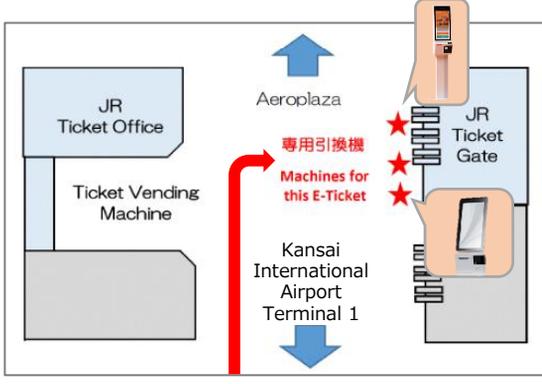


# Introduction of HARUKA TICKET LIMITED EDITION 1 WAY

This is a special ticket for the Kansai-Airport Express HARUKA which provides direct access to Shin-Osaka and Kyoto. After arriving at Kansai Airport, you can go to the "HARUKA e-Ticket Machine" to choose a train without lining up at a JR-West ticket office "Green Window" or ticket vending machines! The "HARUKA e-Ticket Machine" is easier to use than a normal ticket vending machine! Please check the introduction below for more details.

## 1 How to get on the train after arriving at Kansai Airport



After arriving at JR West Kansai Airport Station, please go to the "HARUKA e-Ticket Machine" in front of the JR ticket gates.



Please prepare the e-ticket for "HARUKA TICKET LIMITED EDITION 1 WAY" that you received from a travel agency in advance.

※It is more convenient to print out the e-ticket in advance.

※When opening the e-ticket on the smartphone screen, please display the QR-CODE of the e-ticket as shown on the left.

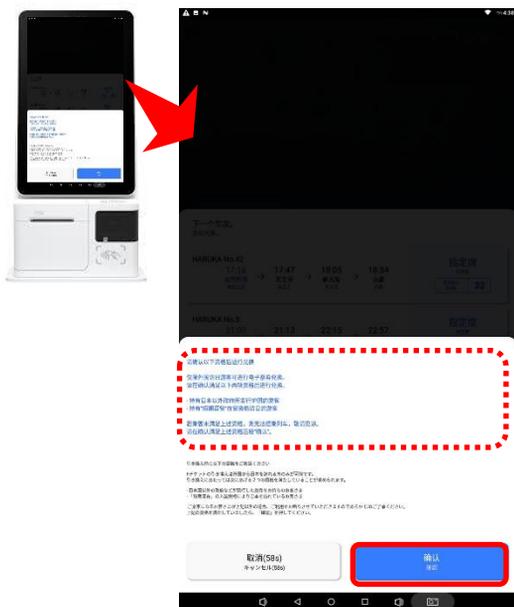
※Please check if the name of the e-ticket is **"HARUKA TICKET LIMITED EDITION KIX-○○1WAY"**. For other e-tickets, please pick up the ticket at the Green Ticket-Vending Machine. (○○ means the direction of Tennoji, Shin-Osaka, or Kyoto)



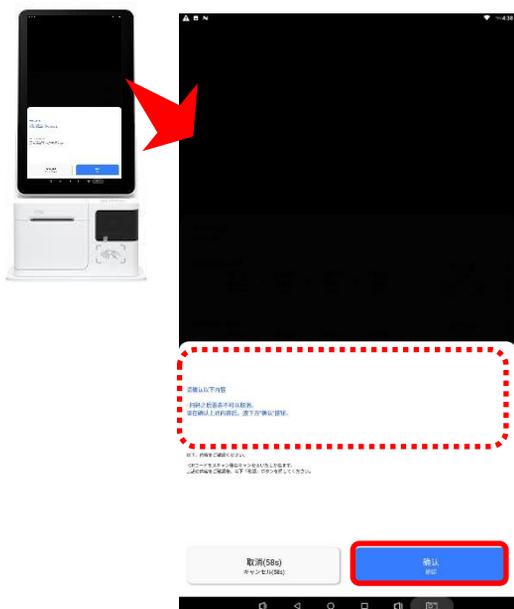
Please choose a language from the upper right of the screen of HARUKA e-Ticket Machine.



Please press the "Start" button at the bottom right of the Ticket Vending Machine.



Please check the information displayed on the screen and click "OK".



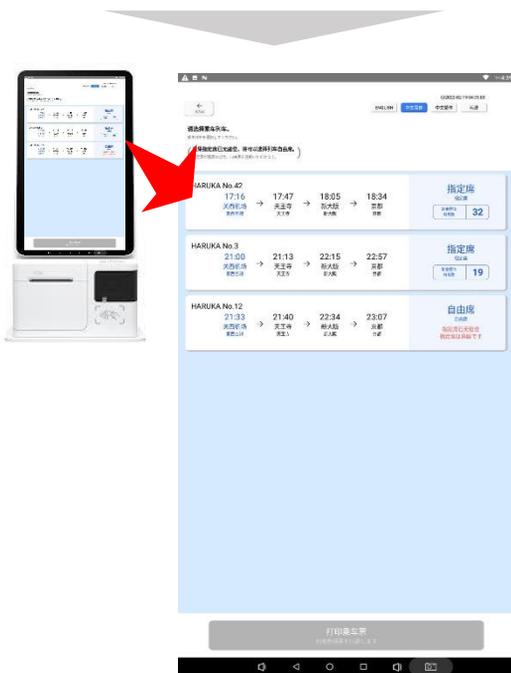
Please check the other information displayed on the screen and click "OK".

Please follow the instruction on the screen to scan your QR code in front of the scanner.

※If it shows "QR-CODE has expired" on the screen, please contact your travel agency where you purchased the e-ticket.

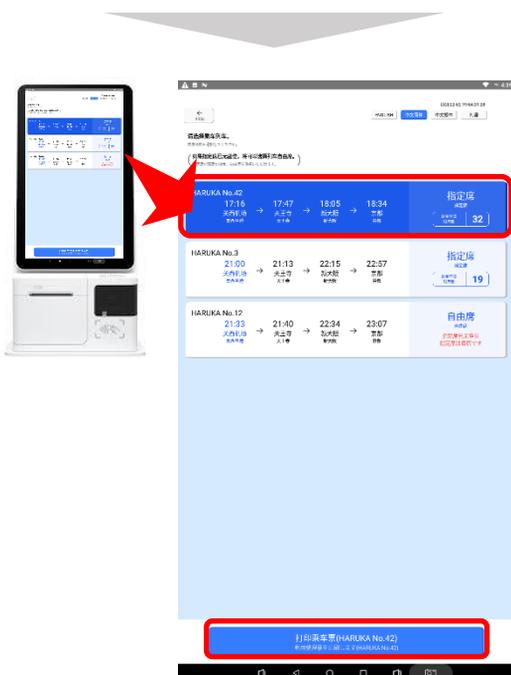


The screen will show you the latest departure time. Please check the departure time and arrival time.



Please choose the train you would like to take and click "Print Train Ticket" on the screen.

※If all the reserved seats are taken, you can use the unreserved seats or a later train.



Please collect the printed train ticket from the bottom of the screen.



Please present your train ticket at the manned ticket gate to pass through.

! You can't use the automatic ticket gates at Kansai Airport Station or the station you get off at.



Please find a seat in car No. 8 listed on the train ticket. (Car No. 8 is a reserved-seat car for the "HARUKA TICKET LIMITED EDITION 1 WAY".)

## What to do if there is no staff present at your destination



! If you arrive at a station and it is an unmanned station, or if there is no staff present when you arrive, please press the intercom next to the ticket gate (←) and call for remote assistance. When the remote operator answers the call, please put your train ticket on the blue board (←) and receive confirmation from the operator before leaving the station.

## 2 Purchase Eligibility and Usage Rules of "HARUKA TICKET LIMITED EDITION 1 WAY"

### ■ Ticket Types

Kansai-Airport Express "HARUKA"'s Access to Major Stations	The Valid Area
Kansai Airport Station → Tennoji Station	You can transfer to a regular train go to various stations in Osaka city.
Kansai Airport Station → Shin-Osaka Station	You can transfer to a regular train go to various stations in Osaka city.
Kansai Airport Station → Kyoto Station	You can transfer to a regular train go to various stations in Kyoto city.

### ■ Validity Period

• Please take the train within 3 months after purchase.

### ■ Where to Buy

• It will be sold by travel agencies outside of Japan.

※ Not sold at stations and travel agencies in Japan.

### ■ Purchase Eligibility

• Hold a passport issued by a government other than Japan

• Have a status of residence equivalent to a "Short-Term Stay"

※ If you are found to not meet the eligibility to use the ticket during the process, you will be charged an additional fee for unauthorized use. Please confirm your status of residence in advance.

## 3 Notes for Ticket Usage

○ Each passenger needs an e-ticket.

○ You cannot get on the train from stations other than Kansai Airport Station.

○ If the reserved-seat car (car No. 8) of your train is crowded, you can use the unreserved seats.

※ If the train is delayed, you can also use the unreserved on other trains.

○ You can exchange your ticket from 5:30 a.m. to 5 minutes before the last train of the Kansai-Airport Express "HARUKA" on the day of boarding.

※ If you arrive at Kansai Airport after the last train of Kansai-Airport Express "HARUKA", the ticket cannot be used.

※ Please check the following link for the timetable of the last of the Kansai-Airport Express "HARUKA".

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

○ After the e-ticket is exchanged for a train ticket, you will not be able to get a refund or change the date of use and the train you chose.

If you want a refund, please contact the travel agency you purchased the ticket from before exchanging.

○ After taking the Kansai-Airport Express HARUKA to Tennoji, Shin-Osaka, or Kyoto, you can transfer to a regular train to a station in Osaka or Kyoto. Please check the following link for the stations where you can get off at.

(This is not a free pass. The ticket cannot be used again after you exit the ticket gate of the station.)

"HARUKA TICKET LIMITED EDITION KIX-Tennoji Station or Shin-Osaka Station 1WAY"

(Within Osaka City) [https://www.westjr.co.jp/global/en/ticket/pass/one\\_way/pdf/Osaka\\_city.pdf](https://www.westjr.co.jp/global/en/ticket/pass/one_way/pdf/Osaka_city.pdf)

"HARUKA TICKET LIMITED EDITION KIX-Kyoto Station 1WAY"

(Within Kyoto City) [https://www.westjr.co.jp/global/en/ticket/pass/one\\_way/pdf/Kyoto\\_city.pdf](https://www.westjr.co.jp/global/en/ticket/pass/one_way/pdf/Kyoto_city.pdf)

○ The train ticket cannot be reissued if you lost it. Please buy a new ticket.

○ In the case of train suspension, no refund will be given after the ticket has been exchanged.

○ After you exchanged for a physical train ticket, if the train you plan to take is suspended before boarding, please use the non-reserved seats of another "HARUKA" or the Kansai-Airport Rapid Service.

If you are not using the JR trains, please show your physical train ticket at Kansai Airport Station to apply for a refund.

※ If you already used another "HARUKA" or a Kansai-Airport Rapid Service, the ticket will not be refunded.

○ If the "HARUKA e-Ticket Machine" does not work properly, please exchange your ticket at a JR-West ticket office "Green Window" or Green Ticket-Vending Machines with a passport mark on the machine at the station. ※ Please refer to the link below to check how to exchange the ticket at a "Green Ticket-Vending Machine".

<https://www.westjr.co.jp/global/en/howto/guide/emco/>