



[Reference 1] Service period and business hours

(1) Business hours

Service content	Business hours	Notes
Reservation (purchase): from 1 month prior to departure	5:30 – 23:40	When logged in right before 23:40, services can be extended to 23:50.
Changes to reservations		
Refunds		
Ticket purchase pre-registration before ticket sales (1 month and 1 week prior to departure)		
Download	5:00 – 0:50 (next day)	—

(2) Service period

Service content	Service period	Note
Reservation (purchase): from 1 month prior to departure	From 10 o'clock on the ticket sales date (1 month prior to departure) to 6 minutes prior to the departure	The reservation (purchase) process needs to be completed by 6 minutes prior to the departure of the train.
Changes to reservations	Prior to departure of the reserved train	When changing to reserved seats, prior to departure of the train before changes and also by 6 min. prior to departure of the train after the changes
Refunds	Prior to departure of the reserved train	For non-reserved seats, by the end of the day of the departure
Ticket purchase pre-registration before ticket sales (1 month and 1 week prior to departure)	1 week prior to ticket sales date (from 5:30) to ticket sales date (1 month prior to departure, by 9:54)	For reserved seats only