

November 18, 2020

To make traveling easier for future overseas visitors

West Japan Railway Company (JR West) is taking both hard and soft measures to make traveling easier for future overseas visitors, in addition to further expanding the warm hospitality we provide. While the ongoing border closure means that overseas tourists are still unable to visit Japan, the whole of the JR West Group has been working together on thorough measures to sanitize trains and stations and stop the spread of COVID-19*.

We are looking ahead to the day we are able to welcome tourists to Japan once again and relax the restrictions on public transport and rolling out a variety of improvements to make future visitors' journey easier, including expanding the accommodations we provide and redesigning our products for visitors in Japan.

1. Overview

- (1) Release of Travel Support by JR-WEST, a unique web-based app to provide support for overseas visitors on JR West (Appendix 1)
- (2) Expansion of reserved seating products for overseas visitors (Appendix 2)
- (3) Release of JR-WEST All Area Pass, which can be used to travel anywhere in West Japan, as many times as you want (Appendix 3)
- (4) The Kansai Area Pass, which enables smooth travel for tourists in Kyoto, can now be used on Hankyu Railway (Appendix 4)
- (5) Release of tourist products for the new normal to overseas travel agents (Appendix 5)

2. Availability

From December 1, 2020 (Tues.)

*The following page explains sanitation measures taken by the JR West Group.

https://www.westjr.co.jp/global/en/info/corona_measures.html

November 18, 2020

Release of Travel Support by JR-WEST, a unique web-based application to provide support for overseas visitors traveling on JR West

West Japan Railway Company (JR West) is taking both hard and soft measures to make traveling easier for future overseas visitors, in addition to further expanding the warm hospitality we provide. While the COVID-19 pandemic has meant that few people can enter Japan, we are looking ahead to the day we are able to welcome tourists to Japan once again and relax the restrictions on public transport and have a variety of improvements in the pipeline to make future visitors' journey easier. We have developed Travel Support by JR-WEST, a proprietary web-based app that enables you to communicate easily with staff if you feel ill or a disaster occurs while you are traveling. An overview is provided below.

We worked with Sofii Co., Ltd. (head office: Chuo Ward, Osaka City, Osaka Prefecture; president: Takashi Inumaru) to create the tool for assistance with medical consultations and communication about allergens.

In addition to expanding the accommodations we offer, we are widely communicating about our measures to prevent the spread of COVID-19. Instructions on our COVID-19 safety measures for passengers are provided in a number of languages.

1. Overview of service

If you feel ill while traveling with us, this service provides multilingual information on nearby medical facilities, along with multilingual assistance when communicating with staff there. The service also provides details on nearby evacuation areas, emergency contacts such as the Japan National Tourism Organization (JNTO), support for passengers with allergies and other dietary needs when ordering food and beverages, transport information and details on tourist attractions.

2. Languages

English, Chinese (Traditional and Simplified), Korean, Thai
(The service providing assistance with medical consultations is also available in an additional 11 languages.)

3. Start date

December 1, 2020 (Tues.)

4. Available to

Passengers from overseas who are using a JR West product
(In addition to users of products that are only available to overseas visitors, such as the JR-WEST RAIL PASS and ICOCA & HARUKA, this app is available to users of ICOCA and standard tickets.)

5. Services provided



The menu screen (example)

- (1) Multilingual assistance for medical consultations (overseen by FastDOCTOR Co., Ltd.)
 - Select symptoms in the language you have selected
 - You can then show a Japanese translation of the information to staff at a pharmacy or medical facility
- (2) Information on disaster evacuation
 - Select the type of disaster (earthquake, etc.) to display a map of nearby evacuation centers
- (3) Support for dietary needs
 - Communicate with restaurants about dietary needs such as allergies or religious requirements
 - Search for places where religious services are held
(Created according to advice from the Japan Tourism Agency's Guidebook on Hospitality for Muslims and the Japan Vegetarian Society)
- (4) Emergency contacts
 - Numbers for services such as the police, the fire service and the multilingual Japan Visitor Hotline operated by the Japan National Tourism Organization
- (5) Transport information
 - Provides links to the websites of JR West and other major railway operators
- (6) Tourist information
 - Link to the Japan National Tourism Organization website and tourist information websites for each area

6. How to use

- (1) Access Travel Support by JR-WEST. Instructions on how to access it can be found on the JR West website and in the information you are given when you pick up your product at the station.
- (2) Enter the area you live in, your age and your gender (or select "Next")
- (3) Register a photo of your ticket. The Travel Support by JR-WEST menu screen will then be displayed, where you can use the services.
(After registering, you can bookmark Travel Support by JR-WEST so that you can skip steps (2) and (3) when accessing it again later.)

7. Recommended browsers

- iOS Safari 13.0 and later
- Android Google Chrome 83.0 and later

8. Other

Usage of this service will be analyzed by Kansai Tourism Bureau to ensure that we are providing the accommodations that visitors to Japan need.

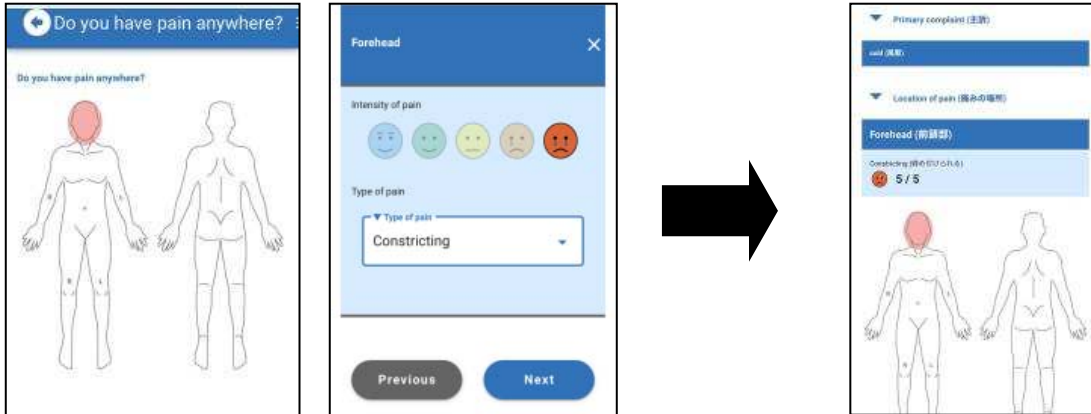
See the page below on our website for details (available in English, Traditional and Simplified Chinese, Korean and Thai)

https://www.westjr.co.jp/global/en/travel_support/

Appendix: Screenshots (please note that actual screens may differ as this app is still in development)

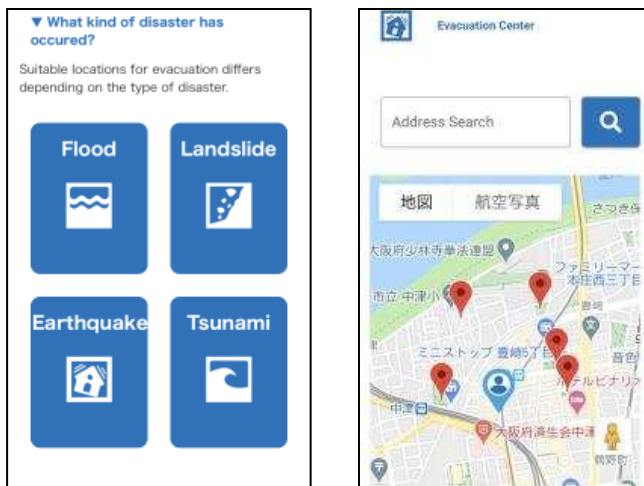
(1) Multilingual assistance for medical consultations

- Select the area of the body, symptoms and details of the pain
- Show a Japanese translation to staff at a pharmacy or medical facility



(2) Information on disaster evacuation

- Select disaster
- View nearest evacuation centers



(3) Support for dietary needs

- Show staff pictures of foods you cannot eat



(4) Emergency contacts

- View phone numbers



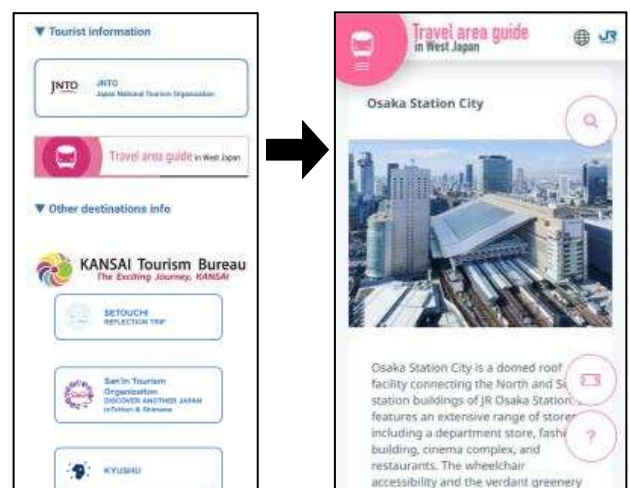
(5) Transport information

- View information on trains, etc.



(6) Tourist information

- Tourist information links (some links subject to change)



November 18, 2020

More reserved seating products for overseas visitors!

Overseas visitors using seven types of non-reserved seating on JR West will be able to use standard reserved seats with their JR-WEST RAIL PASS from December 1. This will allow you to book in advance and avoid crowds to make your journey more comfortable. We are also expanding the area and validity period for some products for greater convenience.

1. Availability: All year round from December 1, 2020 (Tues.)

2. On sale: All year round from December 1, 2020 (Tues.)

3. Changes to JR-WEST RAIL PASS

(1) Pricing table of products that can be changed to reserved seats (children's seats are half price)

	Availability	When purchasing overseas	When purchasing online	When purchasing in Japan	Eligible services (all-inclusive travel areas)			
					Sanyo Shinkansen	Hokuriku Shinkansen	Conventional/limited express	HARUKA (Kansai-Airport Express)
Kansai Area Pass	1 day	¥2,400			-	-	-	✓
	2 days	¥4,600						
	3 days	¥5,600						
	4 days	¥6,800						
Kansai WIDE Area Pass	5 days	¥10,000	¥10,800	¥11,000	✓	-	✓	✓
Kansai-Hiroshima Area Pass	5 days	¥15,000	¥15,800	¥16,000	✓	-	✓	✓
Kansai-Hokuriku Area Pass	7 days	¥17,000	¥18,500	¥19,000	✓	✓	✓	✓
Hiroshima-Yamaguchi Area Pass	5 days	¥13,000	¥13,800	¥14,000	✓	-	✓	✓
Okayama-Hiroshima-Yamaguchi Area Pass	5 days	¥15,000	¥15,800	¥16,000				
Setouchi Area Pass	7 days	¥19,000	¥20,500	¥21,000				

(2) Expansion of area

The Sanyo-San'in Area Pass and Sanyo-San'in Northern Kyushu Pass will be expanded to include travel throughout the northern Kinki area, including the popular Amanohashidate and Kinosaki Onsen.

(3) Expansion of validity period

The validity period of the Setouchi Area Pass will be extended from five days to seven to allow plenty of time for you to enjoy the Setouchi Area.

Details will be provided on the page below from December 1 (in English, Traditional and Simplified Chinese, Korean and Thai)

<https://www.westjr.co.jp/global/en/ticket/>

News Release

November 18, 2020

New JR-WEST All Area Pass: travel anywhere in West Japan!

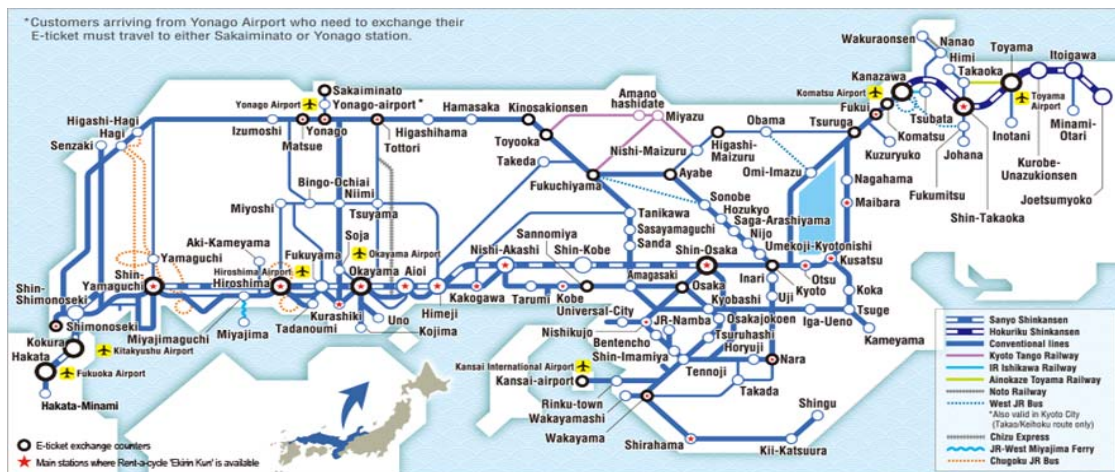
JR West will release the JR-WEST All Area Pass, which will allow overseas visitors to travel anywhere on any JR West Line (Kansai, Hokuriku, Sanyo, San'in and services to Hakata) for seven days.

- Product:** JR-WEST All Area Pass
- Availability:** December 1, 2020 (Tues.) to April 16, 2021 (Fri.)
- On sale:** December 1, 2020 (Tues.) to March 31, 2021 (Wed.)
- Validity period:** 7 days
- Sale prices:**

	When purchasing overseas	When purchasing online
Adult:	¥23,000	¥25,000
Child:	¥11,500	¥12,500

- Main benefits:** Can be used for all Shinkansen, limited express (reserved and non-reserved seats) and local services operated by JR West along with services provided by the Kyoto Tango Railway, the Chizu Express, West Japan JR Bus Company, Chugoku JR Bus Company, IR Ishikawa Railway, Ainokaze Toyama Railway, Noto Tetsudo and JR West Miyajima Ferry and bicycle rentals (including electric bicycles) from Ekirin Kun.

All-inclusive travel area



- Special deals:** You will be able to access special deals that are only available to users of the JR-WEST All Area Pass. See our website for details from December 1 onward.
- Conditions of sale:** Available for purchase and use by short-term visitors who are citizens of countries other than Japan, possess an overseas (non-Japanese) passport and who are staying for 90 days or less.
- How to purchase:** (Overseas) Purchase an e-voucher from a travel agent or other store overseas and exchange it at a designated JR West station
(Online) Purchase the pass using JR-WEST ONLINE TRAIN RESERVATION* and exchange it at a designated JR West station

See the page below on our website for details (available in English, Traditional and Simplified Chinese, Korean and Thai)

<https://www.westjr.co.jp/global/en/ticket/pass/all/>

*Use the page below (available in English, Traditional and Simplified Chinese and Korean)

<https://www.westjr.co.jp/global/en/ticket/overview/>



November 18, 2020
West Japan Railway Company
Hankyu Corporation

Kansai Area Pass can now be used on Hankyu railway services for even easier travel in Kyoto!

JR West's Kansai Area Pass has proven popular with visitors to the Kansai area. This pass for overseas visitors enables unlimited travel on Kyoto City subway lines and Keihan Railway services for one day each in addition to unlimited travel on JR lines.

We have now teamed up with Hankyu Corporation to include a Hankyu Kyoto Line 1-Day Pass allowing free travel on the Hankyu Kyoto Line for one day so that users of the Kansai Area Pass can explore Kyoto even more easily.

1. **Product:** Kansai Area Pass
2. **Availability:** All year round from December 1, 2020 (Tues.)
3. **On sale:** All year round from December 1, 2020 (Tues.)
4. **Validity period:** 1 day, 2 days, 3 days or 4 days

5. Sale prices

Validity period	Overseas, in Japan or online
1 day	Adult: ¥2,400 Child: ¥1,200
2 days	Adult: ¥4,600 Child: ¥2,300
3 days	Adult: ¥5,600 Child: ¥2,800
4 days	Adult: ¥6,800 Child: ¥3,400

6. **Main benefits**
 - Can be used up to 2 times for standard reserved seats on the Kansai-Airport Express "HARUKA" from Kansai Airport to Osaka, Kyoto, Kobe, Himeji or Nara. Can be used for standard non-reserved seats for subsequent trips on this service.
 - Can be used on Hankyu Railway services (Osaka-Umeda <-> Kyoto-kawaramachi and Arashiyama, Tenjimbashisuji 6-chome <-> Kita-senri) for one day during the validity period of the Kansai Area Pass. (You will receive vouchers when you purchase or pick up your pass. Show your pass and vouchers at any exchange counter to start your day of unlimited travel.)
7. **Conditions of sale:** Available for purchase and use by short-term visitors who are citizens of countries other than Japan, possess an overseas (non-Japanese) passport and who are staying for 90 days or less.
8. **How to purchase:** (Overseas) Purchase a Kansai Area Pass Exchange Order from a travel agent or other store overseas and exchange it at a designated JR West station or a participating Nippon Travel Agency store
(In Japan) Purchase the pass at a designated JR West station or a participating Nippon Travel Agency store
(Online) Purchase the pass using JR-WEST ONLINE TRAIN RESERVATION* and exchange it at a designated JR West station

See the page below on our website for details from December 1 (available in English, Traditional and Simplified Chinese, Korean and Thai)

<https://www.westjr.co.jp/global/en/ticket/>

*Use the page below (available in English, Traditional and Simplified Chinese and Korean)

<https://www.westjr.co.jp/global/en/ticket/overview/>

■ Where you can pick up your one-day pass

Where you can pick up your Hankyu Kyoto Line 1-Day Pass

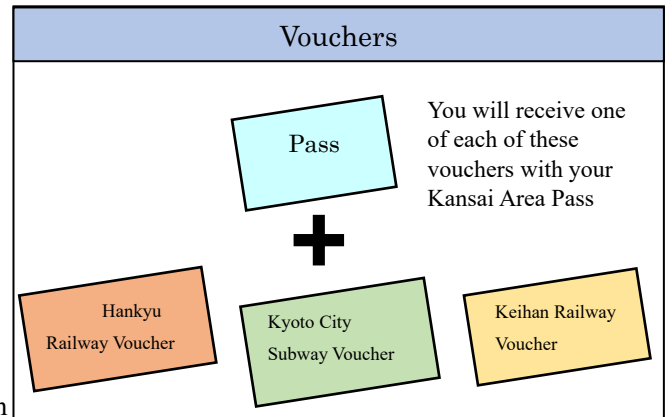
- Hankyu Tourist Center, Osaka-Umeda
- Hankyu Tourist Information Center, Kyoto-Kawaramachi
- Hankyu Tourist Information Center, Kyoto-Karasuma

Where you can pick up your Subway One-Day Pass (Kyoto City Subway)

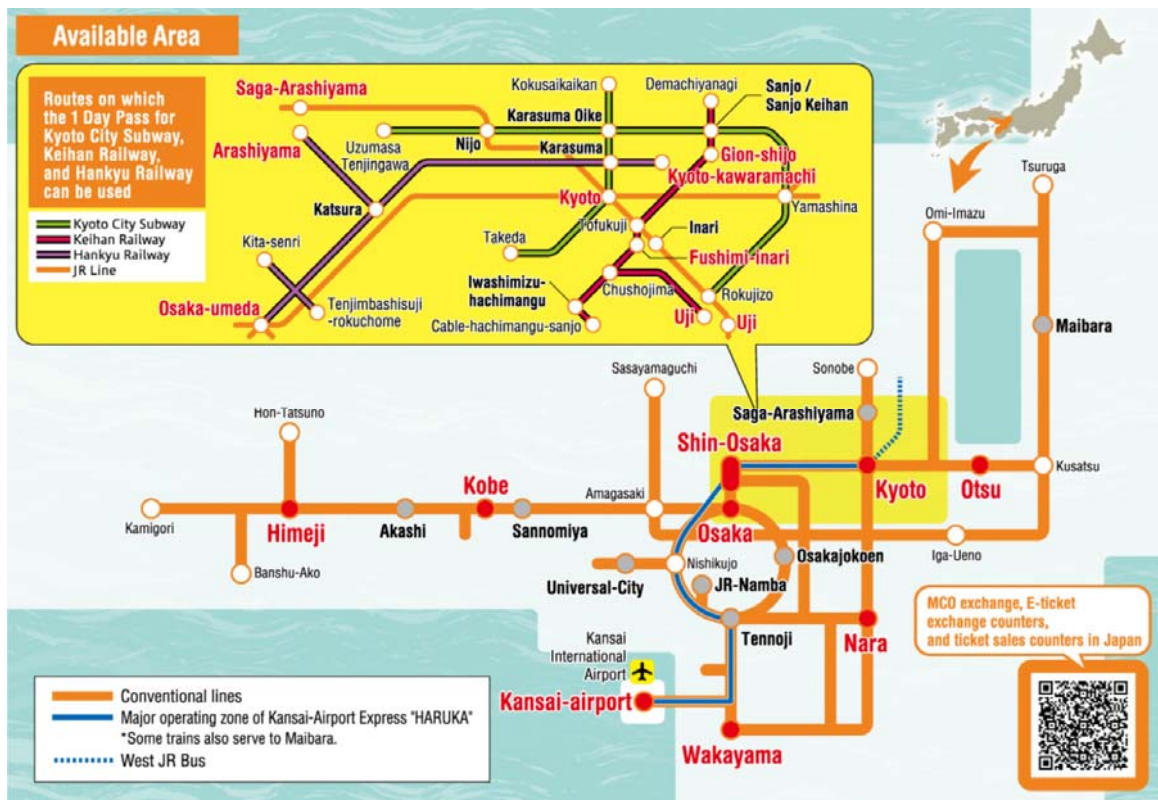
- Kyoto City Bus and Subway Information Center,
- Kyo KOKO Welcome Center, any Kyoto City Subway station

Where you can pick up your KYOTO SIGHTSEEING PASS (Keihan Railway)

- Sanjo Station, Tofukuji Station, Fushimi-Inari Station, Uji Station
- (please note that you need to go to the Keihan Railway section of Tofukuji and Uji Stations)



■ Where you can use the Kansai Area Pass



November 18, 2020

We are working with local communities to release products for the new normal—available through online travel agencies!

JR West is releasing the EXPLORE KANSAI AREA ALL PASS and EXPLORE WEST JAPAN ALL PASS, sets combining products for overseas visitors with a pass that can be used at various attractions in the West Japan area by scanning one QR code, and tourist products designed for the new normal during the COVID-19 pandemic. These will be available through online travel agencies overseas.

1. EXPLORE KANSAI AREA ALL PASS and EXPLORE WEST JAPAN ALL PASS: Passes for admission to various attractions

(1) Overview

This pass allows you to use one of our products for overseas visitors and enter a number of West Japan's best tourist attractions, such as Universal Studios Japan, by scanning one QR code. Available through physical and online travel agencies overseas.

(2) Products

- EXPLORE KANSAI AREA ALL PASS
- EXPLORE WEST JAPAN ALL PASS

(3) Products include

- HARUKA ticket (one-way from Kansai Airport Station to Kyoto Station)
- 1 Day Studio Pass to Universal Studios Japan
- Admission to other tourist attractions (14 for the EXPLORE KANSAI AREA ALL PASS, 31 for the EXPLORE WEST JAPAN ALL PASS)
(The HARUKA ticket can be substituted for a Kansai Area Pass, Kansai WIDE Area Pass or Kansai-Hiroshima Area Pass.)

(4) Sale prices and validity periods

Product	EXPLORE KANSAI AREA ALL PASS	EXPLORE WEST JAPAN ALL PASS
Sale price	Adult: ¥17,000	Adult: ¥21,000
	Child: ¥15,300	Child: ¥19,600
Validity period	3 days	4 days

(Adult: age 12 and over, child: age 6-11)

(5) Availability

January 1, 2021 (Fri.) to March 31, 2021 (Wed.)

(6) Conditions of sale:

Available for purchase and use by short-term visitors who are citizens of countries other than Japan, possess an overseas (non-Japanese) passport and who are staying for 90 days or less.

(7) Notes

- See each attraction's website for details on how their sanitation measures.
- See the page below for details on the attractions included in the EXPLORE KANSAI AREA ALL PASS and EXPLORE WEST JAPAN ALL PASS (English)

EXPLORE KANSAI AREA ALL PASS

https://www.westjr.co.jp/global/en/ticket/all-pass/kansai-area_en.pdf

EXPLORE WEST JAPAN ALL PASS Explore

<https://www.westjr.co.jp/global/en/ticket/all-pass/west-japan.pdf>

2. Tourist products for the new normal

(1) Overview

We are working with local communities to create and sell tourist products that are suited to the “new normal” during the COVID-19 pandemic, such as outdoor activities, experiences and meals, and attractions that can be enjoyed in small groups.

(2) Examples of tourist products

Outdoor activities

- Aerial yoga at the Takeda Castle Ruins: see the world from a different angle at these ruins that appear to float in the air (Hyogo Prefecture)
- Oyster fishing on a boat with a local fisher, followed by a visit to Itsukushima Shrine (Hiroshima Prefecture)
- E-biking in Ine: discover the area’s famous *funaya* bathhouses (Kyoto Prefecture)
- Activities in the great outdoors
Green activities and BBQ at Ski Jam Katsuyama (Fukui Prefecture)

Japanese cultural experiences

- Try using a naginata (pole weapon used by samurai) and watch experienced fighters at the Shubukan dojo, known as the “holy ground of naginata” (Hyogo Prefecture)
- Get in touch with yourself through Zen meditation at Enman-in, a temple in Otsu City with connections to the Imperial House of Japan (Shiga Prefecture)
- Learn how to make sanken-cha, a traditional tea beloved by the famous shogun Toyotomi Hideyoshi (Shiga Prefecture)
- Try making sushi at Umemori Sushi School and learn about Japan’s food culture and mindset about hospitality (Nara Prefecture)
- Try brewing your own umeshu (plum sake) with Nanko-ume plums grown in the Kishu area (Wakayama Prefecture)
- Make your own unique jeans in Kojima, Japan’s birthplace of jeans (Okayama Prefecture)
- Watch cormorant fishing, a summer tradition at Kintaikyo Bridge, from a river boat (Yamaguchi Prefecture)

Iconic local dishes

- Premium steak meal (fillet and sirloin) with Omi beef, one of the top three types of wagyu beef in Japan (Shiga Prefecture)
- Akashi Sushi Coupon: visit top restaurants serving sushi made with plenty of fresh seafood caught off the coast of Akashi (Hyogo Prefecture)
- Delicious fruit parfait made with the seasonal fruit that Okayama is renowned for (Okayama Prefecture)
- Tour the breweries in Saijo, one of Japan’s top sake regions and enjoy Bishu-nabe hot pot and a variety of high-end sakes (Hiroshima Prefecture)

Small-group transport

- Setoda sightseeing pass: see the sights of Setoda at your leisure (Hiroshima Prefecture)
- Private taxi plan: Enjoy the Insta-worthy sight of metasequoia trees lining the street (Shiga Prefecture)
- Bicycle rental plan: there’s no better time to see the sites by bike!

(The above activities are correct as of November 18, 2020 and are subject to change.)

(3) How to purchase

See the website of a physical or online travel agency overseas for details after Japan’s border reopens to tourists.