

Changes to the JR-EAST Train Reservation Membership Agreement and Hokuriku Arch Pass accompanying extension of Hokuriku Shinkansen service

- The East Japan Railway Company is changing prices to reflect the coverage area of the Hokuriku Arch Pass in accordance with the extension of Hokuriku Shinkansen service from Kanazawa to Tsuruga starting March 16, 2024.
- Some changes are also being made to the JR-EAST Train Reservation Membership Agreement.

1. Summary of Hokuriku Arch Pass Changes

- ① The pass coverage area is being changed to reflect extended Shinkansen service.

The pass covers shinkansen operating in the Hokuriku Shinkansen service area, extended from Kanazawa to Tsuruga. However, IR Ishikawa Railway and HAPI-LINE FUKUI service in this area are not covered.

See the supplement (separate sheet) for further information.

- ② Price changes are as follows.

Current Prices		Revised Prices	
Purchasing from Outside Japan	Purchase in Japan/ JR-EAST Train Reservation	Purchasing from Outside Japan	JR-EAST Train Reservation
¥24,500	¥25,500	¥30,000	

- ③ Offline sales inside Japan are being finished.

Domestic sales at some stations, JR-EAST Travel Service Center locations are suspended as of March 15, 2024. Starting March 16, 2024 sales are handled on the web at JR-EAST Train Reservation and at travel agencies outside Japan.

2. Partial Changes to the JR-EAST Train Reservation Membership Agreement

Changes have been made to parts of the JR-EAST Train Reservation Membership Agreement, as follows.

21.7.3

Old: Hokuriku Shinkansen: Shinkansen stations from Tokyo to Kanazawa

New: Hokuriku Shinkansen: Shinkansen stations from Tokyo to Tsuruga

23

Old: If a train ticket purchased through the Shinkansen e-ticket service is not used and the Shinkansen e-ticket service ticket has not yet been picked up, and the boarding date passes without the Member requesting a refund as stated in the preceding paragraph, a refund for the basic fare amount for reserved seats and the sale price already collected for non-reserved seats minus any surcharges specified separately by the Company will be processed by the Company. (There is no need to contact us via the inquiry form.)

New: If a train ticket purchased through the Shinkansen e-ticket service is not used and the Shinkansen e-ticket service ticket has not yet been picked up, and the boarding date passes without the Member requesting a refund as stated in the preceding paragraph, a refund shall not be issued.

