



## “JR-EAST Train Reservation” for Foreign Tourists Visiting Japan is Getting Even Easier to Use!

From 27 Jun. onwards, with the new “JR-EAST Train Reservation” system, reservation, pick up and boarding can be done seamlessly and effortlessly.

### (1) Expansion of services available on “JR-EAST Train Reservation”

In addition to seat-reservations, purchase of rail passes for foreign tourists visiting Japan and/or foreigners residing in Japan and Shinkansen e-tickets will be available.

<p><b>Currently</b> (1) Reserved seats</p>  <p>指定席の予約</p>	<p><b>After renewal</b></p> <p>(1) Reserved seats (2) Rail pass for foreigners visiting and/or residing in Japan * (3) Limited express ticket + train ticket (Ticket with magnetic black surface on the back or a Shinkansen e-ticket)</p>  <p>新幹線eチケットの購入 バス・チケットの購入</p>
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\*Information regarding eligible rail passes will be provided on the website before the service begins (around June).

Reference: The Rail Pass for Foreign Tourists Visiting Japan, JR EAST PASS and Other Passes, are Getting Even Easier to Use!

[https://www.jreast.co.jp/e/pdf/20201217\\_press\\_pass\\_e.pdf](https://www.jreast.co.jp/e/pdf/20201217_press_pass_e.pdf)

### (2) Expansion of services available with the Reserved Seat Ticket Vending Machine

Tickets purchased on “JR-EAST Train Reservation” will be available for pick up without the need to line up at the ticket counter.

<p><b>Currently</b></p> <p>Tickets are picked up at the designated ticket counter.</p> <p>(The Reserved Seat Ticket Vending Machine may also be used to reserve seats for regular Limited Express tickets if it is not used with rail passes.)</p> 	<p><b>After renewal</b></p> <p>Tickets can be picked up at the Reserved Seat Ticket Vending Machine.</p> <p>(Rail passes are available for pick-up at the Reserved Seat Ticket Vending Machines with passport readers which are only available at some stations. *) Please note that certain reservations are not eligible/available with the machines.</p>  <p>Logo PASS PASS Passport reader</p>
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\*Click here for information on the Reserved Seat Ticket Vending Machines with passport readers.

[https://www.jreast.co.jp/e/downloads/pdf/passport\\_operation\\_e.pdf](https://www.jreast.co.jp/e/downloads/pdf/passport_operation_e.pdf)

<https://www.youtube.com/watch?v=BwbvIos1-eo>

### (3) Other services



Reservation and pick-up of Ticket/Pass on the same day available with some exception

	1	2	3	4	5	6	7	8	9	10	11	12	13	14
E	○	○	○	○	○	○	○	○	○	○	○	○	○	○
D	○	○	○	○	○	○	○	○	○	○	○	○	○	○
C	○	○	○	○	○	○	○	○	○	○	○	○	○	○
B	○	○	○	○	○	○	○	○	○	○	○	○	○	○
A	○	○	○	○	○	○	○	○	○	○	○	○	○	○

Booking seats on seating chart

英語 繁体字 簡体字 韓国語  
+  
タイ語 インドネシア語  
フランス語 ドイツ語 スペイン語

Available in 9 languages

[Attachment]

○ Operating hours on “JR-EAST Train Reservation”

“JR-EAST Train Reservation” is available from 5:00 a.m. to 1:50 a.m. the following day (excluding 11:50 p.m. to 0:10 a.m.) (Japan Standard Time). Depending on services, operating hours or the deadline to purchase/book may differ. Please find details as follows:

Types of Tickets	Application deadline
Rail passes for foreign tourists visiting Japan and/or foreigners residing in Japan	Until 11:30 p.m. on the start date of the Pass
Reserved seat tickets for Rail Passes purchased on “JR-EAST Train Reservation”	6 minutes before departure of the booked train, and available until 11:24 p.m.
Reserved seat tickets for Rail Passes purchased at places other than “JR-EAST Train Reservation” (ticket counters, travel agencies, etc.)	Available until 11:50 p.m. on the 2 days prior to the boarding date  If the Reserved seat tickets are not collected by 9:00 p.m. on the day before the boarding date, the reserved seat will be automatically cancelled (with no charge).
Ticket with black magnetic surface on the back (reserved seat limited express ticket + basic fare ticket)	6 minutes before departure of the booked train, and available until 11:24 p.m.
Shinkansen e-ticket	4 minutes before departure of the booked train, and available until 11:24 p.m.