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.