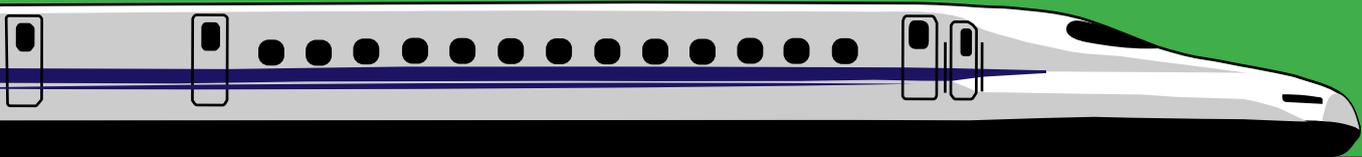


JAPAN RAIL PASS USER GUIDE



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HOW TO ACTIVATE MY JR PASS

1. Where do I activate my JR Pass?

At a JR exchange office: in order to activate your Japan Rail Pass, you will have to exchange your voucher at a JR office. These offices are to be found at the airport or in the main train stations.

Please note that exchange offices may have different opening times (see JR Office list next page).

みどりの窓口
Ticket Office

2. What documents do I need?

At the exchange office, you will have to fill out the form provided and present your passport plus the exchange voucher that you received in the post.



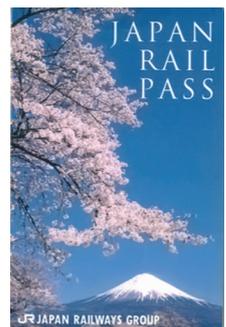
The exchange order

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Your passport



3. When should I activate my JR Pass?

When exchanging your voucher, you will have to decide on **the date you want to start using your pass**. Once it is validated you will be able to use your pass starting on the date you have chosen for the consecutive number of days for which your pass is valid.

 **Please know that:**

- The exchange date does not have to be the starting date.
- The starting date has to be within 30 days of the exchange.
- If you hold a 7 days Japan Rail Pass, you should be careful about your starting date. On a tight schedule, it is better to use a day rather than to waste one.



JR EXCHANGE OFFICE LIST & OPENING HOURS

Station	Office	Service Hours		Station	Office	Service Hours	
		Mon.-Fri.	Sat, Sun & Hols			Mon.-Fri.	Sat, Sun & Hols
Narita Airport Terminal 1	JR EAST Travel Service Center	8:15-19:00		Shinjuku	Information Center (New South Ticket Gate)	8:00-19:00	
	Ticket Office	6:30-8:15, 19:00-21:45			Information Center (East Ticket Gate)	9:00-19:00	
Narita Airport Terminal 2	JR EAST Travel Service Center	8:15-20:00		Shibuya	Information Center (South)	10:00-18:30	
	Ticket Office	6:30-8:15, 19:00-21:45		Ikebukuro	Information Center (Central Passage)	9:30-18:00	
Haneda International Airport	JR EAST Travel Service Center (Tokyo Monorail 2F Ticket Gate/Arrival Lobby)	7:45-18:30		Shinagawa	Information Center (Central Ticket Gate)	9:00-19:00	
Tokyo	JR EAST Travel Service Center (Marunouchi North)	7:30-20:30		Odawara	JR-CENTRAL Ticket-Office	5:45-22:30	
	JR CENTRAL Ticket Office (Yaesu Central)	7:30-20:30			Mishima	Ticket Office (South)	5:45-23:00
Kyoto	Ticket Office (JR West Central)	5:30-23:00		Shizuoka	Ticket Office	5:00-23:05	
	Ticket Office (JR CENTRAL Hachijo Shinkansen)	8:30-23:00		Hamamatsu	Ticket Office	5:20-23:20	
Shin-Yokohama	JR-CENTRAL Ticket Office	8:00-20:30		Toyama	Ticket Office (South)	5:40-23:30	
Yokohama	Travel Service Center	10:00-20:00	10:00-19:00	Kanazawa	Ticket Office	4:40-23:00	
Nagoya	JAPAN RAIL PASS Exchange Office	10:00-19:00		Osaka	Ticket Office (Central N° 12,13)	5:30-23:00	
	Ticket Office	6:00-10:00, 19:00-23:00		Nara	Ticket Office	9:00-20:00	
Shin-Osaka	Ticket Office (JR WEST East)	5:30-23:30		Higashi-Maizuru	Ticket Office	5:30-21:00	
	Ticket Office (JR-CENTRAL Central)	5:30-23:00		Nishi-Maizuru	Ticket Office	5:40-21:00	
	JR-WEST Travel Center	9:00-20:00		Sannomiya	Ticket Office (Central)	5:30-23:00	
Kushiro	Travel Service Center	10:00-18:00		Okayama	Ticket Office	5:00-23:00	
Obihiro	Travel Service Center	9:00-17:00		Yonago	Ticket Office	5:00-22:00	
Asahikawa	Travel Service Center	9:30-17:30		Sakaiminato	Ticket Office	7:10-18:30	
Sapporo	JR Information Desk	8:30-19:00		Matsue	Ticket Office	4:50-21:30	
	Travel Service Center (East)	10:00-19:30	10:00-18:00	Hiroshima	Ticket Office	5:20-23:00	
	Travel Service Center (South)	10:00-20:00		Shimonoseki	Ticket Office	5:30-22:30	
New-Chitose Airport	JR Information Desk	8:30-19:00		Takamatsu	Travel Service Center	10:00-18:00	10:00-17:00
Hakodate	Travel Service Center	10:00-18:00		Matsuyama	Travel Service Center	10:00-18:00	10:00-17:00
Shin-Aomori	Travel Service Center	10:00-17:30		Tokushima	Travel Service Center	10:00-18:00	
Hachinohe	Travel Service Center	10:00-17:30		Kokura	Travel Service Center	10:30-19:00	10:30-18:00
Morioka	Travel Service Center	10:00-19:00	10:00-17:00	Hakata	Travel Service Center	10:00-20:00 (Mon-Sat) / 10:00-18:00 (Sun & Hols)	
Akita	Travel Service Center	10:30-18:00	10:30-17:00		JR-KYUSHU Ticket Office	7:00-23:00	
Sendai	Travel Service Center	10:00-19:00 (Mon-Sat) / 10:00-18:00 (Sun & Hols)		Saga	Travel Service Center	10:30-19:00	10:30-18:00
Yamagata	Travel Service Center	10:00-18:00	10:00-17:00	Nagasaki	Travel Service Center	10:30-19:00	10:30-18:00
Fukushima	Travel Service Center	10:00-18:00	10:00-17:00	Kumamoto	Travel Service Center	10:30-19:00	10:30-17:30
Niigata	Travel Service Center	10:00-19:00	10:00-17:00	Oita	Travel Service Center	10:30-19:00	10:30-18:00
Nagano	Travel Service Center	10:00-19:00	10:00-17:30	Miyazaki	Travel Service Center	10:00-18:00	10:00-17:30
Mito	Travel Service Center	10:00-19:00	10:00-17:00	Kagoshima-Chuō	Travel Service Center	10:30-19:00	10:00-18:00
Ueno	Information Center (Central Ticket Gate)	9:00-19:00		Kansai Airport	Ticket Office	05:30-23:00	



HOW TO BOOK A SEAT & BOARD MY TRAIN

• Do all trains have reserved seats?

All Shinkansen trains have cars dedicated to **reserved seats** (*shitei-seki*), and others dedicated to **unreserved seats** (*jiyu-seki*). Most local trains don't have reserved seats, whereas other trains like the Narita Express only have reserved seats.

指定席

Reserved seat

自由席

Non reserved seat

• Why should I book my seat?

If you are not catching your Shinkansen during peak hours (7 a.m. to 9 a.m. and 6 p.m. to 8 p.m.) or during bank holidays, **you do not need to book your seat** and you can use any non-reserved seat by showing your Japan Rail Pass.

The Shinkansen trains run very frequently (every 30 minutes), particularly on the Tokaido line between Tokyo and Kyoto, so **you don't have to worry about booking.**

• How can I book a seat?

You can do so **without additional charges**. Before catching your train, go into a booking office at the train station (*midori no madoguchi*) and show your Japan Rail Pass.



• How do I board my train?

As the Japan Rail Pass is not a traditional ticket, you cannot go through the automatic gates. Instead, just show your pass to the staff in the glass booth next to the gates.





JR PASS VALIDITY

With a national Japan Rail Pass, you can use all the trains on the **JR railway network** including JR Kyushu, JR Shikoku, JR West, JR Center, JR East and JR Hokkaido. Of course, you will have access to local and express trains but also to the fast bullet trains, 'Shinkansen', that connect most of the main cities in Japan.

✓ The JR Pass is also valid for:

In addition to the train, you will have access to other means of transportation with your Japan Rail Pass:

- **JR Ferry:** JR Miyajima Ferry (please note that the JR Hakata-Pusan ferry to Korea is not included)
- **Monorails:** Tokyo Monorail connecting Haneda Airport to Hamamatsucho Station
- **JR Bus:** Local JR Buses on a limited number of lines



Please carefully read the following list in order to know which transportation systems are not included in the Japan Rail Pass.

✗ The JR Pass is not valid for:

- **Private Rail Lines:** For non-JR rail lines, for instance Odakyu trains or Kintetsu trains, you will have to buy regular train tickets.
- **Super Express only Shinkansen:** You will not have access to the 'Nozomi' and 'Mizuho' Shinkansen. Instead you will be able to take other Shinkansen trains that serve the same routes even if they take a little longer.
- **In cities:** The Japan Rail Pass does not allow you to ride on subways or trams within cities. However, most big cities have a few JR lines that you can use to go around (Osaka Loop or Kanjo line, Tokyo Yamanote line, etc...)
- **Others:** It is possible to take a night train with the Japan Rail Pass but the ticket is not valid for the sleeper cars, private cars in night trains, and special compartments for which you will have to pay an extra fee.

i If, during your journey, your JR train uses another company's tracks, and even if you hold a pass, you will have to pay a part of the trip. Payment can be made before boarding the train or on board.

USEFUL TIPS

- 1 To plan your trip and find all the trains timetables, use www.hyperdia.com



HyperDia

- 2 **What to eat on the train?
Try the ekiben!**

The ekiben is a packed lunch served during a train that contains several small regional dishes nicely arranged. They are known to be particularly delicious as well as cheap.



- 3 To stay connected on the train, you can rent a Pocket Wifi on www.japan-rail-pass.com



For more information about your next destination in Japan, visit www.japan-experience.com

Japan Experience



HOW TO CANCEL MY JR PASS

After purchase, it is possible to cancel your Japan Rail Pass and to be refunded under certain conditions.

- **Until when can I cancel my JR Pass?**

If your voucher has not been exchanged, your Japan Rail Pass can be refunded within a year from the date of purchase.

- **How much does it cost?**

The cancellation fee costs 10% of your order (excluding shipping charges). Please note that if your voucher has already been exchanged for the Japan Rail Pass and / or you have already used it to take the train, a refund will no longer be possible.

- **How do I get a refund?**

In order to get your Japan Rail Pass refunded, you need to send your unused voucher to our production office in Paris or London (preferably by registered mail or any secured transportation way such as FedEx):

Japan Experience
30, rue Sainte Anne
75001 Paris - France



Japan Experience
1st Floor 35 Little Russell Street
London WC1A 2HH - UK

Once we receive your voucher, you will be reimbursed on the credit card used for the transaction (minus the cancellation fee), and you will receive an email confirming the refund.



HOW TO CHANGE MY JR PASS

You have already ordered your Japan Rail Pass, and you would like to change the duration, or switch from an ordinary pass to a Green pass.

To do this, simply place a new order on our website. You must then return the voucher you would like to change by registered mail, with an explanation note and the new order number to receive a full refund (excluding the delivery costs). Please return to either of the following addresses:

Japan Experience
30, rue Sainte Anne
75001 Paris - France



Japan Experience
1st Floor 35 Little Russell Street
London WC1A 2HH - UK

Please note that there is still a delivery charge for the new delivery. We thank you in advance for checking that you will be able to receive your delivery before your departure to Japan.

What can I do in case of loss?

- **You have lost your voucher (before exchanging it):** You have to buy a new Japan Rail Pass. We will refund you the lost voucher 4 months after the issue date, after we have checked with the Japan Railway Company that the voucher has never been used. Cancellation fee may apply.
- **You have lost your JR Pass (after exchanging it):** you will have to buy a new pass as the Japan Rail Pass cannot be reissued nor refunded once exchanged.

CONTACT US

 +33 (0)1 42 61 60 83

 + 44 (0) 20 7205 4155

 +1 800 835 6135

 contact@japan-experience.com

 www.japan-rail-pass.com

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