

Types of tickets		Terms of refund	Cancellation fee
<ul style="list-style-type: none"> ➤ Basic fare ticket (normal / multiple-ride) ➤ Express ticket ➤ Limited Express non-reserved seat ticket ➤ Special Limited Express ticket ➤ Green Car non-reserved seat ticket 		Unused, within valid days (Tickets sold in advance can be refunded also before the starting date of the valid days.)	220 yen
Reserved seat tickets	Limited Express ticket for standing	Until the departure time	220yen
	<ul style="list-style-type: none"> ➤ Limited Express reserved seat ticket ➤ Green Car reserved seat ticket ➤ Berth ticket ➤ Reserved seat ticket 	Until 2 days before from the departure date	340 yen
		From one day before until the departure time	30% of the ticket price (min 340 yen)
Special offer tickets		Cancellation fee may differ depending on the tickets. Please ask station staff	

- ✓ When you refund a ticket already changed on the departure day or the date before the departure, 30% of your ticket price will apply as a cancellation fee.
- ✓ When you cancel a limited Express unreserved seat ticket of Hokuto, Suzuran, Ozora, Tokachi, Odoriko, Shonan, Azusa, Kaiji, Fuji Excursion, Hachioji, Ome, Akagi, Hitachi, Tokiwa, Narita Express, Shiosai, Wakashio, Sazanami, until before the departure date, the charge will be 340 yen.
- ✓ When you refund a Limited Express ticket combined with a Green Car ticket or a Berth ticket or an Express ticket combined with a reserved seat ticket on one ticket, a cancellation fee will be applied to the ticket price of Green Car, Berth or Reserved seat.
- ✓ When you refund a Limited Express ticket combining two Shinkansen areas showing below on one ticket, the charge will be calculated by the total amount of Express fees.
 - The Tohoku Shinkansen(Tokyo - Fukushima) and “Tsubasa”(Fukushima – Shinjo)
 - The Tohoku Shinkansen(Tokyo - Morioka) and “Komachi”(Morioka-Akita)
 - The Joetsu Shinkansen and Echigo-Yuzawa – GALA-Yuzawa
- ✓ If your ticket is bought by a credit card, the refund policy may differ depending on the credit card company.
- ✓ If you have any questions, please ask the station staff.