First steps in Shenzhen.

A little preparation, a calmer arrival.
Save this guide offline or print it before you travel.

01 Before you leave

- ☐ **Plan your connection**
  Check mainland-China coverage, roaming costs and incoming verification messages with your provider. For another SIM or eSIM, confirm device compatibility. Install and sign in to your apps before departure.

- ☐ **Prepare a payment app**
  Set up Alipay or WeChat using its official app and follow the card-linking prompts. WeChat supports overseas mobile numbers. Check current card support and fees in the app. [1, 2]

- ☐ **Keep a payment backup**
  Bring a physical bank card and plan access to some RMB cash. Save your bank's support contact privately.

- ☐ **Save your destination**
  Ask your hotel for its Chinese name, full address, phone number and nearest metro exit. Fill in the card on page 2 and save a map screenshot.

- ☐ **Pack the essentials**
  Keep your passport secure, save your accommodation confirmation and charge your phone. Check the route to your hotel for your expected arrival time.

02 When you arrive

- ☐ **Get connected**
  Open your saved address before leaving arrivals. For a mainland SIM, take your passport to an official telecom service office and ask about plans and activation. [1]

- ☐ **Find setup help**
  Ask for the International Service Center: airport T3, Level 1, beside international arrivals; or opposite Shenzhen Bay Checkpoint's arrivals hall. Follow current signs for payment, SIM and transport help. [3]

- ☐ **Check your first payment**
  Make a small purchase. Confirm the merchant, amount and completed transaction. Keep your backup available.

- ☐ **Choose your first ride**
  Metro gates support eligible contactless UnionPay, Visa, Mastercard, AmEx and JCB cards with small-value password-free payments enabled. Follow gate instructions. Staff can help; a single-journey ticket paid in RMB cash is another option. [4, 5]

- ☐ **Confirm the entrance**
  Show your destination card and match the exact address before setting off. At your hotel, save the return route and correct metro exit or pickup point.

Keep private details private.

Do not add passport numbers/photos, card details, passwords or verification codes to this guide or a general travel enquiry. Complete identity checks with the relevant official app or provider.

Your destination card.

Ask your hotel to confirm the details, then fill in the lines below.
Keep this page handy to show a driver or read a phrase aloud.

MY DESTINATION	我的目的地	Wǒ de mùdìdì
Hotel / destination	酒店 / 目的地	Jiǔdiàn / mùdìdì
Chinese name	中文名称	Zhōngwén míngchēng
Full Chinese address	中文详细地址	Zhōngwén xiángxì dìzhǐ
Destination phone number	目的地电话	Mùdìdì diànhuà
Metro station and exit	地铁站和出口	Dìtiězhàn hé chūkǒu
Meeting point / entrance	集合地点 / 入口	Jíhé dìdiǎn / rùkǒu

Say it in Mandarin.

Read the marks as pitch: ā level, á rising, ǎ dipping, à falling. An unmarked syllable is light.

Please take me to this address.
请带我去这个地址。
Qǐng dài wǒ qù zhège dìzhǐ.

Excuse me, where is this entrance?
请问，这个入口在哪里？
Qǐngwèn, zhège rùkǒu zài nǎlǐ?

Where is the metro customer service center?
请问，地铁客服中心在哪里？
Qǐngwèn, dìtiě kèfú zhōngxīn zài nǎlǐ?

Where is the International Service Center?
请问，国际服务中心在哪里？
Qǐngwèn, guójì fúwù zhōngxīn zài nǎlǐ?

Official sources

Click a title in the digital PDF.

1 China government: SIMs and payment preparation — english.www.gov.cn
2 Tencent: visitor payment setup — tencent.com
3 Shenzhen service-center locations — szpsq.gov.cn
4 Shenzhen Metro: overseas contactless cards — qh.sz.gov.cn
5 Luohu government: metro ticket options — szlh.gov.cn

Details checked 2 November 2026. Follow current app prompts and local signs.
Service-center opening hours are not specified in the published location guide.