60) minutes and due to causes attributable to the Company, the Company shall refund 50% of the actual fare received. When the delay is more than sixty (60) minutes, the Company shall refund full fare received.
  - (ii) In the event of natural disasters, accidents or other force majeure events, the compensation shall be limited to the necessary expenses by the passengers arising out of such delay.
  - (iii) When the delay is caused by reasons other than (1) and (2) above and the delay is more than thirty (30) minutes, the Company shall refund 10% of the actual fare received.
- xxix. If the air condition of the car taken malfunctions, passengers who were so affected may request 20% of actual fare received as compensation.
- xxx. When passengers request refund based on Articles 20, 23, 24 and 27 to 29, the actual fare will be the full fare based on the type of the tickets held if the fare is not displayed on the tickets, or the displayed fare is zero (\$0). But if there are applicable promotional rules, the amount of refund should follow those rules.
- xxxi. If the passengers' personal belongings are lost or damaged due to causes attributable to the Company's employees, the Company shall compensate those passengers for the actual value of the damaged or lost goods.
- xxxii. (Delete)

## **VIII. Personal belonging restrictions**



- xxxiii. Passengers should take care of their own personal belongings; the Company does not take responsibility over the personal belongings of the passengers. When the personal belongings of a passenger occupy seats, such passenger should pay the payable ticket price for the full fare ticket according to the class and the train. Containers with animals shall still be processed in accordance with Article 36.
- xxxiv. Hazardous goods, corpses, bones, bone ashes, anything with rancid smell or are unhygienic or objects which have been publicly announced by the government or the Company as being likely to endanger or harass other passengers or the railways, shall be prohibited from carrying on board.
- xxxv. A passenger's personal belongings may not exceed 150cm in length per piece; 220cm in total length, width and height per piece; and 40kg in total weight. Any personal belongings exceeding the limitations referred to in the foregoing are prohibited from carrying on board. The following articles are excluded from the prohibition hereof:
- (i) Medical or disaster relief equipment carried by medical or disaster relief personnel in case of emergency or disaster;
  - (ii) Wheelchair(s) used by passenger(s);
  - (iii) Musical instrument with length, width, and height dimensions not exceeding 200cm, 40cm, and 70cm respectively in length, width and height, and passengers should purchase full fare tickets for instruments that occupy seats.
  - (iv) Articles approved by the Company.
- xxxv-i. Passengers carrying their bicycles:
- (i) Bicycle in carry bag: No extra charge if the front and back wheels are removed and placed in the bag to comply with standards for personal belongings, limited to one per person. However, the bicycle must be placed in the large luggage area at the front and back of each car. If the bicycle carry bag exceeds the dimensions of personal belongings, it shall be handled in accordance with Subparagraph 3.
  - (ii) Bicycle in carry hard case: The contents and dimensions must be labeled on the exterior. Cases with wheels must have a brake function or the case must have a handle or drawstring for safety purposes. No extra charge if the case complies with standards for personal belongings, limited to one per person. However, the bicycle must be placed in the large luggage area at the front and back of each car. If the bicycle case exceeds the dimensions of personal belongings, it shall be handled in accordance with Subparagraph 3.
  - (iii) If the dimensions of the folding bicycle carry bag/hard case exceeds restrictions on personal belongings, the total of the length, width, and height of the bicycle bag/case is limited to 240 cm; the height may not exceed 120 cm and length may not exceed 100 cm (approximately two seats), width may not exceed 35 cm, and weight may not exceed 40 kg if the object is to be placed inside the car, and an adult ticket for the window seat on the side with three seats in the first row of cars 1 through 5 in the direction that the train is moving (reserved seat in standard car) must be purchased. Passengers must go to a ticket window before the departure time and notify the ticket seller to arrange seating. If such seats are not available on the train that the passenger intends to take, then the passenger should take a later train. This service is not applicable during specific holidays announced by the Company (based on the dates announced on the Company's website).
  - (iv) When passengers bring their own bicycle carry bag/hard case, the Company's personnel will inspect the bag/case at the gate or on the train, and transport services will be denied if the bag/case does not comply with the Company's regulations.

- xxxvi. No animals shall be allowed on the trains or into the station area, except under the following circumstances:
- (i) Dogs, cats, turtles, rabbits, fishes, shrimps or other animals approved by the Company which do not obstruct public safety, hygiene or cause public nuisance are placed in containers with length, width, and height dimensions not exceeding 55cm, 45cm, and 38cm respectively, and which are secured and free from any possible leakage of feces and liquids. However, the animals may not be placed in handheld bags, backpacks, or other containers without a fixed shaped. Passengers may not release animals from their containers, the head, tail, and limbs of the animals may not stick out of the container, and containers that contain animals may not be placed on seats, tray tables, luggage racks above the seats, or luggage space in the cabin. They must be placed under the seating area of the passenger. Each passenger with ticket may only bring one animal container free of charge. If passengers intend to bring two animal containers, they may purchase an adult ticket for an adjacent seat, and the containers must be placed in front of the adjacent seat. Each passenger with ticket may only bring two animal containers onto a train.
  - (ii) Police dogs, guide dogs, hearing dogs, or service dogs on duty or puppies escorted by professional personnel (trainers) for training purposes.
- xxxvii. In the event passengers violate Articles 34 to 36, such passengers shall be requested to exit at the next nearest station. The Company may also charge an additional 50% of the full fare for a business class ticket from the origin station to the station where the passengers disembarked.
- Passengers who carry any hazardous goods shall not be provided with refunds of unused Pass-Through Intervals and they shall be punished in accordance with Article 68-1 under the Railway Act.

## **IX. Supplementary provision**

- xxxviii. The supplemental agreements to the Contract are provided below. Supplemental agreements shall be applicable to items that are not specified in the Contract. Where different regulations are provided for the same item, the terms and conditions in the supplemental agreements shall prevail. Any other matters which are not set forth hereof shall be governed in accordance with the announcement, relevant laws and regulations, usual practice, or the good faith principle.
- (i) User Guidelines for Periodic Ticket.
  - (ii) User Guidelines for Multi-Ride Ticket.
  - (iii) Notice for Riding with Electronic Stored Value Cards.
  - (iv) Taiwan High Speed Rail & Taiwan Railway Joint Pass Rules.
- xxxix. If passengers have any questions or comments, please visit the Company's website ([www.thsrc.com.tw](http://www.thsrc.com.tw)), or contact the passenger service counter at the stations directly, or call the customer service line (International Calls: +886-2-4066-3000; Local: 4066-3000; Miaoli, Taitung, Kinmen, Matsu areas and mobile phones: 02-4066-3000. Calls are not toll-free).
- Passengers with related purchase issues may dial the Nationwide Consumer Service Hotline 1950 (toll) during government office hours for consultation services provided by the consumer service center of the local municipality.
- xl. The Company may collect personal information according to the relevant laws, regulations and the Contract. Please refer to the "Customer Personal Information Protection Policy" announced and published at the stations, on the Internet, and via the interactive voice response hotline.
  - xli. The Contract shall be announced and implemented upon notice to the Ministry of Transportation and Communications.