

# JR-EAST Shinkansen Reservation

[http://  
jreast-shinkansen-reservation.eki-net.com](http://jreast-shinkansen-reservation.eki-net.com)

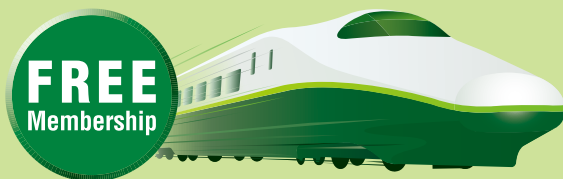
## Welcome to Japan!

Introducing our new internet reservation system. Our user-friendly system lets you reserve seats for JR EAST Shinkansen 'bullet trains' and most Limited Express trains.

Reservations cannot be made for Tokaidō/Sanyō/Kyūshū Shinkansen.



Reserve your train seat online This service is only available in English.



## JR East InfoLine

Provides train schedules, the shortest routes to each destination, the locations of JR Ticket Offices (Midori-no-madoguchi), and more in English, Korean and Chinese.

10:00 a.m. – 6:00 p.m. (except during the year-end/new year holidays)

call 050-2016-1603

Seat reservations cannot be accepted by this telephone service.



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Special ticket for touring eastern Japan

English

# JR EAST PASS

Enjoy your visit to Eastern Japan with this economical pass valid for all five Shinkansen lines and other long-distance and local rail service.

More lines accept the JR EAST PASS making it even more convenient!



Choose one of three types to fit your travel plan:

5-day

10-day

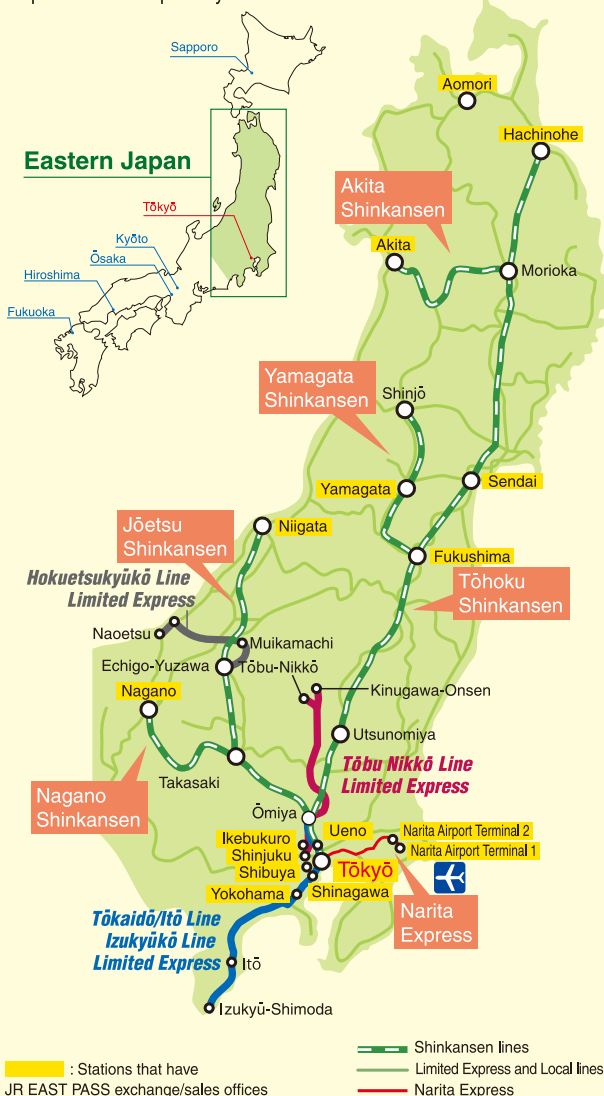
Flexible 4-day

JR  
JR-EAST

Yokoso!  
JAPAN

# Create a vacation on rails in eastern Japan, an area packed with exciting locations.

Superb natural beauty, unchanged for centuries. City streets filled with Japan's rich cultural heritage. Temples and shrines listed as World Heritage Sites. And hot-spring resorts numbering more than a thousand. Eastern Japan holds countless spots of interest, and the best way to reach them is by train. With the JR EAST PASS, you can use the Shinkansen, Limited Express and Local lines to get there fast and inexpensively. Explore eastern Japan to your heart's content!



## JR EAST PASS Details

### Validity

#### Rail Lines

The JR EAST PASS may be used on any JR EAST railway lines, including Shinkansen and other Limited Express (except private compartments or berths), Express (some exceptions, i.e. sleeper cars), and Local trains (except the Liner and the Home Liner).

When using the JR EAST PASS on the trains and cars shown above in parentheses, designated extra charges will be required in addition to the Limited Express or ordinary Express charge. In this case, the JR EAST PASS is valid only for the basic fare. When riding on Hokutosei and other sleeper cars that use the Tōhoku Line, you must pay basic fares for the Iwate Galaxy Railway (between Morioka and Metoki) and the Aomori Railway (between Metoki and Hachinohe) in addition to the limited express and sleeper-car charges.

**Note:** Some JR EAST trains enter the lines of other railway companies. In such cases, passengers must pay fares and charges applicable to the distances traveled on respective railway company. The following are names of JR EAST trains that enter the lines of other railway companies: Hakuchō, Super Hakuchō, Hokuetsu, and Wide-view Shinano.

#### The JR EAST PASS can also be used on the following non-JR EAST lines.

- **Hakutaka** (between Echigo-Yuzawa and Naoetsu)
  - **Odoriko, Super-view Odoriko** (between Itō and Izukyū-Shimoda)
  - **Nikkō, Kinugawa, Spacia Kinugawa, Spacia Nikkō** (between Kurihashi and Tōbu-Nikkō or Kinugawa-Onsen on trains departing from Shinjuku, Ikebukuro or Ōmiya)
- \* All seats on these trains require advance reservations. (Except for Hakutaka, Odoriko)  
 \* All trains between Shimo-Imaichi and Tōbu-Nikkō or Kinugawa-Onsen, including Express, Limited Express and Local trains, as well as those listed above can be used. (However, the Limited Express trains Kegon and Kinu cannot be used.)  
 \* The Green-type JR EAST PASS cannot be used for Green Cars on the Tōbu-Nikkō line because these cars have only private compartments. Please use the ordinary cars.

### Types and Prices

The JR EAST PASS is available in two types, for Green Cars and Ordinary Cars. Each type is available as a 5-day, a 10-day, or a Flexible 4-day PASS.

Type	Ordinary			Green	
	Adult (26 and over)	Youth (12 to 25)	Child (6 to 11)	Adult (12 and over)	Child (6 to 11)
5-day	¥20,000	¥16,000	¥10,000	¥28,000	¥14,000
10-day	¥32,000	¥25,000	¥16,000	¥44,800	¥22,400
Flexible 4-day	¥20,000	¥16,000	¥10,000	¥28,000	¥14,000

The above prices are in yen. A JR EAST PASS Exchange order (e-tickets or other ticketless airline tickets) bought overseas will be priced at the exchange rate on the date of issue. Prices are subject to change and the price will be specified on the date of purchase. Similarly, the age group refers to the ticket holder's age on the date of purchase.

#### 5-day PASS and 10-day PASS

Specify the starting date at the time of purchase in Japan or when exchanging a voucher purchased overseas.

The starting date can be any date within one month from the date of issue.

#### Flexible 4-day PASS

The pass is valid for any four days (consecutive or non-consecutive) within one month from the date of issue. One month is defined as "until one day before the same calendar day of the following month." For example, if you receive your pass on February 16, it will be valid until March 15. The Flexible 4-day PASS is valid for any four days (consecutive or non-consecutive) within one month from the date of issue. (The pass will be stamped at the station ticket gate or inside the train on the days that it is used.)

**Compare the value!**

With regular tickets (round-trip ticket with reserved seat on an ordinary car during regular season)...

Tōkyō	←	Narita Airport	¥5,880
Tōkyō	←	Nagano	¥15,940
Tōkyō	←	Akita	¥31,700

**¥53,520 total**

With the 5-day, Adult, Ordinary JR EAST PASS...

**¥20,000**

**Dramatic savings compared to regular tickets!**

The JR EAST PASS is not available to Japanese nationals.

# JR EAST PASS Details

## Purchase and Eligibility

When you exchange the JR EAST PASS Exchange order (e-tickets or other ticketless airline tickets) you purchased overseas to receive your JR EAST PASS, you will also need to present your passport\*. To purchase a JR EAST PASS in Japan, you will need to present your passport\* and return air ticket or other travel document. If you do not have these documents, you will not be able to purchase a pass or receive a pass when exchanging an Exchange Order.

\*Your passport must contain a Temporary Visitor (for sightseeing or similar purposes) stamp or sticker showing permission for a stay of 15, 30 or 90 days by the Japanese Immigration Bureau. The stamp or sticker shown at right is placed in your passport by an immigration inspector when you arrive in Japan. Only those with a passport bearing this stamp or sticker may use the JR EAST PASS. A copy of your passport cannot be used to purchase or exchange a pass.



Sample of the Temporary Visitor Stamp and Sticker

### ●Purchase outside Japan

Before departing for Japan, you can purchase an Exchange Order from travel agencies with the following GDS (Global Distribution System): Amadeus, Sabre, Galileo, WorldSpan, Apollo, Abacus, Topas and online system RailNet.

Note: For details of the travel agencies, please visit: <http://www.accessrail.com/jr-east-pass.html>

You can also purchase an Exchange Order from your PC at home, please visit: <http://www.jreast.co.jp/e/eastpass/>

Your Exchange Order needs to be exchanged for a JR EAST PASS after arrival in Japan. Please bring your e-ticket itinerary or Reference (Reservation number) to one of the offices listed below. The exchange needs to be completed within 3 months from the issue date of the Exchange Order.

### ●Purchase in Japan

Can be purchased at major railway stations in the JR EAST area. Please see the chart below. Please present your passport and a travel document confirming your return trip.

**Only one ticket per person can be issued.**

## Exchange/Sales Offices

Stations with exchange/sales offices are shown on the map on page 1 of this pamphlet.

Note: You will need to pay for your transportation to the exchange office.

Station	Office	Sales	Exchange	Office Hours
Aomori	Travel Service Center	Y	Y	Weekdays ..... 10:00-18:00 Weekends and Holidays 10:00-17:00
		Y	Y	All Days 10:00-17:30
Hachinohe	Travel Service Center	Y	Y	Weekdays ..... 10:30-18:00 Weekends and Holidays 10:30-17:00
Akita	Travel Service Center	Y	Y	Weekdays ..... 10:00-19:00 Sundays and Holidays 10:00-18:00
Sendai	Travel Service Center	Y	Y	Weekdays ..... 10:00-18:00 Weekends and Holidays 10:00-17:00
Yamagata	Travel Service Center	Y	Y	Weekdays ..... 10:30-19:00 Weekends and Holidays 10:00-17:00
Fukushima	Travel Service Center	Y	Y	Weekdays ..... 10:00-19:00 Weekends and Holidays 10:00-17:00
Niigata	Travel Service Center	Y	Y	Weekdays ..... 10:00-19:00 Weekends and Holidays 10:00-17:00
Nagano	Travel Service Center	Y	Y	Weekdays ..... 10:00-19:00 Weekends and Holidays 10:00-17:30
		Y	Y	All Days 8:15-19:00 6:30-8:15 19:00-21:45
Narita Airport Terminal 1	Travel Service Center	Y	Y	All Days 10:30-20:00
		Y	Y	All Days 6:30-10:30 20:00-21:45
Narita Airport Terminal 2	Ticket Office	Y	Y	All Days 7:30-20:30
		Y	Y	All Days 7:00-21:00
Tōkyō	JAPAN RAIL PASS Exchange Corner (Yaesu North) Ticket Office (Yaesu North)	N	Y	All Days 9:00-19:00
		Y	N	All Days 9:30-20:00
Shinagawa	Information Center (Central) Travel Service Center	N	Y	All Days 9:30-18:00
		Y	N	Weekdays ..... 9:30-18:00 Weekends and Holidays 9:30-18:00
Ueno	Information Center (Central) Travel Service Center	N	Y	All Days 9:00-19:00
		Y	N	Weekdays ..... 10:30-20:00 Weekends and Holidays 10:30-18:00
Shinjuku	Information Center (South) Travel Service Center (East)	N	Y	All Days 9:00-19:00
		Y	Y	Weekdays ..... 9:30-20:00 Weekends and Holidays 9:30-18:00
Shibuya	Information Center (South) Travel Service Center	N	Y	All Days 10:00-18:30
		Y	N	Weekdays ..... 11:00-20:00 Weekends and Holidays 11:00-18:00
Ikebukuro	Information Center (Central) Travel Service Center (West)	N	Y	All Days 9:30-18:00
		Y	N	Weekdays ..... 9:30-20:00 Weekends and Holidays 9:30-18:00
Yokohama	Information Center (Central) Travel Service Center	N	Y	All Days 11:00-20:00
		Y	Y	Weekdays ..... 11:00-20:00 Weekends and Holidays 10:00-18:00

Note: Some Travel Service Centers are closed during the New Year holiday period. Offices and office hours are subject to change or discontinuation without notice.

For the latest information, please visit our website.

## Making Reservations

### Making reservations from outside Japan

JR-EAST Shinkansen Reservation

Details on page 9

convenient service!

This service allows you to make reservations using the Internet before you arrive in Japan.

### Making reservations in Japan



JR Ticket Offices (Midori-no-madoguchi)

You can book a reserved-seat ticket without extra charge. Visit a JR EAST Travel Service Center (View Plaza) or JR Ticket Office (Midori-no-madoguchi) in advance and present your pass to receive a reserved-seat ticket.

\*All seats on Narita Express trains are reserved. Please book reserved-seat tickets on Narita Express trains departing from the airport after arriving in Japan, because there is a possibility that you could miss your scheduled train due to contingencies such as flight delays.

Note: If you board a train without a reserved-seat ticket, or if the reserved-seating area of the train is full, you will have to travel in the non-reserved-seating area. If this happens, the difference in fare between reserved seats and non-reserved seats will not be refunded. When using trains that provide only reserved seating, such as the Tohoku Shinkansen Hayate, Akita Shinkansen Komachi and Narita Express, you will not be permitted to board without a seat reservation.

Note: With the JR EAST PASS and a reserved-seat ticket, you cannot pass through an automatic ticket gate. Please proceed to a staff attended gate instead.

## Train Accommodations

Many JR EAST trains have Green Cars (first-class cars) and most trains also have Ordinary Cars. Holders of the Green-type JR EAST PASS may use the Green Cars or Ordinary cars and holders of the Ordinary-type JR EAST PASS may only use the Ordinary Cars. Refer to the table below for more details: Cars marked with a circle can be used with the JR EAST PASS. Additional charges are required when using cars marked with \*.

Trains	Accommodations	Green PASS	Ordinary PASS
Shinkansen	Green car	○	*
	Ordinary car	○	○
	Green private compartment	*	*
Limited Express and Ordinary Express	Green car	○	*
	Ordinary car	○	○
	Green private compartment	*	*
Local	Sleeping car	*	*
	Green car	○	*
	Ordinary car	○	○

All JR EAST Shinkansen/Limited Express trains are completely non-smoking as of March 18, 2007. We ask for your understanding and cooperation.



The Tōkaidō Shinkansen and Sanyō Shinkansen lines, which link Tōkyō to Kyōto, Ōsaka, Fukuoka and other cities in western Japan, depart from Tōkyō Station just as the five JR EAST Shinkansen lines do, but the JR EAST PASS cannot be used on them. The Tōkaidō Shinkansen and Sanyō Shinkansen lines are operated by JR CENTRAL and JR WEST, respectively. (For the section between Tōkyō and Atami, use the Limited Express Odoriko, Super-view Odoriko or a local train.)

### Other Conditions of Use

- The JR EAST PASS may only be used by the person whose name appears on it. Carry your passport at all times during your trip and be prepared to present it when requested.
- The starting date of validity of the JR EAST PASS cannot be changed.
- You may obtain a refund for your exchange order at the sales office where you purchased it within one year from the date of issue according to the regulations of the sales office. Your JR EAST PASS can be refunded at a nearby JR EAST PASS exchange/sales office in Japan only within the validity period and before the starting date (in the case of the Flexible 4-day PASS, before the first date of use), with a 10% handling fee deducted from the sales price. No refund can be made for any reason after the first date of use.
- Your exchange order or pass cannot be reissued if it is lost or stolen. Please keep it in a safe place.
- Your pass cannot be refunded, nor can the period of validity be extended, due to interruptions in train service, late departures, or any other reason.
- These and other usage conditions are based on the JR EAST passenger transportation regulations and Japanese laws. The validity of the exchange order before you exchange it for a JR EAST PASS is based on the regulations of the company that issues the exchange order.
- Any violation of these conditions of use and regulations will render the pass void and your pass will be confiscated. In the event of such violation, a fine equivalent to three times the fares and charges for all sections traveled shall be collected.
- The contents of this pamphlet are subject to change without notice. JR EAST will not provide any refund or compensation in the event of such change.

# Eastern Japan Area Sightseeing Information



## 1 Kakunodate

(Akita)

Nearest station:  
Kakunodate (Akita Shinkansen)



World Heritage

## 2 Shirakami Mountain Range

(Aomori)

Nearest station:  
Akita Shirakami (Gonō Line)



## 3 Chūson-ji Konjiki-dō

(Iwate)

Nearest station:  
Hiraizumi (Tōhoku Line)

## 4 Hakuba Ski Resort

(Nagano)

Nearest station: Hakuba (Ōito Line)



## 5 GALA Yuzawa Ski Resort

(Niigata)

Nearest station:  
GALA Yuzawa (Jōetsu Shinkansen)

## 6 Zaō Peaks

(Yamagata)

Nearest station:  
Yamagata (Yamagata Shinkansen)



## 7 Matsushima

(Miyagi)

Nearest station: Matsushimakaigan (Senseki Line)



## 8 Mt. Fuji

(Yamanashi)

Nearest station:  
Kawaguchiko (Fuji Kyūkō Line)

\*JR EAST PASS holders will be required  
an extra charge for the Fuji Kyūkō Line.



## 10 Atami Onsen

(Shizuoka)

Nearest station: Atami (Tōkaido Line)



## 9 Kusatsu Onsen

(Gunma)

Nearest station:  
Naganoharakusatsuguchi (Agatsuma Line)



World Heritage

## 11 Temples and Shrines of Nikkō

(Tochigi)

Nearest station: Tōbu Nikkō (Tōbu Nikkō Line), Nikkō (Nikkō Line)

## 12 Aizu-Wakamatsu

(Fukushima)

Nearest station: Aizu-Wakamatsu (Ban-Etsu-Sai Line)





## Tōhoku Shinkansen

Max Yamabiko / Max Nasuno / Yamabiko / Nasuno / Hayate



## Akita Shinkansen

Komachi



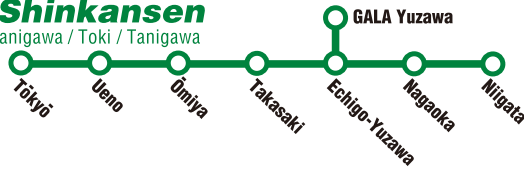
## Yamagata Shinkansen

Tsubasa



## Jōetsu Shinkansen

Max Toki / Max Tanigawa / Toki / Tanigawa



## Nagano Shinkansen

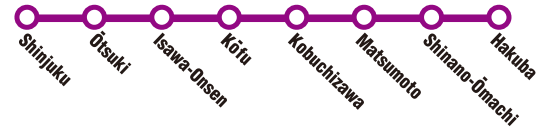
Asama



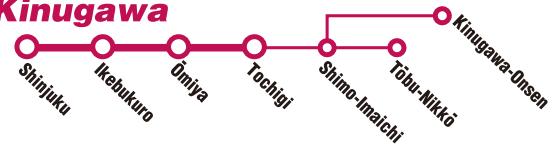
## Narita Express



## Super Azusa



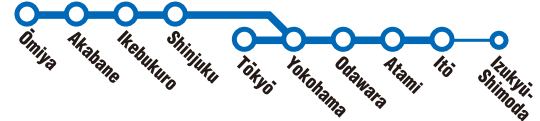
## Nikkō/Kinugawa



## Super Hitachi



## Super View Odoriko



## Hakutaka



● Sightseeing information for each train line is available at <http://www.jreast.co.jp/e/routemaps/>

● The stations shown above are the major stops on each line.  
● This reservation service can be used for the trains shown above.

## JR EAST HOTELS

Use your JR EAST PASS to receive discounted hotel rates! (To make reservations, you can

either call the hotel directly or have a travel agency make arrangements through a global distribution system when you purchase your pass.)



<http://hotel.eki-net.com/e/>

JR-East Hotels is the ideal choice for your stay in transient hotel brand Mets with the convenient location provide comfortable accommodations for longer stays JR-East renowned for providing safe and accurate

Japan. Our unique brands offer a wide range of hotels from the short-stay at major JR rail stations to the superior first-class Metropolitan Hotels that at the city centers throughout Eastern Japan. East Japan Railway Company or railway services also offers hotels at your destination throughout Eastern Japan.

# JR-EAST Shinkansen Reservation

“JR-EAST Shinkansen Reservation” is a convenient and easy-to-use internet (Ordinary Cars / Green Cars) on JR EAST Shinkansen and Limited Express home country. With this service you do not need to worry about not being able to

service that allows you to reserve seats trains from overseas before leaving your board a JR East train after arriving in Japan.

<http://jreast-shinkansen-reservation.eki-net.com>



Front page

## ■ JR EAST Service Area

The area colored green is the ticket pick up area



## ■ Applicable Trains

Reserved Seats (Ordinary Cars/Green Cars)

- JR EAST Shinkansen:
  - Tohoku Shinkansen**
  - Yamagata Shinkansen**
  - Akita Shinkansen**
  - Joetsu Shinkansen**
  - Nagano Shinkansen**

- JR East major Limited Express lines:

**Narita Express**

**Tokaido/Itō Line**

**Izukyūko Line Limited Express ("Super View Odoriko" and "Odoriko")**

**Chūō Line Limited Express ("Super Azusa", "Azusa" and "Kaiji")**

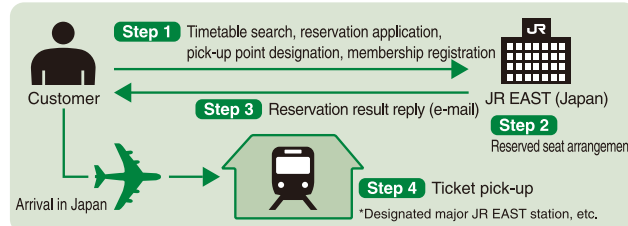
**Jōban Line Limited Express ("Super Hitachi" and "Fresh Hitachi")**

**Tōbu Nikkō Line Limited Express ("Nikkō", "Kinugawa", "Spacia Nikkō" and "Spacia Kinugawa")**

**Hokuetsukyūko Line Limited Express ("Hakutaka")**

In order to board trains, both a reserved-seat ticket and a basic fare ticket are needed. Please purchase a basic fare ticket when you pick up your reserved-seat ticket. This service is also available for those who have a JAPAN RAIL PASS or JR EAST PASS.

## ■ Usage Diagram



## ■ Membership Registration

- Use of “JR-EAST Shinkansen Reservation” requires a free membership registration.

The credit cards shown to the right can be used for registration.



## ■ Reservation Application

- Reservations can be made from one month before the train departs up until 5:00 p.m. (JST) three days before the train departs.
- Reservations can be applied for 24 hours a day, seven days a week. (The reservation result reply e-mail will normally be sent within 24 hours.)
- A pick-up point must be designated when applying for a reservation. Pick-up points are major JR EAST stations and other locations (including JR EAST PASS/JAPAN RAIL PASS exchange/sales offices).
- Reservations can be made for up to 14 people at once.
- Preferences for window seats or aisle seats can be specified.

## ■ Reserved-Seat Ticket Pick-Up

- Tickets can be picked up at the pick-up point designated at the time of application. When picking up your tickets, your registered credit card and the printout of the reservation result e-mail are required. Payment will be made using your registered credit card.
- Your tickets reserved through this service can only be issued by JR EAST, not by travel agencies or other JR companies.
- If you are a holder of a JAPAN RAIL PASS or JR EAST PASS and are intending to use it with this service, please present the pass when you pick up your reserved ticket.
- Pick-up is available until 9:00 p.m. (JST) or until the service center closes one day before the train departs.

## ■ Cancellation

- Reservations can be changed before the ticket is picked up an unlimited number of times up until 5:00 p.m. (JST) three days before the train departs.
  - Reservations can be canceled before the ticket is picked up without incurring cancellation charges up until 0:00 a.m. (JST) two days (JST, until the next day begins) before the train departs. After that, a service charge equal to ¥300 of the Super (Limited) Express reserved-seat charge will apply for cancellations until 9:00 p.m. (JST) one day before the train departs.
  - If tickets are not picked up by 9:00 p.m. (JST) one day before the train departs, a refund will be issued minus a service charge equal to ¥300 of the Super (Limited) Express reserved seat charge.
  - The same service charges will apply when using a JR EAST PASS or JAPAN RAIL PASS.
- \*JST is short for Japanese standard time.