

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

Please note that limits will apply to some JR-WEST ONLINE TRAIN RESERVATION services between March 1 and April 30, 2025.

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 with limited payment options
March 1 – March 31, 2025

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) for ticket reservations. This service will not be available during the following period.

- Affected customers
Customers making reservations on or before March 31, 2025
- Service limitations
Customers mentioned above can't increase the number of passengers and purchase 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) after April 1, 2025.

3. Limits on period for changing tickets

The JR-WEST ONLINE TRAIN RESERVATION system allows customers to change tickets 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 April 1 and April 30, 2025
- Service limitations
 - During the above period, tickets can only be changed to a date within one month from the date the reservation was initially submitted (initial payment date).
 - * 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

