

March 12, 2021
East Japan Railway Company

Opening of the JR EAST Travel Service Centers in Kawasaki and Akita

- The first of its kind JR EAST Travel Service Centers, which offer a diverse range of tourism services at train stations, will be opened in Kawasaki and Akita.
- At the service centers with the concept of “Can find ‘Where I want to go’” concierges with travel knowledge will introduce attractive tourist destinations in the Eastern Japan area according to each customer's request, as well as provide you with full range of information on travel in general.
- Customers who have concerns about online reservations for online products that are convenient for travel, can ask for guidance on how to make reservations at the centers, as well as attend events and special seminars that are held in collaboration with other companies.
- The centers sell and exchange rail passes, such as the JR EAST PASS, and provide tourist information to foreign customers who are either travelers to Japan or live in Japan.

1. Names, Days and Hours of Operation

- JR EAST Travel Service Center (Kawasaki), 10:00 to 17:00 (365 days a year)
Link to the multilingual page (goes live at 10:00 on Wednesday, March 24):
http://www.jreast.co.jp/multi/customer_support/service_center_kawasaki.html
- JR EAST Travel Service Center (Akita), 09:30 to 17:30 (365 days a year)
Link to the multilingual page (goes live at 10:00 on Wednesday, March 24):
http://www.jreast.co.jp/multi/customer_support/service_center_akita.html

2. Start of Service

Wednesday, March 24, 2021



3. Service Overview

(Main services)

- Travel consulting and provision of information about the East Japan area.
- Provide guidance for online products such as the JR East Dynamic Rail Pack and Eki-net and how to make reservations.
- Provide information regarding “Otona no Kyujitsu Club”
- Provide information and support to foreign tourists
- Holding of seminars and lectures



Exterior (for illustrative purposes)



Interior (for illustrative purposes)