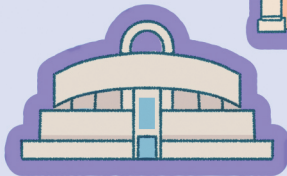


September 2024



Your Ultimate FAQS & CITY GUIDE



I ♥ SH

Welcome to Shanghai!



Welcome to **Feel Shanghai**, your travel guide to the city, filled with tips, insights, and highlights that'll help you blend in like a local — whether you're navigating a crowded market, exchanging New Year's greetings, or figuring out if that hotel slipper is really necessary.

So grab a cup of tea, get comfortable, and let's make sure your trip to Shanghai is as smooth as the silk you'll be tempted to buy in Yuyuan Garden.

CONNECTIVITY

SIM Card

Can I use my foreign SIM card in China?

Before traveling to China, confirm with your telecom provider that international roaming is enabled on your SIM card. Additionally, inquire about any associated costs.

Where can I apply for a short-term SIM card?

You can purchase SIM cards at the one-stop service centers for international travelers located at T1 of Shanghai Hongqiao International Airport, as well as T1 and T2 of Shanghai Pudong International Airport. Short-term SIM cards for **7 to 30 days** are also available in 23 China Telecom outlets across 16 districts in Shanghai. The cards offer domestic data and voice calls.

7-day Card: 85 yuan (US\$ 11.99), with 20 GB of domestic data, 100 minutes of voice calls;

15-day Card: 125 yuan;

30-day Card: 195 yuan.



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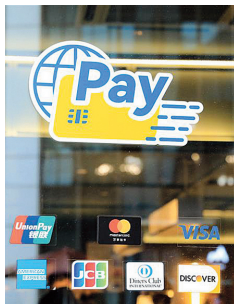
PAYMENT

Foreign Bank Card

How can I use my foreign bank card in Shanghai?

Look for the specific logo indicating international payment acceptance. Many establishments have upgraded their card reading machines to accept international bank cards, including **Visa and MasterCard**. Besides shopping, you can also use the foreign bank card at iconic landmarks and enjoy local cuisine.

For transportation, you can use various types of foreign bank cards to purchase Metro tickets. The Metro stations offer **single-way tickets**, **one-day passes** (18 yuan), **three-day passes** (45 yuan), and **ticket packages** for both the Metro and maglev trains.



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What are the popular mobile payment apps in China?

The most widely used digital payment apps in China are Alipay, WeChat Pay and Union Pay. Alipay and WeChat Pay have English versions, making them user-friendly for international travelers. You can set up these apps before your trip to China by downloading them and registering with your phone number from any country.



Alipay

Tap "Add Now" to add your bank card.



WeChat Pay

Go to "Me" -> "Services" -> "Wallet" to link your bank card.



Union Pay

UnionPay allows you to link a UnionPay card issued in the Hong Kong SAR or Macau SAR for payments in China.



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Where can I exchange my currency for Chinese yuan in Shanghai?

Places where you can exchange your money:

There are 13 currency exchange counters at Pudong and Hongqiao airports, over 3,000 bank branches throughout the city and automated currency exchange machines at most hotels.

Each person has an annual foreign currency exchange quota of US\$50,000. Exceeding this requires additional documentation. Exchange limits may vary by venue.



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Can I withdraw cash from ATMs in Shanghai using my overseas bank card?

Yes! Most ATMs at banks in China allow you to withdraw Chinese yuan using overseas cards such as Visa, MasterCard and others.

You can easily exchange big bills for small denominations (5 yuan, 10 yuan, 20 yuan) and coins at local banks. Just visit any commercial bank and request a "change wallet." No appointment is needed.



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Does Shanghai have travel cards for visitors?

Shanghai has launched the “Shanghai Pass,” a new tourist card designed to offer seamless experiences across various scenarios.

The pass covers **all public transportation** in Shanghai, including buses, Metro, taxis and ferries. It's also valid in over 330 cities across China.

You can also use the pass for **ticket purchases** or **payments** at notable attractions in Shanghai like the Oriental Pearl TV Tower and Shanghai Museum.



Shanghai Library East Branch



Yuyuan Garden



Haichang Ocean Park



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How can I use shared bikes in Shanghai?

Shanghai offers a vibrant selection of shared bikes, making it easy to get around the city.

The most popular options are:



Hello Bike (blue)



Meituan Bike (yellow)

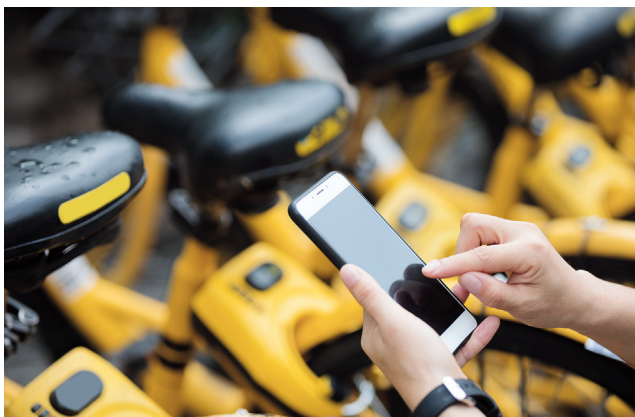


Qingju (greenish-blue)

- These bikes can be unlocked via their apps or mini-programs on Alipay and WeChat.
- Most rides cost **1.5 yuan for the first 15 minutes**, with additional charges for longer rides.
- Park in designated areas to avoid fines. Report any issues through the app.
- Always follow traffic laws, stay in bike lanes, and be mindful of pedestrians for a safe ride.



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Can a foreign driver's license be used to rent a car in Shanghai?

No, it cannot. You need to obtain **a temporary driver's license** to rent a car.

(1) Translate the driver's license

Have your foreign license translated into Chinese by Shanghai SISU Translation Service Co. or the Shanghai Interpreters' Association. The translation is valid for 3 months and can be done on the spot.

(2) Apply for a temporary driving permit

Foreigners with a Chinese visa valid for 90 days or more can apply for a temporary permit at the local Vehicle Management Office. The permit's validity aligns with your visa, and you can often get it quickly on-site during non-peak times.

What are the map apps for navigating Shanghai if I don't read Chinese?

Here are some top map apps in English to help you get around Shanghai:



Maps.me

Available on Android and iOS, this app offers offline maps, turn-by-turn navigation, and location search for walking, biking, driving, and public transport. It's great for finding nearby cafés, restaurants, and more.



Apple Maps

For iOS users, Apple Maps provides turn-by-turn navigation, real-time traffic updates, and detailed transit info, including bus and Metro schedules. It also offers a satellite view and helps you find local points of interest.



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What is the country and city codes for dialing Shanghai?

The country code for China is 86, and the city code for Shanghai is 21. The following public hotlines can assist you in various fields.



12345 Shanghai Public Service Hotline

It supports 18 languages, and the hotline is the go-to number for reporting issues, asking questions, or sharing complaints about public services in Shanghai. If you encounter problems or have suggestions during your stay, call this number.

12367 China Immigration Service Hotline

The 12367 hotline assists expatriates with visa-related, entry and exit queries. Experts are available to provide support with immigration matters in English.

12306 Railway Service Hotline

Operating from 8am to 5pm, it provides English-language service. Visit their website or app for tickets, refunds and schedules.



Must-have Apps



WeChat



Weibo



Taobao



Xiaohongshu



Dianping



Meituan



Ele.me



Didi



SF Express



Bilibili



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What are some essential apps to use during my stay in Shanghai?

When staying in China, be sure to download some essential apps. **WeChat**, similar to WhatsApp, is a must-have for messaging and more. **Alipay** is convenient for transactions, while **Didi** provides ride-hailing services like Uber. **Dianping**, similar to Yelp, helps you find restaurants and read reviews. For online shopping, try **Taobao** for a wide range of products, or use **Weibo**, like Twitter, for social networking. You can also watch videos on **Bilibili**, like YouTube, discover and share ideas on **Xiaohongshu**, like Pinterest, order food delivery with **Meituan** or **Ele.me**, like Uber Eats, and even use **SF Express** for domestic or international package delivery.

Which translation apps are useful in China?

Apple Translate

Praised for its high-quality voice output.

Microsoft Translator

Features a phrasebook, slow playback option and camera translation, offering a practical and user-friendly experience.

iTalk Translate Pro

A paid app with a translation keyboard, phrasebook and camera translation, also available for Apple Watch users.

Alipay and WeChat

All have built-in translation tools

Other options

iTour Translator, iTranslate, Tencent Translator, DeepL



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Can I transit through China without a visa?

Yes! China offers 24-hour visa-free transit for foreign nationals from any country. This applies to all eligible exit-entry ports across the country.

Do I need a visa if I stay within the port area during transit?

No visa is required as long as you stay within the designated port area and your transit time does not exceed 24 hours.

What are the requirements for 24-hour visa-free transit?

To qualify, you need to hold a valid international travel documents and a confirmed onward ticket (with a seat reservation) to a third country or region. You can transit by ship, flight or train.



What if I want to leave the port during my transit?

If you plan to exit the port during your transit, you will need to apply for a temporary entry permit at the exit-entry border inspection authority at the port.

What is the 72-/144-hour visa-free transit?

The 72-/144-hour transit policy offers an opportunity for short stopover in China while traveling to a third country.

Currently, passengers from **54 countries** can enter China from designated ports with their valid travel documents and a connecting ticket to a third country or region, with a confirmed seat and date within 144 hours.



Can I travel all around the nation under the 72-/144-hour visa-free transit policy?

Your travel under the 72-/144-hour visa-free transit policy is limited to specific regions based on the port of entry. For instance, if you enter through Shanghai, you can stay visa-free within the administrative areas of Shanghai and the Yangtze River Delta for up to 144 hours. So it wouldn't cover travel to distant locations like the Great Wall.



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What materials should I submit for the 72-/144-hour visa-free transit?

1. Valid exit-entry documents (must be valid for no less than 3 months).
2. A connecting ticket to a third country or region with a confirmed seat and date within 144 hours.
3. A fully completed Arrival/Departure Card.

How is the duration of the 144-hour visa-free transit calculated?

The border inspection station will issue you a temporary entry permit, and the visa-free transit is calculated **from 12am of the next day upon arrival**.

Visa Extension & Reissuance

What types of visas can be extended, renewed, and re-issued for foreign nationals in China in their vicinity?

Foreign nationals coming to China for **short-term non-diplomatic and non-official activities** such as business cooperation, visit and exchange, investment and entrepreneurship, visiting relatives, tourism, or private matters, etc., and have legitimate reasons for extending their stays may submit applications to the nearest exit-entry administrations of the public security organs located in the places where they stay for the extension, renewal, and reissuance of their business visas (**M**), visit visas (**F**), short-term private affair visas (**S2**), and short-term family visit visas (**Q2**), as well as for the extension and re-issuance of their tourist visas (**L**).



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What are the tax refund policies?

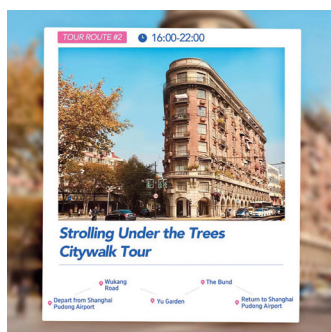
Foreign visitors with valid passports, as well as residents from Hong Kong, Macau and Taiwan holding a Mainland Travel Permit, are eligible for tax-free shopping. The maximum refundable rate is **11 percent** of the invoiced sales value (8 percent for certain items).



Free Layover Tour Service

Stuck at Shanghai Pudong Airport for 8+ hours? Why not turn your layover into an adventure with a free city tour?

Join Shanghai Express, a **free layover tour service** for international travelers! With an English-speaking guide, you can enjoy **a half-day tour** of Shanghai's iconic attractions, including a visit to Yuyuan Garden. The service also offers **free transportation, currency exchange, and Internet access**, making the most of your time in the city.



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How accessible is Shanghai for all visitors?

Shanghai has been continuously improving its urban infrastructure to enhance accessibility.

Many public spaces are now equipped with ramps, tactile paving, and accessible restrooms. Both Pudong and Hongqiao International Airports offer specialized services, including wheelchair assistance, accessible toilets, ramps, elevators, and dedicated lanes for security and immigration checks. Most international hotels provide accessible rooms with roll-in showers, wider doorways, and grab bars in the bathrooms. Tourist attractions, parks, museums, and hospitals are generally accessible. The Metro system also features elevators and tactile flooring, although accessibility may vary in some older venues.

**** It's advisable to check the accessibility of specific locations before visiting or to seek assistance from onsite staff.

What are the emergency service helplines in Shanghai?

The city offers **119** for fire, disaster relief, emergency rescue, and critical situations; **120** for pre-hospital care and medical services; and **110** for public security and police assistance.

Both **119** and **120** supports English. **110** provides services in eight languages: namely English, Japanese, Russian, German, French, Spanish, Arabic and Korean.

What steps should I take if I lose my passport?

1

Report the loss to a police station.



2

Take the police report to your embassy or consulate to apply for a new passport.



3

Go to the Exit and Entry Bureau with your new passport and police report to apply for a new visa.



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Meet-in-Shanghai

Shanghai Municipal Administration
of Culture and Tourism
www.meet-in-shanghai.net/



City News Service

City News Service is Shanghai's
OFFICIAL beacon of urban life,
news, and global integration. It is
your go-to platform to know what to
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www.citynewsservice.cn



SHINE

SHINE is the new digital media
product powered by Shanghai
Daily, the largest English-language
publication in East China.
www.shine.cn



ShanghaiEye

ShanghaiEye is the new media
platform of The International Channel
Shanghai, a 24-hour TV channel on
the Chinese Mainland.
www.shanghaieye.cn



www.meet-in-shanghai.net

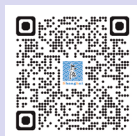
What you can and cannot bring into China?

How to use public Wi-Fi?

Top attractions and entertainment sites in Shanghai

Do I need to tip when shopping in Shanghai?

Where to find vegan restaurants?



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about travel in Shanghai

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