

支付被拒绝

请给对方看 · Card 1

不好意思，我的外国银行卡刚才支付失败了。

可能是银行的安全验证，不是余额不足。

请问可以换一种方式吗？我再试一次。

如果还是不行，我用现金。

谢谢您！

MY CARD WAS DECLINED — NOT "NO MONEY"

Most likely your bank blocked a China charge, or Alipay / WeChat risk control paused it.

1. Retry ONCE, slowly.
2. Alipay → if it asks to verify, upload your passport photo page.
3. Card name must MATCH your passport exactly. No nicknames. No skipped middle names.
4. Still failing → pay cash, or ask staff to scan YOUR QR code instead.
5. Bank side: call the number on the back of your card, ask to unblock China charges.

Foreign cards are often auto-blocked by the issuer's fraud system on the first large China transaction. Your money is fine — the transaction just needs approval.

酒店说不接待外国客人

请给对方看 · Card 2

您好，我持有有效护照和有效中国签证。
根据国家规定，酒店不得拒绝接待外国旅客。

如果系统无法登记，麻烦您协助联系
辖区派出所或上级门店处理。
谢谢！

THE HOTEL SAYS "NO FOREIGNERS" — PUSH BACK, POLITELY

Chinese authorities have repeatedly stated that hotels must NOT refuse foreign guests.

1. Stay calm. Show this screen.
2. If refused: ask them to contact the local police station (派出所). Foreigner registration is a police function they can do.
3. Call 12345 (city service line, English often available). 110 only for a real emergency.
4. Backup: chain and international-brand hotels almost always accept foreigners.
5. Keep proof — screenshot the booking.

Some small hotels simply never registered for foreign-guest reporting and would rather say no. It is usually a paperwork problem, not a legal one.

打车 / 去这个地址

请给对方看 • Card 3

师傅您好，我要去这个地址。
麻烦您按导航走，到了请告诉我。
我付现金或扫码都可以。
谢谢！

TAXI — SHOW CHINESE, NEVER ENGLISH

Drivers cannot read pinyin reliably.

Always show the address in Chinese characters.

1. Didi has English: Me → Settings → Language.
2. "打表" (dǎ biǎo) = use the meter. If the driver refuses, get out and take the next car.
3. Keep small notes. Many drivers genuinely cannot break ¥100.
4. Airport taxis: use the official queue only. Ignore anyone offering a "cheaper" ride.
5. Screenshot your hotel's Chinese address before you leave each day.

A shown address removes the language problem entirely. This is why this card exists.

火车票 / 12306 验证不过

请给对方看 · Card 4

您好，我持外国护照，
在 12306 上注册或验证没有通过。
请问可以在人工窗口用护照
直接购买这趟车票吗？
车次：_____ 日期：_____
谢谢！

12306 REJECTED YOUR PASSPORT — FASTEST FIXES

1. Switch 12306 to English, force-close the app, reopen. Mixed-language registration loops are a known bug.
2. ID type must be "Foreign Passport", then upload the passport photo page — it auto-fills your details.
3. Name must match the passport EXACTLY, including every given name.
4. Still blocked → buy at the station counter with your passport (this works).
5. Or use Trip.com and accept the booking fee.

Online verification fails on name/ID formatting far more often than on eligibility. The counter sidesteps it completely.

身体不舒服，要看医生

请给对方看 · Card 5

您好，我身体不舒服，需要看医生。
我是外国游客，有旅行保险。
请问最近的医院急诊在哪里？
可以挂号吗？
谢谢！

MEDICAL — HOW CHINA ACTUALLY WORKS

1. Go to a hospital 急诊 (emergency) dept.
Open 24h. No appointment needed.
2. Bring your passport. The registration (挂号) desk is usually at the entrance.
3. 国际部 (International Dept) exists in big cities. English spoken. Slower, pricier, far easier.
4. Pharmacy: describe the symptom, and show the box of any medicine you already take.
5. Save your insurer's 24h number and policy number in your phone BEFORE you fly.

Chinese hospitals run on registration-first, then doctor. Skipping the 挂号 desk is the single most common time-waster.

我迷路了 / 网络打不开

请给对方看 • Card 6

不好意思，我迷路了，网络也打不开。
请问这个地方在哪里？
可以帮我指一下方向吗？
谢谢！

LOST / NO INTERNET — THIS IS NORMAL

Google Maps, WhatsApp, Instagram and Gmail are blocked on Chinese networks. Your phone is fine.

1. A travel eSIM with roaming routes around it.
Install AND test it before you fly —
VPN sites are blocked once you are inside.
2. Download offline: Google Translate Chinese pack + screenshots of your hotel address.
3. Show the Chinese address to any shop staff.
Do not try to pronounce it.
4. The hotel front desk is your free help desk.

Nothing is broken. The block is on the network, not on your device — which is why a roaming eSIM behaves differently.

我要发票 / 收据

请给对方看 • Card 7

您好，请问可以给我开发票吗？

我需要报销用。

抬头：_____

谢谢！

INVOICE (发票 fāpiào) ≠ RECEIPT

A normal receipt is NOT an invoice.

Ask for "fapiao" specifically.

1. You usually need: name or company + tax ID.
2. Ask BEFORE leaving the counter. It is much harder to get afterwards.
3. Hotels and large restaurants do it easily.
4. Small shops and street stalls often cannot issue one at all.
5. Keep a photo of every fapiao you receive.

Fapiao is a tax document, separate from the payment receipt.
Businesses must be registered to issue one.

紧急电话

请给对方看 · Card 8

遇到紧急情况，请拨打以下电话。

报警 110 / 火警 119 / 急救 120

交通事故 122

城市服务与英文帮助 12345

谢谢您！

EMERGENCY NUMBERS — SAVE THESE BEFORE YOU LAND

110 Police.

119 Fire.

120 Ambulance — the one you need for a hospital run.

122 Traffic accident (police line for crashes).

12345 City service hotline, English often available.

12301 Tourism complaints.

Screenshot this card and pin it to your lock screen before you fly — none of these need internet.

China's emergency numbers are short and free from any phone, including a foreign SIM with no plan. 120 dispatches an ambulance and is usually faster than finding a hospital yourself.