

December 19, 2018
West Japan Railway Company

Launch of online reservation service for overseas visitors to Japan

As an increasing number of tourists visit Japan, the West Japan Railway Company (JR-West) wants to make their journey easier and more convenient. In spring 2019, the company will launch a service allowing overseas tourists to purchase JR tickets online before their arrival, including tickets that are only available to overseas visitors. After arriving in Japan, customers can pick up their tickets at facilities such as the Midori ticket machines.

1. Name

JR-West Online Train Reservation

2. Launch of service

*Standard tickets (reserved and non-reserved seats): Scheduled for March 2019

*Special tickets available only for overseas visitors (JR-West Rail Pass, etc.): Scheduled for May 2019

Note: Some special tickets for overseas tourists can already be reserved on JR-West's overseas websites.

3. Areas where reservations are available (see Attachment 1)

Shinkansen services: Hokuriku Shinkansen, Tōkaidō-San-yō Shinkansen, Kyūshū Shinkansen, Joetsu Shinkansen, Tohoku Shinkansen (selected sections only)

Limited express services: Conventional limited express services in the JR-West, JR-Shikoku, JR-Kyushu and JR-Tokai areas and parts of the JR-East area

4. Languages

English, Chinese (Simplified and Traditional) and Korean

5. Services

*Standard tickets (reserved and non-reserved seats) in the above service areas

*Special tickets for overseas tourists (JR-West tickets such as JR-West Rail Pass, ICOCA&Haruka, Osaka-Tokyo Hokuriku Arch Pass, etc.)

6. How to use

See Attachment 2

7. Payment method

By credit card at time of reservation

Note: Tickets for non-reserved seats can also be paid for at selected stations after arrival in Japan.

8. Pickup facilities

*Midori ticket machines and Midori no Madoguchi ticket offices with the “5489 Service” symbol in the JR-West, JR-Shikoku and JR-Kyushu areas

*Reserved ticket machines and ticket offices with the “5489 Service” symbol in the JR-Tokai area

JR-Tokai will accept reservations for tickets in areas such as the JR-Tokai area from April 2019. Online reservations for these areas will become available on JR-West's e5489 service at the same time.

*JR EAST Travel Service Center (Tōkyō Station, Shinjuku Station, Ikebukuro Station, Shibuya

Station, Ueno Station, Hamamatsuchō Station, Haneda Airport International Terminal Station (Tokyo Monorail), Narita Airport Terminal 1 Station and Narita Airport Terminal 2 Station)

Note 1: If collecting a special ticket for overseas tourists from a Midori ticket machine, these can only be collected from machines with a JR-West passport reader. Some tickets, such as ICOCA&Haruka, can only be collected from Midori no Madoguchi ticket offices.

Note 2: Other restrictions apply regarding where tickets can be collected and used due to the conditions of the tickets and reservation areas.

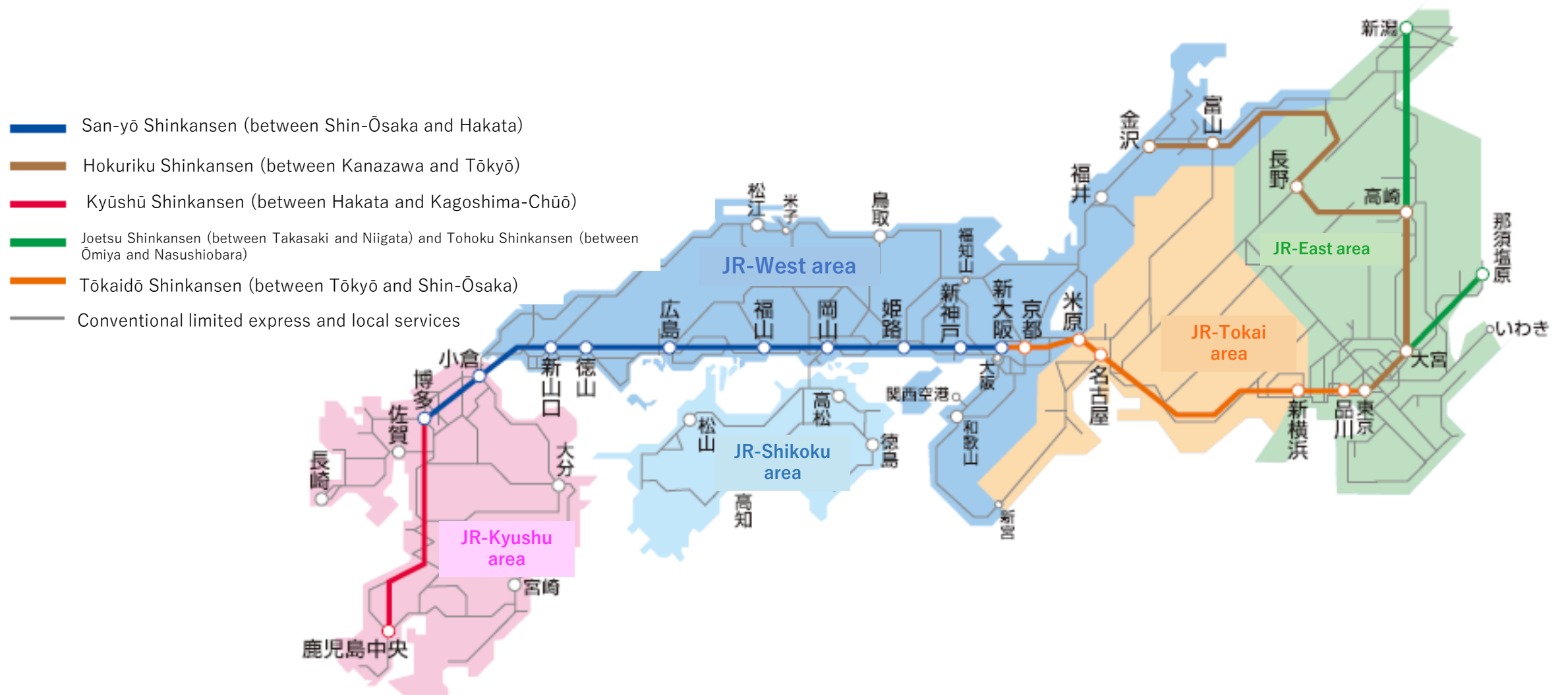
9. Further details

Further details on when the service will be launched, the tickets that can be reserved and the places where tickets can be collected will be announced via media such as the JR-West website as soon as they are decided.

Areas where reservations are accepted

Below are the areas where standard tickets (reserved and non-reserved seats) can be reserved.

The areas where special tickets for overseas tourists (JR-West tickets such as the JR-West Rail Pass) can be reserved vary depending on the ticket type.



Note: The image here is for illustrative purposes only.

Before arrival

After arrival

(1) Reserve tickets

Check the details of the tickets you are looking for and the areas where they can be used on the JR-West website and then reserve your tickets.



(2) Collect reserved tickets

Reserved tickets can be collected from facilities such as Midori ticket machines and Midori no Madoguchi ticket offices with the “5489 Service” symbol.

Note: If collecting a special ticket for overseas tourists from a Midori ticket machine, these can only be collected from machines with a JR-West passport reader. (Some tickets cannot be collected from ticket machines.)



The following tickets can be purchased:

- Standard tickets (reserved and non-reserved seats)
- Special tickets for overseas tourists (JR-West tickets such as the JR-West Rail Pass)



Caution

- Restrictions apply regarding where tickets can be collected and used due to the conditions of the tickets and reservation areas. See the JR-West website, etc. for details.

Note: The images here are for illustrative purposes only.