

Attention Customers Using the JR-WEST ONLINE TRAIN RESERVATION System (Important Notice Regarding Limits on Some Services)

Please note that limits will apply to some JR-WEST ONLINE TRAIN RESERVATION services between Friday, February 16, and Tuesday, April 30, 2024.

We apologize for any inconvenience this may cause and appreciate your understanding.

1. Suspension of option to pay at station

Although the JR-WEST ONLINE TRAIN RESERVATION system allows customers to pay for reserved tickets at the station, this option will not be available for reservations made during the following period.

* Payment by credit card will be available as usual.

- Period subject to limited payment options
Friday, February 16 – Sunday, March 31, 2024

2. Limitations on changing the number of passengers, etc.

The JR-WEST ONLINE TRAIN RESERVATION system allows customers to increase the number of passengers (purchase additional tickets) after a reservation has been completed. This service will not be available during the following period.

- Affected customers and service limitations
 - (1) Customers making reservations on or before Friday, March 15, 2024
Increasing the number of passengers and purchasing additional Limited Express tickets (Limited Express reserved seat tickets, Green Car tickets, etc.) or basic fare tickets (basic one-way fare tickets and basic round-trip fare tickets) will not be possible after Saturday, March 16, 2024.
 - (2) Customers making reservations on or before Sunday, March 31, 2024
Increasing the number of passengers and purchasing additional Limited Express tickets (Limited Express reserved seat tickets, Green Car tickets, etc.) or basic fare tickets (basic one-way fare tickets and basic round-trip fare tickets) will not be possible after Monday, April 1, 2024.

3. Limits on period for changing tickets

The JR-WEST ONLINE TRAIN RESERVATION system allows customers to change tickets departure date up to 3 months from the day preceding the date the reservation was initially submitted (initial payment date). However, the period for changing tickets will be limited as outlined below.

- Affected customers
 - Customers changing reservations between Saturday, March 16 and Tuesday, April 30, 2024
- Service limitations
 - Changes to tickets departure date will be limited to up to 1 month from the date the reservation was initially submitted (initial payment date) during the above period.
 - * Changes to tickets will not be accepted after one month from the date the reservation was initially submitted (initial payment date) during the above period.

Example

