

## Forthcoming Changes to JR-WEST ONLINE TRAIN RESERVATION Due to Consumption Tax Increase

This notice is in regard to partial changes to the JR-WEST ONLINE TRAIN RESERVATION system (concerning regular tickets and special discount products) to go into effect from September 1 (Sunday) to October 31 (Thursday), 2019, due to system maintenance resulting from increases in consumption tax.

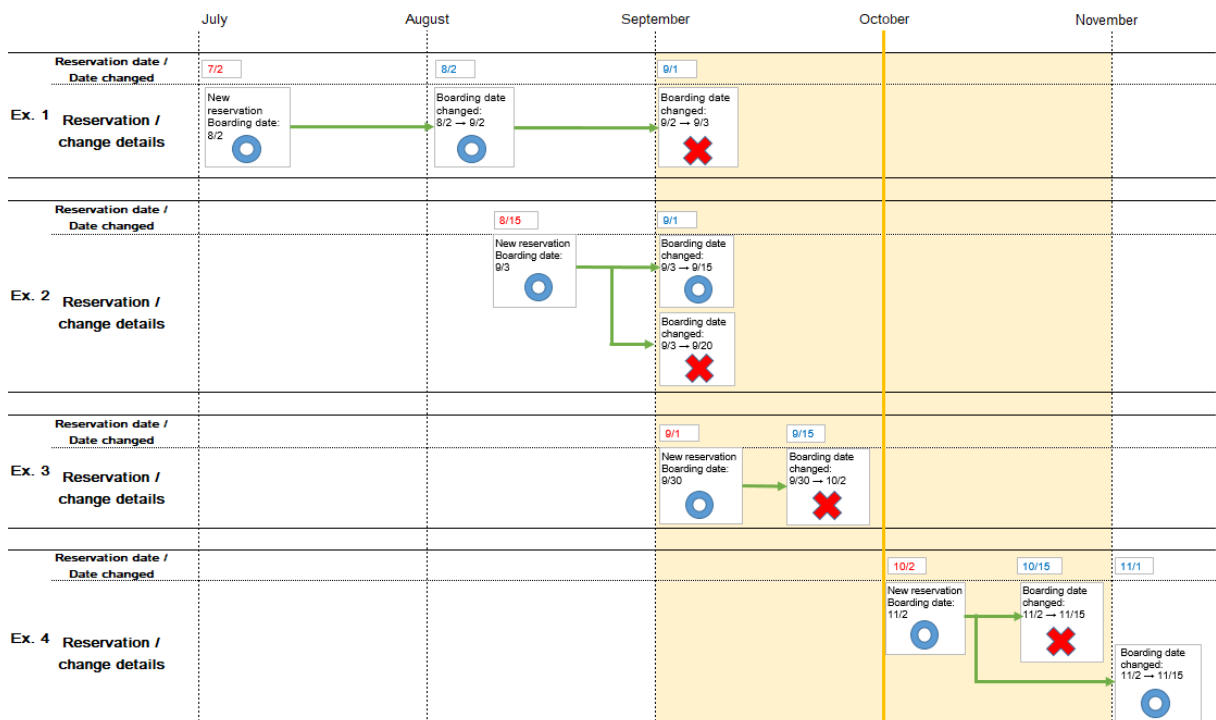
### 1. Changing Reserved Tickets

#### (1) Normal system operation

Changes to ticket boarding dates are normally accepted up to 3 months from the date a reservation is first submitted (initial settlement date) so long as the boarding date is within 1 month of the reservation submission date.

#### (2) Special operation during the specified period

- For changes to boarding dates submitted between September 1 (Sunday) and October 31 (Thursday), 2019, changes will only be accepted up to 1 month from the date the reservation is first submitted (initial settlement date).
- Products that allow for unlimited changes will follow normal system operation so long as the boarding date is within 1 month of the date the reservation is first submitted (initial settlement date).
- Changes cannot be accepted after 1 month from the date a reservation is first submitted (initial settlement date).



\* For basic fare tickets on the Sagano Scenic Railway reserved between September 1 (Sunday) and 30 (Monday), 2019, changes are accepted up to September 30 (Monday) so long as the designated departure time has not passed.

Changes will not be accepted via JR-WEST ONLINE TRAIN RESERVATION after October 1 (Tuesday).

## 2. Reserving Additional Tickets

The following restrictions apply in addition to the above for changes concerning additional ticket reservations.

### (1) Reserving additional fare tickets (Limited Express reserved tickets, Green tickets, etc.) or basic fare tickets (one-way or roundtrip basic fare tickets)

- For reservations first submitted (initial settlement date) between September 1 (Sunday) and 30 (Monday), 2019, route or ticket changes resulting in additional fare tickets or basic fare tickets **will not be possible after October 1 (Tuesday)**.
- To reserve additional fare tickets or basic fare tickets, submission of a new reservation will be required, or the additional products may be purchased directly at a station or other appropriate location.
- \* Partial fare ticket cancellations will be accepted.
- \* Cancellations to basic fare tickets will be refunded but will incur the handling fee in effect prior to the consumption tax increase.

### (2) Increasing the number of passengers

- For reservations first submitted (initial settlement date) between September 1 (Sunday) and 30 (Monday), 2019, increasing the number of passengers **will not be possible after October 1 (Tuesday)**.
- To increase the number of passengers, submission of a new reservation is required. Tickets may also be purchased directly at a station or other appropriate location.
- \* Please note that the sale price for some special discount products, including the JR-WEST RAIL PASS, when purchased at the station may differ from the sale price via JR-WEST ONLINE TRAIN RESERVATION.
- \* Reducing the number of passengers will incur the handling fee in effect prior to the consumption tax increase.

## 3. Restrictions when Paying at the Station

For non-reserved seating reservations, individuals may choose to either pay at the station or pay by credit card. However, for reservations submitted between September 1 (Sunday) and 30 (Monday), 2019, only payment by credit card will be possible, regardless of the boarding date. Paying at the station will not be possible.