

Information on SANYO-SHINKANSEN One-way Tickets (Hakata-Kokura)

This special one-way ticket allows you to board the Sanyo Shinkansen to travel between the Kitakyushu and Hakata areas in a short time.

You can pick up your train ticket at Hakata Station or Kokura Station using a “dedicated exchange machine” without having to wait in line at the JR-West Ticket Office or ticket vending machines!

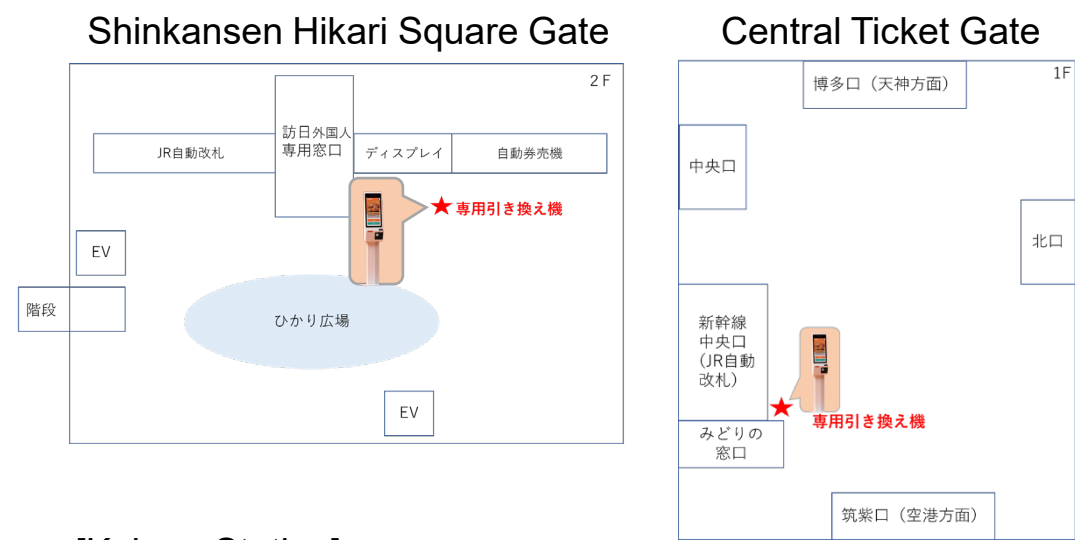
The operation of the “dedicated exchange machine” is simpler than that of a ticket vending machine! Please check the following.

1. How to board the train after arriving at Hakata Station or Kokura Station

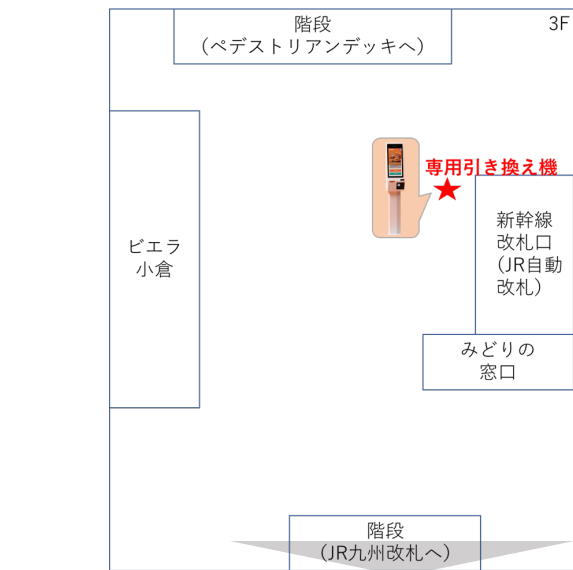
After arriving at Hakata Station or Kokura Station on the JR-West line, please go to the “dedicated exchange machine” located in front of the automated ticket gate.

* SANYO-SHINKANSEN One-way Tickets (Hakata-Kokura) departing from Hakata and arriving in Kokura can only be issued at Hakata Station, and SANYO-SHINKANSEN One-way Tickets (Hakata-Kokura) departing from Kokura and arriving in Hakata can only be issued at Kokura Station.

[Hakata Station]



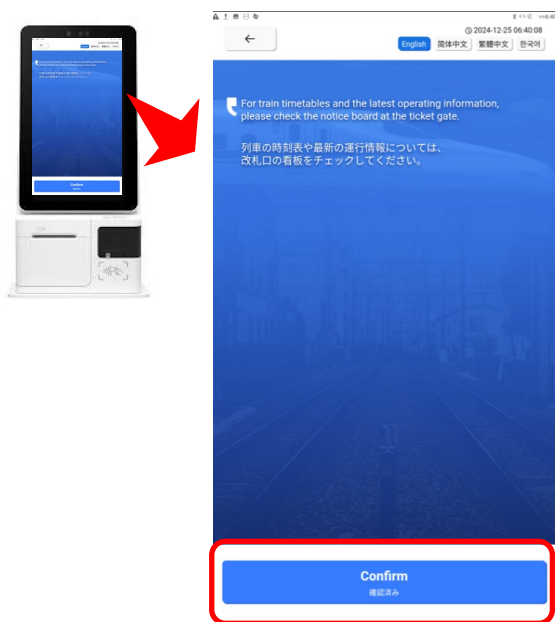
[Kokura Station]



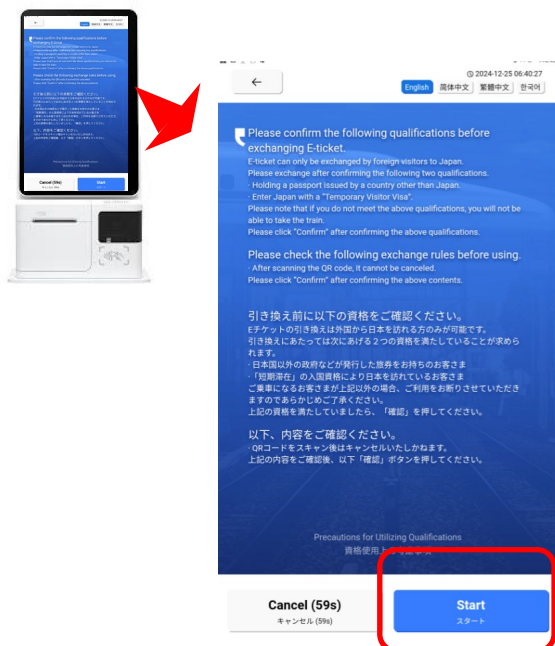
* Please check if the upper part of the electronic ticket reads “**HAKATA-KOKURA One-Way Ticket (Boarding HAKATA)**” or “**KOKURA-HAKATA One-Way Ticket (Boarding KOKURA)**.” All other electronic tickets must be received at MV (reserved seat ticket machines).



Please select the language on the screen of the dedicated exchange machine.



Check the important notes displayed on the screen and press “Confirm.”

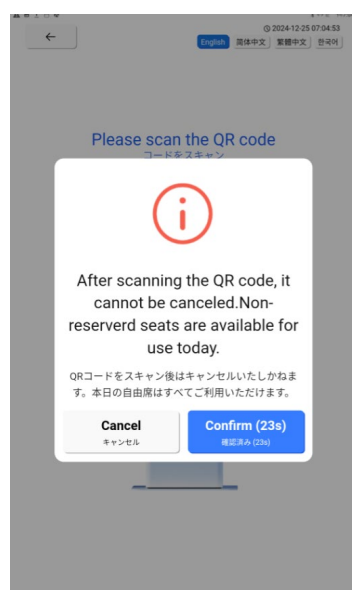


Check the important notes displayed on the screen and press “Confirm.”

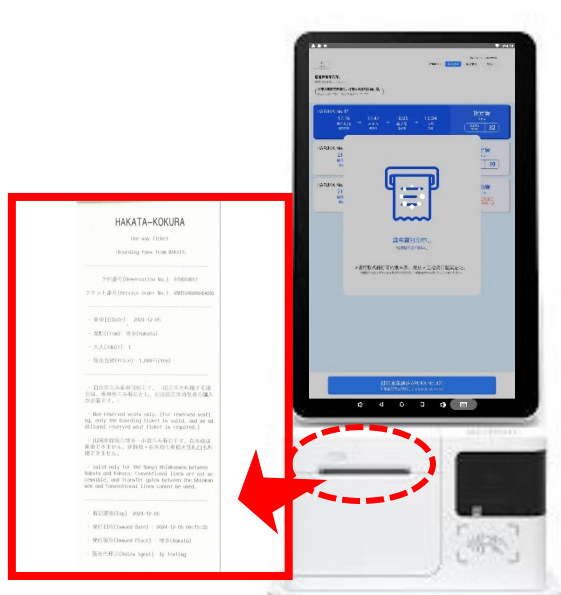


When the message “Scan QR code” appears, hold the QR code you have prepared over the reader at the bottom of the screen.

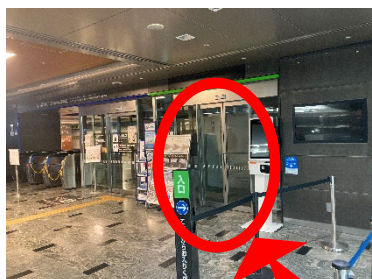
* If the message “The QR code has expired” appears at the bottom of the screen, please contact the travel agency from which you purchased the electronic ticket.



Check the important notes displayed on the screen and press “Confirm.”



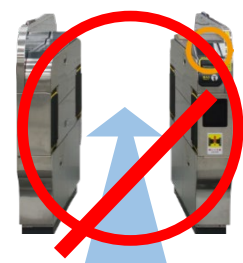
Receive the “Usage Confirmation Slip” from the bottom of the screen.



係員のいる有人改札で「利用整理票」を提示して改札を通ってください。



博多駅、小倉駅ともに自動改札はご利用いただけません。



HAKATA – KOKURA
One-way Ticket
(Boarding Pass from HAKATA)

Reservation number:
Service order number:

Travel date:
Departure station: Hakata
Adult: 1
Price: 1,600 yen

- Only non-reserved seats can be taken. (When using a reserved seat, only the boarding ticket is valid, and a separate Limited Express reserved seating ticket must be purchased.)
- Valid only between Hakata and Kokura on the Sanyo Shinkansen. No conventional lines can be boarded. (Transfer gates for Shinkansen and conventional lines cannot be used.)

Validity period (Exp): ○-○
Issued date:
Issued place:
Sales agent:

Please take a non-reserved seat on the Sanyo Shinkansen “Nozomi,” “Mizuho,” “Sakura,” “Hikari,” and “Kodama” trains.

Upon arrival at Hakata Station or Kokura Station, passengers cannot transfer to a conventional line.

2. Conditions for purchase and use of
“SANYO-SHINKANSEN One-way Tickets (Hakata-Kokura)”

■ Ticket Type

Sanyo Shinkansen boarding area	Areas for which the “Usage Confirmation Slip” can be used
Hakata → Kokura	Valid only between Hakata and Kokura on the Sanyo Shinkansen. No conventional lines can be boarded.
Kokura → Hakata	Valid only between Kokura and Hakata on the Sanyo Shinkansen. No conventional lines can be boarded.

■ Sale/Use Period

- Please board within 3 months of purchase.

■ Purchase Location

- The tickets will be sold through travel agencies outside Japan.
- * Not available at train stations or travel agencies in Japan.

■ Purchase Limitations

- Customers holding a passport issued by a government other than Japan
- Customers visiting Japan with “Temporary Visitor” immigration status
- * If it is determined during your visit that you do not meet the purchase limitations, you will be charged an additional fee.
Please keep in mind your status of residence, etc.

3. Precautions when using this service

- One e-ticket is required per passenger.
- Before boarding, you must receive a “Usage Confirmation Slip” at the “dedicated exchange machine.”
- SANYO-SHINKANSEN One-way Tickets (Hakata-Kokura) departing Hakata and arriving in Kokura can only be exchanged and boarded at Hakata Station.
- SANYO-SHINKANSEN One-way Tickets (Hakata-Kokura) departing Kokura and arriving in Hakata can only be exchanged and boarded at Kokura Station.
- During the period when all seats on the Sanyo Shinkansen “Nozomi” train are reserved, please use non-reserved seats on the “Mizuho,” “Sakura,” “Hikari,” and “Kodama” trains.
- Tickets can only be exchanged on the day of boarding. If a ticket is exchanged on a day other than the day of boarding, it will not be valid.
 - * This ticket cannot be used if you arrive at Hakata Station or Kokura Station after the last Sanyo Shinkansen train departs. Please check with the travel agency where you purchased your ticket to request a refund.
 - * Please search from the following link for the timetable of the last train of the Sanyo Shinkansen.
<https://www.westjr.co.jp/global/en/timetable/>
- Once the e-ticket has been exchanged for a “Usage Confirmation Slip,” no refunds or changes to the date of use can be made.

To request a refund prior to exchange, please contact the travel agency where you purchased the ticket.
- If you lose the “Usage Confirmation Slip,” it cannot be reissued. You will need to purchase a new ticket.
- If the train you were scheduled to board is cancelled after you have redeemed your Usage Confirmation Slip, please obtain a refund certificate from Hakata Station or Kokura Station and present it to the travel agency where you purchased your ticket for a refund. If there is a significant delay of the train after you have started boarding the train with the “Usage Confirmation Slip,” please consult the station staff.
- If the “dedicated exchange machine” is out of order or otherwise unavailable, please exchange tickets at any green ticket-vending machine marked with a passport symbol at the station or at the JR-West Ticket Office.
 - * Please refer to the link below for information on how to exchange tickets at a green ticket-vending machine.
<https://www.westjr.co.jp/global/en/howto/guide/emco/>
- After taking the Sanyo Shinkansen to Hakata Station or Kokura Station, you cannot transfer to a local train.