A TRAVEL BOOK FOR ONE TRIP

5 days in China: Shanghai & Hangzhou

5 days · 2 places



1 **Shanghai** 上海 — 3 days

2 **Hangzhou** 杭州 — 2 days

Everything in here works with no internet. The parts marked ✓ were checked against the official page on the date shown.

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Open this trip, or copy it
chinamapbook.com
/b/gnkf5a4jw3qm

BEFORE YOU FLY

Checked for you

What we checked for this trip, and what to do before you go.

- 6 things to book or do.

WHAT TO DO, AND WHEN

☐	**Check its page**	Shanghai Museum, People's Square: when tickets open is not checked yet. Book in its WeChat mini program, with your passport. Its booking pages are in Chinese, and we have not checked them step by step yet.
☐	**Now**	Shanghai Science and Technology Museum: tickets open 7 days ahead at 10:00 Beijing time. Book on its official site, with your passport; each of you books under your own name. ✓ Checked Wed, Oct 7, 2026 · source Its booking pages are in Chinese, and we have not checked them step by step yet.
☐	**Now**	Lingyin Temple: tickets open 7 days ahead at 08:00 Beijing time. Book in its WeChat mini program “杭州灵隐飞来峰”, with your passport; each of you books under your own name. ✓ Checked Wed, Oct 7, 2026 · source **杭州灵隐飞来峰** In WeChat, tap search and type or paste this name to find its mini program. Its booking pages are in Chinese, and we have not checked them step by step yet.
☐	**Now**	Alipay takes foreign bank cards — link yours in the app before you fly, then scan to pay wherever Alipay QR codes are accepted. Keep a physical card and some cash as backup. ✓ Checked Wed, Oct 7, 2026 · source
☐	**Now**	WeChat Pay takes foreign bank cards for everyday purchases — add yours under Wallet, then scan to pay where WeChat Pay is accepted. No fee up to 200 RMB per payment, 3% above; red packets and transfers are not supported. ✓ Checked Wed, Oct 7, 2026 · source
☐	**Now**	Travel eSIMs need an eSIM-capable, carrier-unlocked phone — check yours before you buy. ✓ Checked Sun, Oct 4, 2026 · source

YOUR DATES

- Day 1 and Day 5 are planned light, as if you land by early afternoon and fly home in the evening. Landing late or flying early? Keep those days for getting in and out, and move their sights.
  guide

NOT CHECKED YET

We say what we could not check rather than guess.

- Choose your passport and we'll check how you get in.



1

Shanghai 上海

Riverfront skyline, art deco streets and canal towns

3 days here

Where I'm going in Shanghai (10 cards) · Help in Chinese · Emergency

- Shanghai: Huashan Hospital, Fudan University, International Medical Center — 复旦大学附属华山医院（国际医疗中心）, 上海市乌鲁木齐中路12号 · international department · ☎ 021-52889999（总机）.
  ✓ Checked Wed, Oct 7, 2026
- Shanghai: Ruijin Hospital, Shanghai Jiao Tong University School of Medicine, International Medical Department (VIP Medical Care Center) — 上海交通大学医学院附属瑞金医院（国际医疗部/特需医疗保健中心）, 上海市黄浦区瑞金二路197号（国际部门诊在10号楼1层） · international department · ☎ 021-64678970（国际部门诊预约）; 021-64370045（总机）.
  ✓ Checked Wed, Oct 7, 2026

WHERE I'M STAYING

Good areas: People's Square & Nanjing East Road 人民广场—南京东路 (28 min to Shanghai Hongqiao Railway Station 上海虹桥站) · Former French Concession 原法租界（衡复街区） (35 min to Shanghai Hongqiao Railway Station 上海虹桥站)

Hotel name

Address in Chinese



Oriental Pearl Tower Day 1

A TV tower with glass floors and city views

Give it: 1–2 hours

About 15 min by metro from People's Square (an estimate)

HOURS	times not stated by the venue
✓ Checked Wed, Oct 7, 2026 · source	
CLOSED	None — open every day
TICKET	¥199
✓ Checked Wed, Oct 7, 2026 · source	

> *For a river-and-Bund panorama the Pearl's lower sphere beats the observation decks across the river in Lujiazui*

> *For the glass-floor walkway at 259 m: your elevator lets out one floor above it — head down a level to find the transparent circuit*

Show the driver · Oriental Pearl Tower

东方明珠广播电视塔

The Bund

Riverfront of old banks and new towers

Give it: 1–2 hours

HOURS	times not stated by the venue		
✓ Checked Wed, Oct 7, 2026 · source			
CLOSED	None — open every day	TICKET	Free
✓ Checked Wed, Oct 7, 2026 · source			

Show the driver · The Bund

外滩



Yu Garden

Ming garden hemmed in by Shanghai crowds

Give it: 1–2 hours

About 20 min by foot from People's Square (an estimate)

HOURS	09:00–16:30 · last entry 16:00
✓ Checked Wed, Oct 7, 2026 · source	
CLOSED	Mondays
TICKET	¥40
✓ Checked Wed, Oct 7, 2026 · source	

> *Bargaining is expected in the bazaar around the garden — opening quotes leave plenty of room*

> *Weekday mornings are the calm window; weekends and national holidays pack the zigzag bridge and lanes solid*

Show the driver · Yu Garden

豫园



Jin Mao Tower

Art deco lines in Lujiazui's skyline

Give it: 1–2 hours

About 20 min by metro from People's Square (an estimate)

HOURS	08:30–21:30
Not yet checked	
CLOSED	None — open every day
TICKET	¥120
Not yet checked	

> *Drinks at the 87th-floor bar come with a deadline: the Bund building lights switch off late in the evening*

> *For roughly the price of a Pearl Tower ticket you can lunch at the hotel restaurant high in the tower instead and get much the same view on a plate*

Show the driver · Jin Mao Tower

金茂大厦

Shanghai Museum, People's Square Day 2

The museum's original building, on People's Square

Give it: half a day

HOURS	09:00–17:00 · last entry 15:00		
✓ Checked Wed, Oct 7, 2026 · source			
CLOSED	Mondays	BOOKING	Required ahead — real-name, with your passport
✓ Checked Wed, Oct 7, 2026 · source			

Show the driver · Shanghai Museum, People's Square

上海博物馆

Tianzifang Day 2

Lane houses turned into small shops

Give it: 1–2 hours About 15 min by metro from People's Square (an estimate)

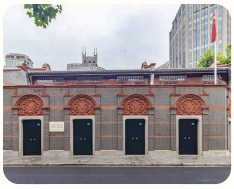
HOURS	not checked yet	CLOSED	None — open every day
Not yet checked			

> *Come out of Dapuqiao station exit 1 (line 9) and the lanes are directly across the street*

> *In lane 248, Cafe Dan pours Japanese-style coffee and its Hokkaido cheesecake draws a queue*

Show the driver · Tianzifang

田子坊



Site of the First Congress of the Chinese Communist Party Day 2

A shikumen house and the party's founding story

Give it: 1–2 hours

About 10 min by metro from People's Square (an estimate)

HOURS	09:00–17:00 · last entry 16:30
✓ Checked Wed, Oct 7, 2026 · source	
CLOSED	Mondays
✓ Checked Wed, Oct 7, 2026 · source	

Pair the memorial with Xintiandi next door: the restored shikumen blocks hold cafes and shops for the stroll after

The original 1921 meeting room is preserved in the restored shikumen building, with a large new memorial hall beside it — allow 1.5-2 hours

Show the driver · Site of the First Congress of the Chinese Communist Party

中国共产党第一次全国代表大会会址

Wukang Road Day 3

Plane trees and 1920s houses in Shanghai

Give it: 1–2 hours About 20 min by metro from People's Square (an estimate)

HOURS	not checked yet	CLOSED	None — open every day
Not yet checked			

Detour into Ferguson Lane, a 1930s alleyway of boutiques and cafes, and finish at Wukang Mansion where the road meets Middle Huaihai

Few of the historic houses open to visitors — walk it as a streetscape and read the bronze plaques explaining each building's past

Show the driver · Wukang Road

武康路



Shanghai Science and Technology Museum Day 3

Hands-on science in Pudong

Give it: half a day

About 25 min by metro from People's Square (an estimate)

HOURS	09:00–17:00 · last entry 16:00
✓ Checked Wed, Oct 7, 2026 · source	
CLOSED	Mondays
BOOKING	Required — opens 7 days ahead, real-name
TICKET	¥45
✓ Checked Wed, Oct 7, 2026 · source	

The museum's floors are pitched at children — hands-on and bright; families rate it, solo adults less

The same metro stop hides the huge AP Plaza fake-goods market underground — haggle hard and check items before paying

Show the driver · Shanghai Science and Technology Museum

上海科技馆



Saint Ignatius Cathedral Day 3

Red brick Gothic in Xujiahui

Give it: 1–2 hours

HOURS	not checked yet
CLOSED	None — open every day
TICKET	Free

Not yet checked

> *Come out of Xujiahui station exit 3 and the cathedral is right there; entry is free*

> *The dress code is enforced — no slippers or beach-style clothing; it is a working parish*

Show the driver · Saint Ignatius Cathedral

徐家汇天主堂

WHAT I'M GOING TO EAT



小笼包

Xiaolongbao

The soup dumpling Shanghai made famous; eat it a minute after the basket lands.

Usually contains: pork, wheat (flour, wheat gluten), soy, broth (a guide — always show your allergy card)

Known for it: Nanxiang Mantou Dian (Yu Garden) 南翔馒头店（豫园店）

> 您好，我想点一笼小笼包，麻烦您了。
> Hello, I would like a steamer of xiaolongbao, please.



生煎包

Pan-fried soup buns

Crisp-bottomed buns the city argues over: thin-soupy or springy-dry, both schools are here.

Usually contains: pork, wheat (flour, wheat gluten), soy, sesame, broth (a guide — always show your allergy card)

Known for it: Dahucheng 大壶春（云南南路店） · Yang's Fry-Dumpling 小杨生煎（吴江路店）

> 您好，来四只生煎包，谢谢您。
> Four pan-fried buns, please, thank you.



大闸蟹

Hairy crab

Steamed mitten crab with ginger-vinegar dip; go October to December or skip it.

Usually contains: shellfish: shrimp, crab, clams, oysters, shrimp and crab (a guide — always show your allergy card)

> 您好，现在的大闸蟹多少钱一只？麻烦您推荐一下。
> How much is a hairy crab now? Please recommend one for me.

- Hairy crab is an autumn food: females peak in the ninth lunar month, males in the tenth. Outside September to December you pay top price for thin roe, so ask the month and the origin before ordering.
- Tourist-strip crab banquets around the City God Temple quote prices per 500 g for live crab; a single animal can run past 300 yuan. Fix the total price for the table before anyone brings a crab out.

Point at the big Chinese — it is the name on the menu. To order, show the sentence under it.

Also here: Shanghai Museum East · Shanghai Disneyland · Zhujiajiao water town



2

Hangzhou 杭州

West Lake, tea hills and classical gardens

2 days here · 🚄 from Shanghai: about 0h59 (an estimate)

Where I'm going in Hangzhou (5 cards) · Help in Chinese · Emergency

- Shanghai → Hangzhou: about 0h59 by train (usually Shanghai Hongqiao Railway Station 上海虹桥站 → Hangzhou East Railway Station 杭州东站) — worked out over the rail network.
  an estimate
- Hangzhou: Sir Run Run Shaw Hospital, Zhejiang University School of Medicine (Qingchun Campus) — 浙江大学医学院附属邵逸夫医院（庆春院区）, 浙江省杭州市上城区庆春东路3号 · international department · English spoken · ☎ +86-571-86006118.
  ✓ Checked Wed, Oct 7, 2026

WHERE I'M STAYING

Good areas: Hubin / West Lake east shore 湖滨（龙翔桥） (18 min to Hangzhou East Railway Station 杭州东站) · Southern Song Imperial Street–Qinghefang 南宋御街—河坊街 (20 min to Hangzhou East Railway Station 杭州东站)

Hotel name

Address in Chinese



Liuhe Pagoda Day 4

Tall pagoda looking over the Qiantang River

Give it: 1–2 hours

HOURS, SUMMER (WHICH MONTHS: NOT CHECKED YET)	07:00–17:30
HOURS, WINTER (WHICH MONTHS: NOT CHECKED YET)	07:00–16:55

✓ Checked Wed, Oct 7, 2026 · source

CLOSED	None — open every day

✓ Checked Wed, Oct 7, 2026 · source

> *Liuhe Pagoda stands by the Qiantang River about 15 minutes by cab from the lake — the park beside it lines up miniature world pagodas*

Show the driver · Liuhe Pagoda

六和塔



Phoenix Mosque Day 4

One of China's oldest mosques, in Hangzhou

Give it: 1–2 hours

HOURS	not checked yet
TICKET	Free

Not yet checked

FOREIGN PASSPORT	Not online — buy at the ticket window with your passport

Not yet checked

Show the driver · Phoenix Mosque

凤凰寺



Xixi National Wetland Park

A wetland of waterways and reed beds

Give it: half a day

HOURS	not checked yet
CLOSED	None — open every day
TICKET	Free

Not yet checked

> *Xixi is the locals' wetland — reeds birds and quiet channels at a fraction of West Lake's crowds; buses leave from Huanglong stadium*

Show the driver · Xixi National Wetland Park

西溪湿地



West Lake (Zhejiang)

A lake that shaped a thousand years of painting

Give it: half a day

HOURS	times not stated by the venue
✓ Checked Wed, Oct 7, 2026 · source	
CLOSED	None — open every day
TICKET	Free
✓ Checked Wed, Oct 7, 2026 · source	

> *The full loop runs about 12 km or five hours on foot — cut it short across the Su or Bai causeway*

> *Guo's Villa is the quiet garden on the lakeshore — a small entry and a pot of lakeside tea keep the crowds out*

Show the driver · West Lake (Zhejiang)

西湖



Lingyin Temple

Incense smoke and carvings at Hangzhou's great temple

Give it: half a day

HOURS	07:30–17:30 · last entry 17:00
✓ Checked Wed, Oct 7, 2026 · source	
CLOSED	None — open every day
BOOKING	Required — opens 7 days ahead, real-name
✓ Checked Wed, Oct 7, 2026 · source	

> *A chairlift or easy stairs climbs from the temple area to the hilltop North Peak temple*

> *Arrive with the 7:30 opening and walk Feilaifeng carvings first then the temple halls then the quieter Yongfu and Taoguang temples uphill*

Show the driver · Lingyin Temple

灵隐寺

WHAT I'M GOING TO EAT



东坡肉

Dongpo pork

One wobbling square of wine-braised pork belly in a small pot; the dish the lake city answers for.

Usually contains: pork, alcohol, soy, wheat (flour, wheat gluten) (a guide — always show your allergy card)

Known for it: Louwailou 楼外楼（孤山路总店）

> 您好，请给我们来一份东坡肉，谢谢您。
> Hello, one dongpo pork for us, please.



西湖醋鱼

West Lake fish in vinegar gravy

Whole grass carp under sweet vinegar; right kitchen, great; wrong kitchen, muddy. Choose by name.

Usually contains: fish, soy, wheat (flour, wheat gluten), alcohol (a guide — always show your allergy card)

Known for it: Louwailou 楼外楼（孤山路总店）

> 您好，麻烦您给我们来一条西湖醋鱼。
> Hello, one West Lake fish in vinegar gravy, please.

龙井虾仁

Longjing tea shrimp

Spring tea leaves and white river shrimp in one wok; the quiet signature of Hangzhou.

Usually contains: shellfish: shrimp, crab, clams, oysters, shrimp and crab, egg, alcohol, lard (a guide — always show your allergy card)

Known for it: Louwailou 楼外楼（孤山路总店）

> 您好，麻烦您给我们来一份龙井虾仁。
>
> Hello, one shrimp with Longjing tea, please.

- West Lake fish lives or dies by the kitchen: a proper shop starves the carp in clear water first, a lazy one serves mud. Order it at a named old-line restaurant or choose another fish.
- The lakeside famous restaurants run long waits on weekends; the menu is the same a street back at half the price and minus the lake view.

Point at the big Chinese — it is the name on the menu. To order, show the sentence under it.

Also here: Qiandao Lake · Mount Tianmu · Hu Qing Yu Tang

APPENDIX

The plan, roughly

A sketch, not a schedule — it follows the order and the days above.

Day 1–3	Shanghai
Day 4–5	Hangzhou travel day: about 0h59 by fast train (an estimate)
✈	Fly home from Hangzhou

When something goes wrong

IN AN EMERGENCY

- **110** Police
- **120** Ambulance
- **119** Fire
- **122** Traffic accident
- **12345** City service hotline
- **12367** Immigration service
- **12328** Transport hotline

A hospital at each stop

- Shanghai: Huashan Hospital, Fudan University, International Medical Center — 复旦大学附属华山医院（国际医疗中心），上海市乌鲁木齐中路12号 · international department · ☎ 021-52889999（总机）.
  ✓ Checked Wed, Oct 7, 2026
- Shanghai: Ruijin Hospital, Shanghai Jiao Tong University School of Medicine, International Medical Department (VIP Medical Care Center) — 上海交通大学医学院附属瑞金医院（国际医疗部/特需医疗保健中心），上海市黄浦区瑞金二路197号（国际部门诊在10号楼1层） · international department · ☎ 021-64678970（国际部门诊预约）；021-64370045（总机）.
  ✓ Checked Wed, Oct 7, 2026
- Hangzhou: Sir Run Run Shaw Hospital, Zhejiang University School of Medicine (Qingchun Campus) — 浙江大学医学院附属邵逸夫医院（庆春院区），浙江省杭州市上城区庆春东路3号 · international department · English spoken · ☎ +86-571-86006118.
  ✓ Checked Wed, Oct 7, 2026

IF SOMETHING GOES WRONG

When a phone payment fails

- If WeChat Pay says your payments are restricted, it usually means real-name verification is not finished yet; once you complete it, the account is unfrozen and you can pay again.
  1. Tap the notice on the payment screen and add your passport details, full name exactly as printed, phone, address and occupation
  2. Upload a photo of your passport page and a clear photo of your face
  3. Pay with your physical card or cash while you wait

  If that doesn't work Pay with the physical card at a card terminal or with RMB cash - shops that take payment face to face must accept cash.

  ✓ Checked Wed, Oct 7, 2026 · source
- To link a foreign card to WeChat Pay, your name and ID number must match the ones your bank account was opened with, the country must match the one on your ID, and your bank texts a code to the phone number it has on file.
  1. Check the name is entered exactly as on your bank account, including spaces and punctuation
  2. Make sure the phone number registered with your bank can receive texts in China
  3. If the wallet still declines the card, try a second card or pay by card at the till

  If that doesn't work Pay with the physical card at a card terminal, or with cash; Bank of China ATMs take Visa, Mastercard, UnionPay, JCB and Amex for RMB.

  ✓ Checked Wed, Oct 7, 2026 · source

- A foreign card in WeChat Pay works for everyday purchases in mainland China but not for red packets or money transfers. Payments of 200 RMB or less carry no fee; above 200 RMB the fee is 3%.
  1. Use the wallet for shop and taxi QR payments
  2. For anything above 200 RMB, a card at the till or cash avoids the 3% fee
  3. Ask friends to settle shared bills with you in cash rather than by transfer

  If that doesn't work Cash or a physical card at a card terminal.

  ✓ Checked Wed, Oct 7, 2026 · source
- By rule in force since 1 February 2026, businesses that take payment in person must accept RMB cash and keep reasonable change; self-service setups must post a way to pay in cash.
  1. Offer RMB notes
  2. If refused, point out that cash is legal tender
  3. Keep a receipt or photo; you can report it to the local People's Bank of China branch

  If that doesn't work Pay another way, keep the evidence, and report the refusal to the local People's Bank of China branch.

  ✓ Checked Wed, Oct 7, 2026 · source
- Large shopping areas, scenic areas, museums, hotels, transport hubs and hospitals above a set size must be equipped to take mobile payment, bank cards and cash.
  1. At these places, ask to pay by card (look for the Visa, Mastercard or UnionPay signs) if the wallet fails
  2. Or pay in cash

  If that doesn't work Withdraw RMB at a Bank of China ATM and pay in cash.

  ✓ Checked Wed, Oct 7, 2026 · source
- Foreign Visa, Mastercard, UnionPay, JCB and Amex cards can withdraw RMB at any networked Bank of China ATM, 24 hours a day; which transactions work depends on your card issuer.
  1. Look for the card-network logos on the ATM
  2. Withdraw RMB
  3. If the machine keeps your card, keep the slip it prints and call Bank of China on 95566

  If that doesn't work Exchange foreign cash at a Bank of China branch with your passport.

  ✓ Checked Wed, Oct 7, 2026 · source
- Bank of China branches exchange 38 foreign currencies into RMB; small amounts need only your passport, no account. Authorised exchange desks at hotels and airports take up to 10,000 RMB per person per day.
  1. Bring your passport and foreign banknotes to a Bank of China branch or an airport or hotel exchange desk
  2. Ask for some small notes for taxis and stalls

  If that doesn't work Use a currency exchange machine at the airport or a Bank of China ATM with your card.

  ✓ Checked Wed, Oct 7, 2026 · source
- Bank of China accepts UnionPay, Visa, Mastercard, American Express, JCB and Diners cards at its card terminals, by tap, chip or swipe, where the acceptance sign is shown.
  1. Bring two cards on different networks and keep one apart from your phone
  2. At places showing the card signs, pay by tap or chip if the wallet fails

  If that doesn't work Cash from a Bank of China ATM.

  ✓ Checked Wed, Oct 7, 2026 · source

When a hotel won't take a foreign guest

- Any hotel in China registers foreign guests itself at check-in and reports it to the local police; you just show your passport.
  1. Show your passport at the front desk
  2. The hotel completes the registration

  If that doesn't work If the desk is unsure how to register you, call the immigration hotline 12367 (Chinese and English, 24 hours) for guidance.

  ✓ Checked Wed, Oct 7, 2026 · source
- Local authorities and booking platforms should not use licence or other qualification requirements to stop hotels from taking foreign guests, and neither platforms nor hotels should post notices that they do not take foreign guests.
  1. Book through a platform; a listing closed to foreign guests goes against the 2024 national notice
  2. If a desk says it lacks a licence for foreign guests, mention that the notice says licence requirements should not keep foreign guests out, and ask them to register you

  If that doesn't work Book another hotel nearby and report the refusal to 12367.

  ✓ Checked Wed, Oct 7, 2026 · source
- The immigration hotline 12367 answers in Chinese and English, 24 hours a day, and takes policy questions, enquiries and complaints, including about hotel stays.
  1. From a phone in China, dial 12367 and ask for English
  2. Say which hotel refused you and where
  3. Meanwhile book another hotel nearby

  If that doesn't work Book another hotel nearby.

  ✓ Checked Wed, Oct 7, 2026 · source
- Staying in a private home or rental rather than a hotel, you or your host must register with the local police within 24 hours of arrival; since 21 September 2026 this can be done online anywhere in China.
  1. Ask your host to register you in the NIA 12367 app, WeChat or Alipay mini program, or the NIA website - the first time, the host does it
  2. Or go together to the local police station
  3. Keep the registration record in the app

  If that doesn't work Call 12367 for help, or visit the local police station or exit-entry office.

  ✓ Checked Wed, Oct 7, 2026 · source

Taxis, and when none comes

- Licensed taxis must run the meter and offer a printed receipt; national rules let you decline to pay if the driver will not use the meter or will not give a receipt.
  1. Check the meter is running as you set off
  2. At the end pay what the meter shows, plus any road toll
  3. Ask for the printed receipt and keep it until you have checked you left nothing in the car

  If that doesn't work If a driver names a fixed price before you leave, step out and take the next taxi or book a ride in the DiDi app

  ✓ Checked Wed, Oct 7, 2026 · source
- Drivers may not refuse a ride once they know where you are going, haggle over the price, or take a detour; the route should be a reasonable one to the address you give.
  1. Show the destination written in Chinese
  2. If the driver quotes a price instead of using the meter, say 'da biao' (use the meter) or take the next taxi

  If that doesn't work Note the plate number and report it on 12328, the transport service line

  ✓ Checked Wed, Oct 7, 2026 · source
- At airports, railway stations, coach stations and ports, taxis queue at a marked rank and follow a dispatcher; drivers are not allowed to pick up outside the designated area.
  1. Follow the Taxi signs to the rank
  2. Join the queue and take the car the dispatcher sends
  3. Say no to anyone who offers a car inside the hall or at the exit

  If that doesn't work If the queue is long, use the metro, airport bus or the ride-hailing pick-up area the airport signposts

  ✓ Checked Wed, Oct 7, 2026 · source
- A licensed taxi has a roof light reading 'TAXI' in Chinese and English, a sign showing whether it is free, and its fares, passenger notice, company name and complaint number posted inside.
  1. Wave down a taxi whose sign shows it is free (空车)
  2. Before you get in, check the roof light and the fare card on the window

  If that doesn't work If no taxi stops, book one in the DiDi app, which also dispatches street taxis

  ✓ Checked Wed, Oct 7, 2026 · source
- 12328 is the transport service and complaints line; city transport bureaus point passengers to it for taxis that will not use the meter, overcharge, haggle or refuse a ride.
  1. Keep the receipt or note the plate number, time and route
  2. Call 12328, or ask your hotel's front desk to call for you

  If that doesn't work The taxi company's name and service number are posted inside the car; note them with the plate number and call that number

  ✓ Checked Wed, Oct 7, 2026 · source
- For a ride to a remote area, or out of the city at night, a driver may ask you to come with them to register at the nearest relevant office, and may decline the trip if you do not.
  1. For a late or out-of-town trip, book through the DiDi app or ask your hotel to arrange the car
  2. Carry your passport

  If that doesn't work If no driver will take the trip, ask your hotel's front desk to book a car for you, or stay the night and travel in the morning

  ✓ Checked Wed, Oct 7, 2026 · source
- DiDi China, DiDi's app for the Chinese mainland, has an English version: you can register with your own mobile number, message drivers with English-Chinese translation, choose payment options that include international bank cards, and reach English customer service in the app around the clock.
  1. Install DiDi China before you fly and register with your own mobile number
  2. Add a payment method in the app; the options include international bank cards
  3. To book, enter the destination and wait at the pick-up point the app shows

  If that doesn't work If DiDi will not take your card, a taxi from the rank or the street takes cash

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- Shanghai: a taxi from Pudong Airport to People's Square costs around 180 yuan and takes about 50 minutes; from Hongqiao Airport about 30 minutes and 100-150 yuan, depending on traffic. Taxi pick-up points are outside the arrivals level of each terminal.
  1. Follow the Taxi signs on the arrivals level to your terminal's pick-up point
  2. Check the meter starts when you set off

  If that doesn't work Ask at the airport information counter on the arrivals level

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Help in Chinese: cards to show

您好，这是一位外国游客的中国行程册。

WHAT TO SHOW

Checking in at a hotel or guesthouse

Your phone payment will not go through at a shop or stall

You need someone to make one short call for you

At a train or metro gate with a passport, not a Chinese ID

Where I'm going in Shanghai (10 cards)

Where I'm going in Hangzhou (5 cards)

Emergency

Checking in at a hotel or guesthouse

酒店入住

您好，我有预订，姓名是 _____。这是我的护照。麻烦您帮我办理住宿登记，谢谢！
your name

Your phone payment will not go through at a shop or stall

可以用现金吗

您好，我的手机付不了钱，可以用现金吗？或者能麻烦您用自己的手机代我付，我把现金给您吗？谢谢！

You need someone to make one short call for you

请帮我打个电话

您好，能麻烦您帮我打个电话吗？号码是 _____，就说：_____。太感谢了！
phone number　what to say

At a train or metro gate with a passport, not a Chinese ID

人工通道

您好，我用护照买的车票，闸机刷不了。麻烦您带我走人工通道检票。谢谢！

Emergency numbers in China

110	Police	Danger to you or others, or a crime in progress
120	Ambulance	Medical emergency
119	Fire	Fire
122	Traffic accident	Road accident
12345	City service hotline	Public services and complaints including tourism
12367	Immigration service	Visa and entry-stay questions; English spoken
12328	Transport hotline	Taxi or ride-hail dispute or overcharging

这是这位游客在 chinamapbook.com 做的行程册。感谢您的帮助！

Point to where you want to go

Each card asks, in Chinese, for directions or a ride to that one place. Find the one you need and point to it.

SHANGHAI 上海

← Shanghai

Sight · Oriental Pearl Tower

您好，我是外国游客，我想去

东方明珠广播电视塔

您能帮我叫辆车或者指一下路吗？谢谢！

Sight · The Bund

您好，我是外国游客，我想去

外滩

您能帮我叫辆车或者指一下路吗？谢谢！

Sight · Yu Garden

您好，我是外国游客，我想去

豫园

您能帮我叫辆车或者指一下路吗？谢谢！

Sight · Jin Mao Tower

您好，我是外国游客，我想去

金茂大厦

您能帮我叫辆车或者指一下路吗？谢谢！

Sight · Shanghai Museum, People's Square

您好，我是外国游客，我想去

上海博物馆

您能帮我叫辆车或者指一下路吗？谢谢！

Sight · Tianzifang

您好，我是外国游客，我想去

田子坊

您能帮我叫辆车或者指一下路吗？谢谢！

Sight · Site of the First Congress of the Chinese Communist Party

您好，我是外国游客，我想去

中国共产党第一次全国代表大会会址

您能帮我叫辆车或者指一下路吗？谢谢！

Sight · Wukang Road

您好，我是外国游客，我想去

武康路

您能帮我叫辆车或者指一下路吗？谢谢！

Sight · Shanghai Science and Technology Museum

您好，我是外国游客，我想去

上海科技馆

您能帮我叫辆车或者指一下路吗？谢谢！

Sight · Saint Ignatius Cathedral

您好，我是外国游客，我想去

徐家汇天主堂

您能帮我叫辆车或者指一下路吗？谢谢！

HANGZHOU 杭州

← Hangzhou

Sight · Liuhe Pagoda

您好，我是外国游客，我想去

六和塔

您能帮我叫辆车或者指一下路吗？谢谢！

Sight · Phoenix Mosque

您好，我是外国游客，我想去

凤凰寺

您能帮我叫辆车或者指一下路吗？谢谢！

Sight · Xixi National Wetland Park

您好，我是外国游客，我想去

西溪湿地

您能帮我叫辆车或者指一下路吗？谢谢！

Sight · West Lake (Zhejiang)

您好，我是外国游客，我想去

西湖

您能帮我叫辆车或者指一下路吗？谢谢！

Sight · Lingyin Temple

您好，我是外国游客，我想去

灵隐寺

您能帮我叫辆车或者指一下路吗？谢谢！

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