

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 (*1) and the validity period start date are accepted.
- There is no limit on the number of changes to a reservation if the reservation was 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) and if the changes are made before 23:30 (JST) on the validity period start date (*2). (Restrictions may apply depending on the credit amount available for the card, and on the usage period date.)

*1 Changing between an unlimited ride product and an ICOCA & HARUKA set is not possible.

*2 Changes to reservations for a Sanyo-San'in Area Pass are accepted up to the departure time (JST) of the first train on the reserved route. For reservations with multiple trains, changes will be applied to the entire reservation and not for only part of the reserved route.

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.
- Refunds cannot be provided after the starting date (*) or after the validity period has passed.
 - * Changes to reservations for a Sanyo-San'in Area Pass are accepted up to the departure time (JST) of the first train on the reserved route.
- 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.
- Refunds can be completed up to 23:30 (JST) (*1) on the validity period start date. A fee of 440 yen (*2) will be applied.

*1 Refunds for a Sanyo-San'in Area Pass can be completed up to the departure time (JST) of the first train on the reserved route.

*2 A fee of 220 yen per person will be applied for Kansai Area Pass refunds, 550 yen per person for Sanyo-San'in Area Pass refunds, and 660 yen for HARUKA discount ticket (round trip; part of the ICOCA & HARUKA set) refunds.

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.](#)
- A refund fee (10% of the price: Minimum 220 yen, per one rail pass) will be applied.
 - * A fee of 440 yen for the one-way HARUKA discount ticket as part of the ICOCA & HARUKA set (660 yen for the round-trip ticket) refunds.

Changing or Refunding Special Discount Products Reserved via JR-WEST ONLINE TRAIN RESERVATION

- Refunds cannot be provided after the starting date or after the validity period has passed.
 - * Refunds for a Sanyo-San'in Area Pass can be completed up to the departure time (JST) of the first train on the reserved route.
- Refunds cannot be provided even in the event of non-availability of train services, delays, etc.