

支付被拒绝

请给对方看 · Card 1

- 1 不好意思，我的外国银行卡刚才支付失败了。
- 2 可能是银行的安全验证，不是余额不足。
- 3 请让我再试一次。
- 4 如果还是不行，我用现金付款。
- 5 我的银行卡姓名和护照完全一致。
- 6 这张卡在中国用不了，请问可以用别的付款方式吗？

MY CARD WAS DECLINED — NOT "NO MONEY"

1. My card was just declined.
Your bank's fraud system blocks the first big China charge. Your money is fine.
2. It is probably a security check, not a lack of funds.
This is routine, not a problem with your account.
3. Please let me try once more.
Retry slowly, exactly once.
4. If it still fails, I will pay in cash.
Cash always works. Keep some on you.
5. My card name matches my passport exactly.
Nicknames or a missing middle name cause most failures. Fix that first.
6. This card does not work in China. Is there another way to pay?
Small shops use personal QR codes where foreign cards fail. Try Alipay Tour Card or cash.

Almost every foreign card gets auto-blocked on its first big China charge.
This is routine, not a problem with your account.

买手机卡

请给对方看 · Card 2

- 1 您好，我想办一张手机卡。
- 2 我有护照原件，也可以付现金。
- 3 请帮我办一个能上网、能收短信的旅游套餐。
- 4 大概需要多少钱，多久能办完？
- 5 如果这里办不了，请问附近哪里可以办？

SIM CARD — CARRY CASH FROM THE AIRPORT

1. Hello, I would like to buy a SIM card.
Official carrier shops (营业厅) can register foreign passports. Small street shops often cannot.
2. I have my passport and can pay cash.
Many phone shops do not take foreign cards, so carry cash from the airport.
3. A tourist plan with data and SMS, please.
A starter plan runs about ¥50-150. Bring an unlocked phone.
4. How much is it, and how long does it take?
Around 20-30 minutes: passport scan, face photo, activation.
5. If you cannot do it here, where else can I go?
Trying another carrier is usually faster than retrying. This is common and not your mistake.

Real-name registration was designed around the 18-digit national ID, so a passport sometimes fails even when every detail is correct. Trying a second carrier is usually faster than retyping.

我没有中国手机号

请给对方看 · Card 3

- 1 您好，我是外国游客，没有中国手机号。
- 2 我身上只有护照。
- 3 请问这里可以用护照办理吗？
- 4 如果不方便，能不能麻烦您帮我操作一下？
- 5 我可以付现金。
- 6 如果不在这里办，我应该去哪里办？

NO CHINESE NUMBER — ASK FOR HELP

1. Hello, I am a tourist and have no Chinese phone number.
Many Chinese apps require a +86 number to sign up.
2. I only have my passport.
A travel eSIM gives data but cannot receive Chinese SMS codes.
3. Can I do this with my passport?
Staff can often do it for you in their own system.
4. If that is difficult, could you do it for me?
Showing the request usually helps more than explaining.
5. I can pay cash.
Offering cash removes the payment blocker entirely.
6. If not here, where should I go?
Your hotel front desk helps guests with this daily, and a local SIM is the long-term fix.

This is the most under-rated problem in China travel. It is normal to need help here, and most staff will help once they understand what you need.

景点门票

请给对方看 · Card 4

- 1 您好，我想买门票。
- 2 我只有护照，没有中国手机号，网上预约用不了。
- 3 请问现场可以买票吗？
- 4 在哪里买，开售时间是几点？
- 5 我可以用外国银行卡或现金付款吗？
- 6 如果不可以，请问有什么别的办法？

ATTRACTION TICKETS — WHERE TO BOOK

1. Hello, I would like to buy a ticket.
Major sites use advance real-name booking.
2. I only have a passport and no Chinese number, so online booking does not work for me.
Chinese channels often reject foreign numbers.
3. Can I buy a ticket here at the gate?
Staffed ticket windows generally still exist at major sites.
4. Where do I buy it, and when do sales open?
The Palace Museum sells 7 days ahead at 20:00 Beijing time, and has no same-day tickets.
5. Can I pay with a foreign card or cash?
Both usually work at staffed windows.
6. If not, what else can I do?
Try the English Palace Museum site, Trip.com's English app, or ask your hotel to book.

Beijing's 12345 hotline confirms foreigners can use the English Palace Museum site. If the gate staff say no, the hotel desk or Trip.com is usually the quicker route.

酒店说不能接待外国客人

请给对方看 · Card 5

- 1 您好，我有有效护照和有效中国签证。
- 2 请问这里可以接待外国旅客吗？
- 3 如果系统登记不了，能不能麻烦您帮我问一下上级门店？
- 4 也可以打电话问一下当地派出所吗？
- 5 如果确实不行，请问附近哪家酒店可以接待？

HOTEL SAYS NO FOREIGN GUESTS — WHAT NEXT

1. Hello, I have a valid passport and a valid visa.
Some smaller hotels genuinely lack the registration setup.
2. Can you accept foreign guests here?
Ask calmly. Most refusals come from staff unfamiliarity, not policy.
3. If the system cannot register me, could you ask your head office?
A second attempt or a different terminal often works.
4. Could you also call the local police station?
Registration runs through the police station and the hotel can usually call them.
5. If it is not possible, which nearby hotel can?
Chain and international hotels register foreigners routinely. Your booking platform can also move you.

Being firm rarely helps here — nearly all of these situations come down to staff unfamiliarity, and a calm ask plus the police-station route resolves most of them.

打车：请送我到这个地址

请给对方看 · Card 6

- 1 师傅您好，我要去这个地址：
- 2 地址： _____
- 3 我不太会说中文，麻烦您按导航走。
- 4 请问可以打表吗？
- 5 到了我用支付宝或现金付款。

TAXI — SHOW CHINESE, NEVER READ PINYIN

1. Hello driver, please take me to this address:
Screenshot or copy the Chinese address before you get in.
2. Address: _____
Fill this in from your hotel's Chinese name — not the English one.
3. I do not speak much Chinese, please follow the navigation.
Drivers cannot parse English and pinyin rarely lands.
4. Could you use the meter?
Ask for the meter (打表 dǎ biǎo) if a flat fare is quoted.
5. I will pay by Alipay or cash on arrival.
Didi inside Alipay works with foreign cards. Hong Kong works differently.

In practice the address IS the card. This blank line is worth more than any phrase here — fill it before you leave the hotel.

火车票：护照验证不过

请给对方看 · Card 7

- 1 您好，我在 12306 上买票时护照验证通不过。
- 2 我的护照姓名是：（请写姓 / 名，与护照完全一致）
- 3 麻烦您帮我在人工窗口购票。
- 4 取票需要出示护照吗？
- 5 我付现金或外国银行卡都可以。

12306 REJECTED YOUR PASSPORT — FASTEST FIXES

1. My passport verification failed on 12306.
Nine times out of ten the name format is the cause.
2. My passport name is: (write surname / given name, exactly)
Surname first, given name second, no commas.
3. Could you sell me the ticket at the staffed window?
Register the passport before buying: one passport, one account.
4. Do I need to show my passport to collect it?
Yes — the passport itself, not a code.
5. I can pay cash or by foreign card.
Counters accept both; the app may refuse a foreign number.

12306 compares your entry against the passport MRZ. One extra space or an inverted name is enough to fail verification.

点菜：不要辣、不要这些

请给对方看 · Card 8

- 1 您好，我点这几样，麻烦帮我下单：
- 2 不要辣（完全不放辣椒）
- 3 不要香菜
- 4 不要动物内脏
- 5 不要花生（我过敏）
- 6 不要海鲜（我过敏）
- 7 我对以上过敏，吃了会生病，谢谢您！

ORDERING FOOD — TICK THE BOXES, HAND IT OVER

1. Hello, I would like these dishes, please.
Tick the boxes below, then hand the phone over — no speaking needed.
2. No chilli at all.
辣 (là) = spicy. Say it first.
3. No coriander.
香菜 (xiāngcài) turns up in unexpected dishes.
4. No offal or animal organs.
内脏 (nèizàng) appears in many regional dishes.
5. No peanuts — I am allergic.
过敏 (guòmǐn) = allergy. Say this, not just dislike.
6. No seafood — I am allergic.
Allergy wording matters more than preference.
7. I am allergic to the above and will get sick. Thank you.
Baidu Translate camera mode can read a Chinese menu on the spot.

Everyday frequency beats every emergency here. One ticked allergy box prevents the single meal that ruins a trip.

身体不舒服，要看医生

请给对方看 · Card 9

- 1 您好，我身体很不舒服，需要看医生。
- 2 症状是：（请写：发烧 / 肚子痛 / 头晕 / 咳嗽）
- 3 我没有中国医保，我会自己付费。
- 4 请问挂号在哪里，要挂哪个科？
- 5 有能说英语的医生吗？

MEDICAL — PAY FIRST, THEN SEE THE DOCTOR

1. Hello, I feel unwell and need to see a doctor.
Registration desk first (挂号 guàhào). Choose 急诊 if urgent.
2. My symptoms are: (write fever / stomach pain / dizziness / cough)
Write it down — describing symptoms out loud is hard.
3. I have no Chinese insurance and will pay myself.
Hospitals are pay-as-you-go: pay before each step.
4. Where do I register, and which department?
Foreign cards often work at big city hospitals; cash is the fallback.
5. Is there an English-speaking doctor?
International clinics cost far more but speak English.

The barrier is rarely language in the exam room — it is the registration-and-payment sequence nobody explains before you arrive.

迷路了 / 网络打不开

请给对方看 · Card 10

- 1 您好，我迷路了，手机也上不了网。
- 2 我要去这个地方：（请写地址或给酒店名片）
- 3 请问怎么走？
- 4 可以帮我连一下 Wi-Fi 吗？
- 5 能帮我打个电话给酒店吗？

LOST / NO INTERNET — BOTH ARE NORMAL

1. Hello, I am lost and my phone has no internet.
Google is blocked and Google Maps is badly out of date here.
2. I need to get to: (write the address or show the hotel card)
The hotel's Chinese name card is your return ticket.
3. Could you show me the way?
Amap (高德) or Baidu Maps work; install them before you fly.
4. Could you help me connect to Wi-Fi?
Free Wi-Fi exists in chains, malls and stations.
5. Could you call the hotel for me?
Hotel staff can explain the route to a driver or a passer-by.

Losing Google is not a malfunction, it is the default state. The fix is installing Chinese apps before landing, not after.

厕所：有纸吗 / 哪里有

请给对方看 · Card 11

- 1 您好，请问洗手间在哪里？
- 2 请问里面有卫生纸吗？
- 3 如果没有，可以给我一些纸吗？
- 4 请问有可以坐着用的马桶吗？

TOILETS — BRING PAPER, EXPECT A SQUAT

1. Hello, where is the toilet?
Public toilets are common but rarely stocked.
2. Is there toilet paper inside?
Assume there is none and carry tissues.
3. If not, could you give me some paper?
Staff usually hand some over when asked with this card.
4. Is there a sitting toilet?
Squat pans are normal outside malls and hotels. 母婴室 (parent-baby room) is usually cleanest.

Toilet paper anxiety appears in every forum and is entirely preventable. Carry paper; ask using the Chinese above.

我要发票 / 收据

请给对方看 · Card 12

- 1 您好，我需要一份发票，用于报销。
- 2 请问可以开吗？
- 3 请开普通发票，抬头：_____
- 4 我的税号是：_____
- 5 电子发票可以发到我的邮箱吗？

INVOICE (发票) IS NOT A RECEIPT — ASK EARLY

1. Hello, I need a 发票 (tax invoice) for reimbursement.
发票 is a tax invoice, not an ordinary receipt.
2. Can you issue one?
Ask before paying, not after.
3. A normal invoice please, made out to:

Fill in your company name; it must match the tax ID below.
4. My tax number is: _____
Your company gives you this. Hotels, big restaurants and chains can issue invoices.
5. Could you email the e-invoice to me?
Electronic invoices arrive by email or link.

Only a business traveller needs this one. Kept because reimbursement paperwork cannot be fixed after you leave the counter.

医院要先交钱

请给对方看 · Card 13

- 1 您好，我是外国人，第一次在中国看病，请问先在哪挂号？
- 2 我知道要先交费才能做检查，可以现在付。
- 3 这一项多少钱？付完去哪个房间？
- 4 我没有医保，全部自费，请开自费单。
- 5 还要再交费吗？下一步去哪里？
- 6 请问有会说英语的医生吗？谢谢您。

PAY BEFORE EACH STEP

1. Where do I register? Passport ready.
Registration window first, then the department.
2. I know I pay before each test. Card or cash now.
Nothing is billed at the end of a visit.
3. How much, and where do I go after paying?
Cashier first, keep the receipt, then the room.
4. No Chinese insurance — I pay in full. 自费 receipt please.
Ask at every window; you need them to claim later.
5. Another payment? Which window next?
Expect 3-4 separate payments per visit.
6. English-speaking doctor available?
Big hospitals have an international clinic.

中国门诊不是最后一次性结账，每做一项检查、每拿一次药之前先付钱。没有医保就是全额自费，票据要一项项留好，回国报销才认。

酒店说不会登记

请给对方看 · Card 14

- 1 您好，我有护照和有效签证，合法入境。
- 2 酒店能接待外国人，不需要涉外资质。
- 3 可以请经理帮忙处理登记吗？
- 4 我可以配合拍照、填表、致电派出所。
- 5 如果实在办不了，请书面写下原因。
- 6 不是要为难前台，只想办好登记，谢谢。

ASK FOR THE MANAGER

1. Valid passport and visa. I entered legally.
Refusal is usually staff not knowing the form.
2. Hotels no longer need a special permit.
Ministries told hotels to host foreign guests.
3. Could the manager help with registration?
Same-day fix in most cases. Stay at the desk.
4. I can be photographed, fill forms, call police.
Offering to cooperate removes their fear.
5. Still refused? Please write the reason down.
A written refusal gets the booking refunded.
6. No trouble intended — just need registration.
Calm wording brings the manager out.

酒店拒住多数不是政策不允许，而是前台不会填公安的外国人住宿登记表、怕填错担责。2024 年 7 月起多部门已明确不得以「无涉外资质」为由拒绝。