

Changing a Reservation

(1) Before Receipt

- ① If paid using a credit card
 - Changes can be completed independently via JR-WEST ONLINE TRAIN RESERVATION.
 - Changes to the pass type and the validity period start date are accepted.
 - Until the cutoff time, the reservation can be changed any time. This cutoff time is the departure time of the first train (JST) for which you have a seating reservation if you have a reservation for a reserved seat on the ticket validity period start date, and if your reservation is for non-reserved seating only the cutoff time is 11:30 p.m. (JST); this is also contingent on the reservation having been made (initial reservation date) at least 3 calendar months prior to the day after the validity period start date (or the last day of the month if the same date does not exist in the third calendar month).
Restrictions may apply depending on the credit amount available for the card. Changes must also be within the usage period dates.
- ② If paying at the station

Submitting changes is not required. Please submit a new reservation.

* Unpaid reservations will be automatically canceled the day after the validity period start date. (No cancellation fee will be applied.)

(2) After Receipt

- Changes to the pass type or the validity period start date are not accepted.
- The validity period cannot be extended even in the event of non-availability of train services, delays, etc.

Refunds

(1) Before Receipt

- ① If paid using a credit card
 - Refunds can be completed independently via JR-WEST ONLINE TRAIN RESERVATION.
 - Until the cutoff time, the reservation can be refunded any time. This cutoff time is the departure time of the first train (JST) for which you have a seating reservation if you have a reservation for a reserved seat on the ticket validity period start date, and if your reservation is for non-reserved seating only the cutoff time is 11:30 p.m. (JST). The table at the bottom of this document shows the refund fees for various rail passes.
- ② If paying at the station

A refund is not required. Please submit a new reservation.

* Unpaid reservations will be automatically canceled the day after the validity period start date. (No cancellation fee will be applied.)

(2) After Receipt

- Refunds are handled at the sales location in Japan for the specific product.
[Click here for more information.](#)
- Until the cutoff time, the reservation can be refunded any time. This cutoff time is the departure time of the first train (JST) for which you have a seating reservation if you have a reservation for a reserved seat on the ticket validity period start date, and if your reservation is for non-reserved seating only the cutoff time is 11:30 p.m. (JST). The table at the bottom of this document shows the refund fees for various rail passes.
- Refunds cannot be provided even in the event of non-availability of train services, delays, etc.

Figure: Cutoff time for change and refund

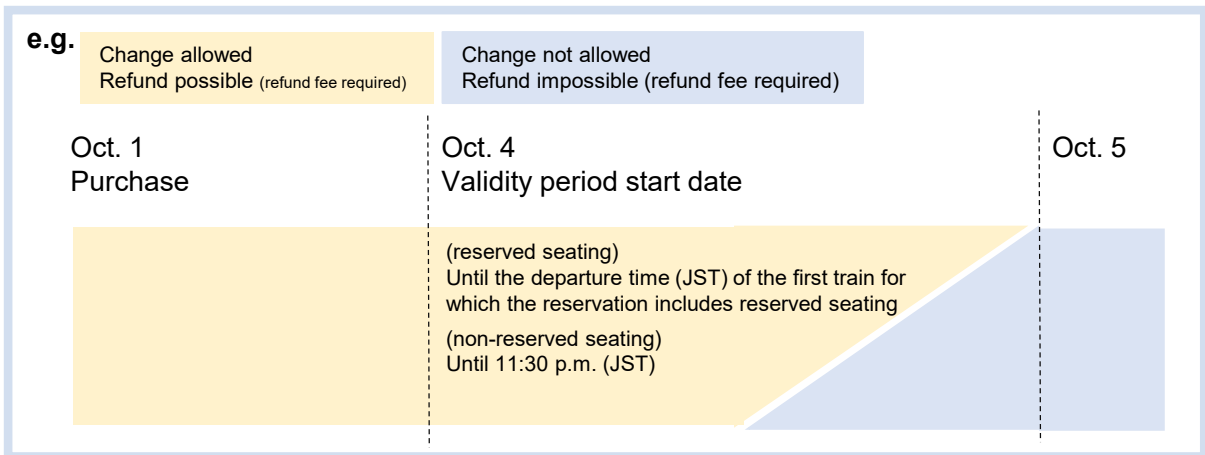


Table : Refund Fees

Product name	Refund fee
Hokuriku Area Pass San'in-Okayama Area Pass	440 YEN
Other	560 YEN