

JR-EAST Train Reservation Membership Agreement

East Japan Railway Company (hereinafter referred to as "the Company"), shall establish the following terms and conditions as the JR-EAST Train Reservation Membership Agreement (hereinafter referred to as the "Membership Agreement") regarding the solicitation of members and the use of services provided or distributed by the "JR-EAST Train Reservation" site. This site is operated by the Company, and the terms and conditions shall apply to members and applicants who have been approved to receive such services. By applying or registering for membership, you agree to all the provisions and conditions of the Membership Agreement, so please read all of its stipulations carefully.

Article 1 Definition of terms

The meaning of the terms listed in the following items shall be as follows.

- (1) "JR-EAST Train Reservation" is a website available in English, Simplified Chinese, Traditional Chinese, Korean, Thai, Indonesian, French, German, and Spanish, and is operated by the Company so as to allow customers abroad to make reservations online.
- (2) "Individual Services" refers to a wide range of reservation services and various products offered on this site.
- (3) "Service Provider" refers to a business entity that provides or distributes Individual Services through this site.
- (4) "Member" refers to a customer who has been approved by the Company to receive services from this site after registering their personal information, such as a user ID and password, as specified by the Company and Service Providers.
- (5) "Member Data" refers to the user ID designated by the Company and Service Providers, as well as all information provided by the Member to the Company and Service Providers in the use of the Individual Services (including, but not limited to, personal information such as the password registered by the Member in advance).

Article 2 Scope of and changes to the Membership Agreement

1. The Company and Service Providers reserve the right to establish terms, provisions, conditions and instructions (hereinafter referred to as "Individual Terms") regarding the use of Individual Services in addition to the Membership Agreement. The Individual Terms will be considered as part of the Membership Agreement. In the event that the Individual Terms

differ from the Membership Agreement, the terms and conditions set forth in the Individual Terms shall take precedence over the terms and conditions set forth in the Membership Agreement.

2. The Company reserves the right to change or revise the Membership Agreement at any time in accordance with the provisions of the law or for any other reason. Unless otherwise specified in the Membership Agreement, the implementation of such changes and revisions, the content of the Membership Agreement after such changes and revisions, and the effective date of such changes and revisions will all be announced on this site. Any such changes or revisions shall supersede any prior terms and conditions and become the sole effective Membership Agreement upon taking effect.

Article 3 Member registration

1. Before using Individual Services provided exclusively for Members, customers (hereinafter referred to as "Prospective Members") must agree to the terms and conditions of this Membership Agreement and complete the membership registration as stipulated by the Company.

2. Membership registration shall be considered complete when the Company approves the registration. The Company reserves the right to refuse registration if a Prospective Member falls into any of the following categories.

(1) The Prospective Member doesn't exist or is already a member

(2) The Prospective Member's membership has been suspended or previously revoked due to a breach of the Membership Agreement

(3) The Prospective Member has provided false or incorrect information, or there is information missing at the time of registration

(4) The Prospective Member attempting to re-register has a history of not paying service charges incurred upon use of Individual Services

(5) The Company deems a Prospective Member unsuitable for reasons besides those listed above

3. When using Individual Services, a credit card must be registered as a means of paying the service charges. The credit card registered must be in the name of the member. The use of the credit card shall be subject to the rules and conditions set forth by the credit card company.

4. When registering a credit card as the payment method, the Member agrees that the credit card will undergo verification. Please note that the Company or Service Providers may not approve a particular credit card in some cases.

5. The Company and Service Providers shall not be held liable for any problems (for any and

all services) caused by improper or incorrect Member Data registered by the Member.

Article 4 Handling of Member Data

1. The Company reserves the right to ownership and to maintain Member Data in a database.
2. In principle, the Company will not disclose any portion of the information contained in Member Data that may be used to identify an individual to third parties under any circumstances (other than to Service Providers or companies that entered a confidentiality agreement with the Company). This provision is valid in all situations, and the information registered in the database described in the preceding item will not be disclosed except in the following cases.

(1) The Member agrees to the disclosure of information in advance
(2) When disclosure is required by regulation or law
3. Except in the case of disclosing Member Data to a third party based on the items of the preceding section, the Company shall manage the information (registered in accordance with Section 1 of this Article) by taking appropriate measures to prevent any information from leaking to third parties.

4. The Company shall use the information specified in Section 1 only within the scope of the following purposes.

(1) Use of services on this Site and payment of service charges
(2) Notifications about the Company's services and campaigns
(3) Notifications about changes to or the termination of services on this site
(4) Sending surveys conducted by the Company and sending thank-you items for answering surveys
(5) Investigating and responding to customer inquiries regarding the services on this site
(6) Market research, surveys, or other studies relating to the railroad business
(7) Analysis and promotions of ventures affiliated with the railroad business or other businesses

5. The Company's Privacy Policy and Cookie Policy shall also apply to the handling of personal information obtained from Members. In the event that the Company's Privacy Policy and Cookie Policy differ from the Membership Agreement, the terms and conditions set forth in the Membership Agreement shall take precedence over the terms and conditions set forth in the Company's Privacy Policy and Cookie Policy.

Article 5 User ID validity period

In principle, a user ID remains valid as long as Individual Services are provided on this site. However, if any of the follow conditions apply, the Company reserves the right to terminate or invalidate membership without prior notice or a statement to that effect. In addition to the termination or invalidation of membership in (6), the password may also be changed.

(1) It is determined that any of the conditions listed in Article 3, Section 2 of this agreement apply

(2) A Member cannot be contacted due to a change in email address, phone number, etc.

(3) The Member has not used the Individual Services for two or more years

(4) A Member is found to have violated either the Membership Agreement or the Individual Terms

(5) Death of a Member

(6) When the Company deems it necessary to prevent unauthorized access by a third party

Article 6 Changes made to Member Data

1. If registered Member Data is updated, the Member always needs to notify the Company of the changes as soon as possible.

2. If a Member fails to notify the Company of the changes described in the preceding section and the Member is unable to receive notifications from the Company as a result, a notification will be considered to have been received at the proper time had the Member notified the Company.

Article 7 Management of user IDs and passwords

1. All members must use the user ID and password registered at the time of registration in order to receive all provided Individual Services.

2. After completing the membership registration, the member is responsible for properly managing their user ID and password.

3. Members are prohibited from permitting any third party to use, lend out, transfer, pledge, sell, change the name, or process a user ID or password in any way.

4. The Company will not be held liable for any disadvantages or damages resulting from improper management or misuse or use by a third party of the user ID and password. The relevant Member shall bear all responsibility.

5. If a Member cannot receive Individual Services due to mistaking or forgetting their user ID or password, the Member can notify the Company and reissue the password using a special page found on this site.

6. If the user ID and password are stolen or determined to have been used by a third party, the Member must immediately notify the Company and follow all instructions given.

Article 8 Membership cancellation

If a Member wishes to cancel their membership, the Member must notify the Company of their intention to cancel their membership using a special page found on this site.

Article 9 Environment for using each service

1. Members are solely responsible for all costs of receiving Individual Services and for the preparation and use of all necessary equipment and software.
2. Neither the Company nor the Service Provider shall be liable for any problems or consequences of problems that may arise from the failure of such services to function properly due to abnormalities in the equipment and software used, installed or selected by the Member for use in connection with the services.

Article 10 Member responsibility

1. Members are required to comply with the terms and conditions of this Membership Agreement, the Individual Terms, and the technical and moral rules of the Internet. If a Member causes damage to the Company or Service Providers by failing to comply with this Membership Agreement or by engaging in inappropriate or illegal activities, the Member may be liable to compensate damages.
2. The Company and Service Providers assume no responsibility for the use of this site or Individual Services, and any disputes arising between Members and third parties, as well as any damages caused by Members to third parties, must be resolved at the sole cost and responsibility of the Member in question.
3. Members must strictly adhere to any means and security measures prescribed by the Company or Service Provider for the transmission of information necessary to process applications or transactions for Individual Services (hereinafter referred to as "Application Information"). Neither the Company nor the Service Provider shall be liable for any consequences resulting from the Member's failure to follow such measures or to comply with security measures.

Article 11 The Company's responsibility

1. Unless the Company is acting as a Service Provider and is found to be willfully grossly negligent, the Company shall assume no responsibility whatsoever for the content of information regarding Individual Services, the terms and conditions regarding such services, or for the delivery thereof.
2. The Company will make no guarantee that a Member's Application Information will be successfully sent to the Company's computer system, nor that the information received by the Company's computer system will be identical to the information sent by the Member.
3. The Company shall not be liable for any damages resulting from the failure of the Service Provider to receive information sent by the Member through the Company's computer system, except for ordinary damages arising from failure due to intentional default or gross negligence on the part of the Company. This liability shall be limited to the damages that the Member is currently suffering directly, and shall be limited to the amount of the service charge of the relevant service.
4. The Company shall not be liable for any loss or damage incurred by the Member or third party as a result of changes, delays, or interruptions in Individual Services caused by the availability, termination, or discontinuation of Individual Services (except in the case of the Company acting as a Service Provider) or by the leakage/loss of information registered or provided by Individual Services. The Company shall not be liable for any damages that may be incurred by Members or third parties due to the use of such Individual Services (unless otherwise specified).

Article 12 Notifications to members

1. All notifications from the Company or Service Providers (except for the special provisions set forth in the Individual Terms) will be displayed on this site or delivered by email or other means the Company deems appropriate.
2. Regarding the notifications specified in the preceding section, notifications shall be deemed to have been sent to Members when they are displayed on this site and the Members are able to access this site and view the contents.

Article 13 Billing of Individual Service charges

1. Members are responsible for paying for all Individual Services and goods obtained, as well as all applicable taxes.
2. In regards to the payment of service fees and charges for Individual Services, if separate

service terms, payment terms, credit limits, or other rules and conditions are provided by a credit card company, credit/loan company or financial institution, such terms and conditions shall apply.

3. In the event of a dispute between a Member and a credit card company, financial institution or credit/loan company, the Company assumes no responsibility and all such disputes must be resolved by the applicable parties.

Article 14 Changes made to Individual Services

1. The Company and Service Providers reserve the right to change the content of Individual Services without prior notice to Members.

2. Neither the Company nor the Service Providers shall be liable for any inconveniences or damages that the Member may suffer as a result of the aforementioned changes.

Article 15 Cancellation and termination of Individual Services

1. The Company and Service Providers reserve the right to partially or fully discontinue or terminate Individual Services without prior notice to Members if any of the following conditions apply.

(1) Scheduled or emergency maintenance or upgrades must be made to the system/equipment necessary for the provision of Individual Services

(2) The provision of Individual Services is deemed extremely difficult due to fire, power outages, calamities, or other natural disasters

(3) The telecommunications carrier fails or is unable to fulfill its responsibilities

(4) Any other case in which the Company deems it extremely difficult to deliver or provide an Individual Service

2. The Company and Service Providers shall not be liable for any inconveniences or damages suffered by Members or third parties resulting from the suspension or termination of Individual Services.

Article 16 Inquiries and complaints

The Company or the applicable Service Provider will accept inquiries and complaints from members regarding Individual Services if filed using the designated page found on this site.

Article 17 Governing law

The interpretation of this Membership Agreement and each Individual Service agreement, as well as the formation, effect and execution of these agreements, shall be governed by the laws of Japan.

Article 18 Dispute settlement and court of jurisdiction

1. If a dispute arises between a Member and the Company or a Service Provider and relates to the Membership Agreement or an Individual Service agreement, the parties involved shall make a sincere attempt to resolve said dispute by consulting with each other in good faith.
2. The Tokyo District Court or the Tokyo Summary Court shall be the court of jurisdiction for resolving any disputes arising out of the Membership Agreement or a Individual Service agreement that involve the Company or a Service Provider.

Article 19 Membership Agreement effective date

This Membership Agreement is effective as of March 25, 2008 (Japan Standard Time) and shall be enforced accordingly.

Partially revised on February 1, 2016, effective as of the same date

Partially revised on June 27, 2021, effective as of the same date

JR-EAST Train Reservation Service Agreement

This service on JR-EAST Train Reservation, operated online by East Japan Railway Company (hereinafter referred to as "the Company"), is a sales service of train tickets (for the types of train tickets sold for individual travel, including those as otherwise specified by the Company, as set forth in the special transportation conditions based on Article 22 Section 2 Item 1 in the Company's Regulations on Passenger Operations [April 1987 East Japan Railway Company Public Announcement No. 4, hereinafter "Passenger Regulations"]) as specified by the Company. By using this service, you agree to all the provisions and conditions of this agreement, so please read all of its stipulations carefully.

To use this service, you must first agree with this agreement after registering as a JR-EAST Train Reservation member from the JR-EAST Train Reservation member registration page in the manner specified by the Company.

The terminology used in this agreement shall hold equal significance with that of the Company's Passenger Regulations, unless otherwise specified in this agreement.

Chapter 1: Using JR-EAST Train Reservation

Article 1 Definitions

In this agreement, the following terms are used with the following meanings.

1. "JR-EAST Train Reservation" is the website operated online by the Company to provide each service.
2. "Each Service" refers to the provision of reservation services, etc. for which information is provided (hereinafter referred to as "Various Reservation Services") on JR-EAST Train Reservation and Individual Services related to Various Reservation Services, such as the posting of information and the forwarding of applications from users.
3. "Service Providers" refers to the entities providing Each Service on JR-EAST Train Reservation.
4. "Users" refers to the customers who access JR-EAST Train Reservation and receive Each Service.
5. "Members" refers to Users who have registered their personal information, such as their user ID and password (hereinafter referred to as "Member Data") as specified by the

Company or Service Providers to use member-exclusive services on JR-EAST Train Reservation and whose registration as Users has been approved by the Company. The member registration method and information on the handling of Member Data are as specified separately in the JR-EAST Train Reservation Membership Agreement.

Article 2 Scope of and changes to the agreement

1. This agreement applies to everyone who uses JR-EAST Train Reservation.
2. The Company's Service Providers can set terms, provisions, and usage requirements (hereinafter referred to as "Individual Terms") for each service outside of this agreement, as well as the JR-EAST Train Reservation Membership Agreement, and such shall be considered as a part of this agreement (the Individual Terms and the JR-EAST Train Reservation Membership Agreement shall be hereinafter jointly abbreviated as "Individual Agreements").
3. In accordance with the provisions set forth in Civil Code Article 548 Item 4, the Company will amend this agreement at the Company's discretion in the following cases.
 - (1) When changes to this agreement are in the general benefit of the Users.
 - (2) When changes to this agreement do not violate the purpose of the contract and are reasonable in light of the necessity of the change, the appropriateness of the changed content, the content of the change and other circumstances related to the change.
4. When the Company makes changes to this agreement in accordance with the preceding paragraph, the Company will announce the agreement amendment, the content changed, and the effective date on JR-EAST Train Reservation.

Article 3 Handling of Member Data

The Member Data and information acquired by each Service Provider when Each Service is used by a User and the handling of this information are as stated in the basic policies on the handling of personal information specified separately by the Company, the JR-EAST Train Reservation Membership Agreement, and this agreement.

Article 4 Environment for using Each Service

1. Users are assumed to have checked the recommended environment ahead of time.
2. Users are solely responsible for paying for the setup and usage of the equipment and software (hereinafter referred to "User Equipment") needed to receive Each Service.
3. The Company shall not be liable if the features of Each Service do not operate correctly as

a result of the User Equipment nor for the effects thereof, except in cases of intentional or gross negligence by the Company.

Article 5 Prohibited activities and User responsibility

1. When using Each Service, Users are prohibited from engaging in the actions below.

(1) Acts that infringe or may infringe upon intellectual property rights, such as copyrights and trademark rights, or other rights of the Company or a third party

(2) Acts that infringe or may infringe upon the property, privacy, portrait rights or publicity rights of the Company or a third party

(3) Acts that defame the Company or a third party, or that damage the reputation or credibility thereof

(4) Acts that are or may be contrary to public order or morality

(5) Acts that violate or may violate the law

(6) Criminal acts, and acts that lead to or may lead to criminal acts

(7) Acts of falsifying or erasing the content of Each Service or the information that can be used for Each Service

(8) Acts of using or sending harmful programs such as computer viruses

(9) Acts of fraudulent credit card usage to use Each Service

(10) False or unlawful acts related to reservations or applications

(11) Acts of registering, making reservations or applying on behalf of someone else without their consent

(12) Acts that prevent other Users from using Each Service

(13) Acts that interfere with or may interfere with the use or operation of the equipment of the Company, a third party, or of Each Service

(14) The unauthorized access to or cracking of the hardware or software that makes up Each Service, and other acts that interfere with the equipment

(15) Acts that hinder the provision of Each Service, or actions that may cause such hindrances

(16) Analyzing the software that composes Each Service, reverse engineering, and other acts of trying to obtain source codes

(17) Acquiring, editing, or reusing information from JR-EAST Train Reservation either manually or by using a computer program or software for commercial use without the Company's consent

(18) Acts of non-manual input, such as via RPA, bots, crawlers, or other programs

(19) Any other acts that the Company deems as inappropriate

2. If the Company confirms or detects the User committing acts listed in the preceding paragraph, access may be revoked or other measures may be taken at the discretion of the Company from the perspective of providing stable services and protecting the system.

3. The Company shall not be liable for any damages the User may suffer due to the measures mentioned in the previous paragraph, except for cases where the Company wrongly revokes access or takes measures due to intentional or gross negligence.

4. If the Company or the Service Providers suffer damages due to an act by the User in violation of this agreement, or a fraudulent or illegal act by the User, the Company may claim compensation for damages from the User.

5. When sending application information for Various Reservation Services (hereinafter referred to as "Application Information"), the User shall comply with the procedures and security measures established by the Company or the Service Provider. The Company shall not be liable for the results of not complying with these measures, except when due to intentional or gross negligence by the Company.

6. Resolving and compensating for any disputes between the User and a third party or damages caused by the User to a third party shall be the responsibility of the User. The Company shall not be liable, except when due to intentional or gross negligence by the Company.

Article 6 The Company's responsibilities

1. The information on JR-EAST Train Reservation has been edited based on the Company's best judgment, but we do not guarantee the completeness or accuracy of the information.

2. Unless the Company is acting as a Service Provider and is found to be intentionally or grossly negligent, the Company shall assume no responsibility whatsoever for the content of information regarding Individual Services, the terms and conditions regarding such services, or for the delivery thereof.

3. The Company shall not be liable for whether the Application Information sent by the User arrives at the Company's computer system nor whether the Application Information arriving at the Company's computer system is the same as the Application Information sent by the User, unless the Company's intentional or gross negligence prevents the transfer of Application Information from a User that arrived at the Company's computer system to a Service Provider.

4. The Company shall not be liable for any loss or damage incurred by the Member or third party as a result of changes, delays, or interruptions in Individual Services caused by the availability, termination, or discontinuation of Individual Services (except in the case of the

Company acting as a Service Provider) or by the leakage/loss of information registered or provided by Individual Services. The Company shall not be liable for any damages that may be incurred by Members or third parties due to the use of such Individual Services (unless otherwise specified).

5. Even if a Member or a third party suffers damages or losses due to the following reasons, the Company or related passenger railway company shall not be held liable.

(1) The content registered by the Member on JR-EAST Train Reservation and other matters notified to the Company were different from the facts (including errors and omissions)

(2) Mistakes regarding available pick-up locations and pick-up times for train tickets purchased through this service, or the loss or misplacement of the voucher required to pick up such tickets

(3) The disruption, temporary suspension, halting of service provision, access restriction, or discontinuance of this service as specified in Articles 10, 23, 24 and 25

(4) Malfunctions of the Member's terminal or communication device, setting errors, connection disruptions, etc.

(5) Delayed responses via an inquiry form, etc.

(6) Leakage of the ID, password, personal information and other transaction information set by the Member due to cyber attacks, computer viruses, communication interception, etc., even with the Company's considerable security measures

(7) An email sent by the Company contained a virus, despite the Company taking appropriate measures, or an email from the Company was too large in size for the Member's terminal or communication device to receive, even though the Company determined the size of the email sent to be generally appropriate

(8) Any other losses suffered by Members or third parties due to this service, despite the Company taking due precautions

6. If a Member violates the terms of this agreement, whether intentionally or not, and the Company or a related passenger railway company suffers damages, the Member shall compensate for said damages.

Article 7 Notifications to Users

1. Unless otherwise specified in the Individual Agreements, the Company and Service Providers will notify Users through JR-EAST Train Reservation, by email, or by other methods that the Company deems appropriate.

2. If the notification in the preceding paragraph is sent by email, the notification will be deemed completed when sent by the Company to the email address registered by the Member

even if the email results in an error regardless of the reason. The Company shall not be liable for damages suffered by the Member due to an email not being received, except when caused by intentional or gross negligence by the Company.

Article 8 Using the Various Reservation Services

Users will adhere to the Individual Terms set forth separately by Service Providers in regards to the reservations for the Various Reservation Services and the cancellation of reservation/application content and related processes, as well as other various reservation service usage methods, the conclusion timing of contracts, and the interruption, suspension and discontinuation of the Various Reservation Services.

Article 9 Usage fees for Each Service

1. When usage fees and charges (hereinafter referred to as "Various Usage Fees") arise for Each Service, the sum of the Various Usage Fees, calculation methods, payment methods, and measures taken in the case of a delayed payment will be in accordance with the content specified by Each Service.
2. Users are responsible for covering the consumption tax related to Each Service's Various Usage Fees and any other taxes or tariffs imposed on the transactions.
3. In regards to the payment of Various Usage Fees, if separate provisions by credit card companies are provided, such as usage conditions, payment conditions, and usage limit settings, they shall be adhered to.
4. Any disputes between the User and a related credit card company shall be resolved between the said parties. The Company shall not be liable, except in the case of intentional or gross negligence by the Company.

Article 10 Service interruptions, suspensions, changes, and discontinuation

1. The Company may change the content of or discontinue Each Service (excluding Various Reservation Services) without notifying Users in advance.
2. The Company may place access restrictions or interrupt or suspend part or all of Each Service without notifying Users in advance in the following cases.
 - (1) When performing regular or emergency maintenance inspections and updates of equipment and systems used to provide Each Service
 - (2) When it is difficult to provide Each Service due to a fire, power outage, epidemic, natural

disasters such as earthquakes, floods, and typhoons, or war, riots, labor disputes, etc.

(3) When a telecommunications carrier's services are not being provided

(4) When the Company needs to temporarily interrupt or suspend Each Service due to operational or technical reasons, or when the Company deems it difficult to provide Each Service

(5) Any other time the Company deems it necessary to change, interrupt, or restrict Member access to this service to preserve operations of this service

3. The Company shall not be liable for any loss or damage suffered by the User or a third party as a result of the measures set forth in the preceding two paragraphs, except when due to intentional or gross negligence by the Company.

Article 11 Copyrights and trademarks

1. The copyright and other intellectual property rights of all content (text, images, video, audio, etc.) posted on JR-EAST Train Reservation belong to the Company or right holders who have authorized usage by the Company.

2. This content cannot be used beyond the scope explicitly permitted by private use or other laws and regulations and can't be edited, reused, or duplicated in any way, in whole or in part, without the prior consent of the Company.

3. All rights related to trademarks (both service marks and trademarks) shown on JR-EAST Train Reservation belong to the Company or right holders who have authorization from the Company to use them. Trademarks shown on JR-EAST Train Reservation cannot be used without prior permission from the Company or the right holder (if the Company is posting under license).

Article 12 Handling of inquiries

Questions from Users about Each Service will be accepted by the Company or the Company's consignment company, and the contact information will be displayed on JR-EAST Train Reservation. The Company and its consignees may record the contents of the questions received in writing, but the records will be handled in accordance with Article 3 of this agreement.

Chapter 2: Tickets

Article 13 Types of train tickets handled by this service

The range of tickets handled by this service and the number of tickets that can be purchased collectively through this service are determined separately by the Company.

Article 14 Ticket validity

1. The validity of tickets purchased through this service is based on the Passenger Regulations and any other conditions of carriage specified by the Company (hereinafter jointly referred to as "Various Passenger Regulations").
2. Notwithstanding the preceding paragraph, the validity of the tickets before the ticket pick-up prescribed in Article 18 and the validity of train tickets purchased using the Shinkansen e-ticket service prescribed in Article 21 are as stipulated in this agreement and points not specified in this agreement will be based on the Various Passenger Regulations.

Article 15 Reservations

1. Ticket applications can be made through this service from 10:00 am on the same day one month before the boarding date (or the first day of the month to which the boarding date belongs if such a date doesn't exist) up until the date of boarding (reserved seat tickets are available until 6 minutes before the train's departure time). Applications for reserved seats using special tickets or passes purchased outside this service will be accepted until 23:50 two days before the boarding date. However, if there is a special provision regarding the application deadline, that provision will apply.
2. Ticket applications made through this service are concluded when a Member follows the on-screen prompts on JR-EAST Train Reservation, finishes entering the reservation content (hereinafter referred to as the "Reservation Process"), and presses the "Apply" button. If the Reservation Process is interrupted for whatever the reason, the application will not be considered complete.
3. Responses from the Company regarding the application in the preceding paragraph will be via notification methods prescribed by the Company.

Article 16 Payment methods

Payments for this service must be made using a credit card and via the method specified by the Company. The credit card must be one of the cards below and in the Member's name. Any terms set forth by each credit card company will be followed. If a payment cannot be

completed due to a maxed out card or other issues, the purchase application for train tickets will not be concluded. The Company may still reject any one of the cards listed below.

- (1) VIEW CARD
- (2) JCB
- (3) VISA
- (4) Mastercard
- (5) American Express
- (6) Diners Club

Article 17 Conclusion of a contract

1. Upon completing a reservation on JR-EAST Train Reservation via the Member Reservation Process, purchase contracts for tickets bought through this service shall be concluded either when the Company displays the purchase process as complete on the JR-EAST Train Reservation screen or via email when a purchase completion email arrives at the Member's registered email address, whichever comes first.

2. The contract of carriage related to train tickets purchased by Members through this service will be concluded between the Member and the Company and related passenger railway companies when the delivery of the tickets is completed pursuant to the next article.

3. Notwithstanding the preceding paragraph, the contract of carriage related to train tickets purchased through the Shinkansen e-ticket service will be concluded between the Member and the Company and related passenger railway companies at the same time as the purchase contract for the tickets purchased under paragraph 1.

Article 18 Picking up train tickets

1. Train tickets for which a purchase contract has been concluded on this service can be picked up (hereinafter referred to as "Ticket Pick-Up") at the Company's pick-up location or a pick-up location at a passenger railway company specified separately by the Company up until a separately specified date and time.

2. When a Member tries to do a Ticket Pick-Up for tickets purchased through this service, they will display the credit card used for the payment, their reservation number, QR code, and any other vouchers specified separately by the Company.

3. The hours that Ticket Pick-Ups can be handled at pick-up locations (hereinafter referred to as "available times at pick-up locations") will be as specified separately by the Company and related passenger railway companies.

4. When using tickets for which a purchase contract has been concluded through this service (excluding when using the Shinkansen e-ticket service), Members must pick up their tickets in advance pursuant to the provisions of this article. If you board the train without picking up your ticket, it will be handled in accordance with Article 264 Paragraph 1 Item 1, Article 266 and Article 267 of the Passenger Regulations.

Article 19 Ticket refunds

1. When tickets for which a purchase contract has been concluded through this service are no longer needed, refunds will be handled as listed in the items below. 1. Before Ticket Pick-Up: These cases will be handled by the Member on JR-EAST Train Reservation as specified separately.

2. After Ticket Pick-Up: These cases will be handled at the Company's pick-up locations or those of passenger railway companies specified by the Company.

2. For refunds to which Paragraph 1 applies, a fee as set in the Passenger Regulations will be charged, unless otherwise specified by the Company.

3. Notwithstanding the provisions of Paragraph 1, if there are other provisions regarding the handling of refunds depending on the tickets, those provisions shall apply.

4. For refunds to which Paragraph 1 Item 1 applies, the Member shall check the procedure on JR-EAST Train Reservation and credit card usage details will not be issued.

5. For train ticket refunds, funds will be returned to the credit card used to make the payment.

6. When placing a refund request via the inquiry form based on this agreement (including, but not limited to, this article and Article 21), the request from the inquiry form must reach the Company within 5 months from the date of boarding and the acts specified separately (including, but not limited to, receiving the mailing of tickets specified in Article 21 Paragraph 18 Item 1) must have been completed.

Article 20 Changing tickets

Tickets purchased on JR-EAST Train Reservation cannot be changed. Please make a new purchase and apply for a refund for the ticket you want to change. Please note that refunds for tickets will be subject to the fees prescribed in this agreement and the Passenger Regulations.

Article 21 Shinkansen e-ticket service

1. The Shinkansen e-ticket service is a service that allows you to purchase train tickets using this service and link the reservation to a transportation type IC card specified by the Member (referred to as "IC cards, etc." specified separately by the Company) so that you can ride the Tohoku, Hokkaido, Jōetsu, Hokuriku, Yamagata, and Akita Shinkansen without needing to pick up tickets.
2. Boarding methods when using the Shinkansen e-ticket service include either IC boarding (which refers to using the transportation type IC card linked to the reservation to go through the automatic ticket gate machine to enter a Shinkansen station and then using the same IC card to also exit the automatic ticket gate machine at a Shinkansen station) or picking up a Shinkansen e-ticket service ticket and using it to board the Shinkansen.
3. Products that apply for the Shinkansen e-ticket service are train tickets specified separately by the Company.
4. Train tickets that can be used together with the Shinkansen e-ticket service are specified separately by the Company.
5. If you pick up a ticket for the Shinkansen e-ticket service, boarding will be limited to when using that specific Shinkansen e-ticket service ticket, and IC boarding will not be available for that reservation.
6. The provision, application, and sales period of the Shinkansen e-ticket service are specified separately by the Company.
7. The Shinkansen e-ticket service is available for areas between the following stations.
 - (1) Tōhoku / Hokkaido Shinkansen: Shinkansen stations from Tokyo to Shin-Hakodate-Hokuto
 - (2) Jōetsu Shinkansen: Shinkansen stations from Tokyo to Niigata, and GALA Yuzawa Station (seasonal)
 - (3) Hokuriku Shinkansen: Shinkansen stations from Tokyo to Kanazawa
 - (4) Yamagata Shinkansen: Shinkansen stations from Tokyo to Fukushima, as well as the following local stations (limited to when using the Tsubasa Shinkansen): Yonezawa, Takahata, Akayu, Kaminoyamaonsen, Yamagata, Tendō, Sakurambo-Higashine, Murayama, Ōishida, and Shinjō Station
 - (5) Akita Shinkansen: Shinkansen stations from Tokyo to Morioka, as well as the following local stations (limited to when using the Komachi Shinkansen): Shizukuishi, Tazawako, Kakunodate, Ōmagari, and Akita Station
8. Shinkansen e-ticket service tickets can be for either ordinary cars or special cars. Ordinary car tickets can be for either reserved or non-reserved seats, and special car tickets are only for reserved seats. The areas these tickets can be set for and sale prices are as specified separately by the Company.

9. The sale price for ordinary car tickets includes the basic fare and the super (limited) express train ticket fare, while the sale price for special car tickets includes the basic fare, the super (limited) express train ticket fare, and the special car fare. Tickets are only sold with all of these fares included.

10. Sales conditions for the Shinkansen e-ticket service when it includes transferring Shinkansen trains are as stipulated separately by the Company.

11. When reserved seat tickets are purchased using the Shinkansen e-ticket service, they are only valid for the specified boarding date, train, passenger car, seat, and area of travel. In the case of non-reserved seat tickets, the ticket is only valid for a non-reserved seat on a predesignated boarding date and area of travel.

12. After beginning to travel using a train ticket purchased via the Shinkansen e-ticket service, if you exit the Shinkansen ticket gate at a Shinkansen station along the way, the ticket will no longer be valid for traveling within the area.

13. If the conditions set forth in the Company's IC Card Ticket Handling Rules (October, 2001 East Japan Railway Company, Public Announcement No. 24) Article 43 Paragraph 1 Item 2, 6, 7, or 8 or Passenger Regulations Article 167, 174, or 176 apply, the train ticket purchased using the Shinkansen e-ticket service will become invalid.

14. If a train ticket purchased using the Shinkansen e-ticket service becomes invalid due to the conditions in the previous paragraph, the passenger fares, fees, increased passenger fares and increased fees will be collected in the manner described in Article 264, 266, and 267 of the Passenger Regulations.

15. If the transportation type IC card linked to a reservation is lost or damaged before travel begins on the train ticket purchased through the Shinkansen e-ticket service and can no longer be used, the Member and User can board via the methods below.

(1) By changing the transportation type IC card linked to the reservation on this service to a different transportation type IC card and boarding via IC boarding

(2) By going to a location that handles this service, picking up a Shinkansen e-ticket service ticket, and using it to board

16. If a Shinkansen e-ticket service ticket is lost before travel begins using the said ticket, the provisions of Article 268 Paragraph 1 and 2 of the Passenger Regulations will be applied to the area of travel.

17. If the transportation type IC card used for IC boarding or the Shinkansen e-ticket service ticket are lost after travel has begun for said train ticket purchased using the Shinkansen e-ticket service, the provisions of the preceding paragraph will be applied.

18. For cases handled according to the provisions of Article 16 or the preceding article, refunds can be requested for train tickets purchased using the Shinkansen e-ticket service as

specified below. In such cases, the received sale price will be refunded after a fee separately specified by the Company is deducted.

(1) When a transportation type IC card is lost

The refund application will be considered complete when a Member applies via the inquiry form after they finish traveling and sends the train ticket used to a specified location via post. If the train ticket does not arrive at the specified location, a refund will not be issued, regardless of the reason. The required postage shall be borne by the Member.

(2) When a lost Shinkansen e-ticket service ticket is found

Members will present the used train ticket and the Shinkansen e-ticket service ticket that they found at the help desk at a station that handles this service and will then receive a refund for the found Shinkansen e-ticket service ticket.

19. If the train ticket purchased using the Shinkansen e-ticket service is for a reserved seat, the ticket will become invalid after the selected train's departure time has passed and boarding will no longer be possible. However, the Company or the related passenger railway company may allow the Member and User board a different Shinkansen train departing from the same station on the same day as the boarding date, limited to non-reserved seats and standing areas. (In such cases, the difference from the reserved seat fare will not be refunded.)

20. If a Member or User begins traveling using an ordinary car ticket purchased through the Shinkansen e-ticket service and then asks train staff to change to a special car and the request is processed, the special car can be boarded after collecting the difference for the special (limited) express fare for the actual travel area as specified in the Passenger Regulations (with a reserved seat fare for reserved seats and a non-reserved seat fare for non-reserved seats), the special car reserved seat fare, and the special car fare.

21. If a Member or User begins traveling using a train ticket purchased through the Shinkansen e-ticket service, they will be able to continue riding past the arrival station in the travel area of the Shinkansen e-ticket service, only if they ask the train staff and receive permission in advance. In such cases, the regular passenger fare and fees will be collected separately for the actual distance between the original arrival station and the station deboarded at according to the Passenger Regulations. Members and Users using IC boarding will present the transportation type IC card used for the IC boarding to staff for processing at the station deboarded at. If the station deboarded at is not a station that handles the Shinkansen e-ticket service, the transportation type IC card should be presented later on for processing to staff at a station that does handle the Shinkansen e-ticket service.

22. If a Member requests a refund for a train ticket purchased using the Shinkansen e-ticket service, the cases below will warrant a refund for the already collected sale price minus any surcharges specified separately by the Company, but only if before travel has begun (and

before the specified train's departure time in the case of reserved seat tickets).

(1) If the Shinkansen e-ticket service ticket has not yet been picked up

Only handled if the Member completes the prescribed refund process on JR-EAST Train Reservation

(2) If the Shinkansen e-ticket service ticket has already been picked up

Only handled if the Member goes to a help desk at a station that handles this service and presents the Shinkansen e-ticket service ticket

23. 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.)

24. If any of the following events occur after the start of travel using the Shinkansen e-ticket service, Members and Users can make a request based on the options for each event regarding the train tickets they purchased through the Shinkansen e-ticket service.

(1) When the Shinkansen cannot be operated a. Cancellation of travel and refunds for fare and fee equivalents as stipulated in Paragraph 26

b. Unpaid repatriation as stipulated in Paragraph 27 and refunds for fare and fee equivalents as stipulated in Paragraph 28

(2) When the operating time of the Shinkansen is delayed, causing you to miss your intended transfer train at the transfer station and being unable to board the next transfer train to your destination for over an hour a. Cancellation of travel and refunds for fare and fee equivalents as stipulated in Paragraph 26

b. Unpaid repatriation as stipulated in Paragraph 27 and refunds for fare and fee equivalents as stipulated in Paragraph 28

(3) When the Shinkansen's arrival at the arrival station is delayed by two hours or more a. Cancellation of travel and refunds for fare and fee equivalents as stipulated in Paragraph 26

b. Unpaid repatriation as stipulated in Paragraph 27 and refunds for fare and fee equivalents as stipulated in Paragraph 28

25. When an event in the preceding paragraph occurs before travel begins and causes the Member or User to no longer need the train ticket that was purchased before the event through the Shinkansen e-ticket service, a refund for the sale price can be requested pursuant to the provisions of Paragraph 34.

26. According to the provisions of Paragraph 24, if a Member or User cancels a trip and requests a refund, the amount specified in each of the following items will be refunded.

(1) Basic fare amount

The regular passenger fare for between the station where the trip is canceled and the station where the passenger disembarks as stipulated in the Passenger Regulations. However, the upper limit will be equivalent to the fare for the ticket purchased through the Shinkansen e-ticket service.

(2) Super (limited) express train fare

The amount equivalent to the super (limited) express train fare for said ticket purchased through the Shinkansen e-ticket service

(3) Special car fare

The amount equivalent to the special car fare for said ticket purchased through the Shinkansen e-ticket service

27. If a Member or User requests unpaid repatriation at a Shinkansen station within the area of travel for the train ticket purchased through the Shinkansen e-ticket service in accordance with Paragraph 24 Item 1b, 2b, or 3b, such a request will be handled for the travel area of said train ticket purchased through the Shinkansen e-ticket service up to the departure station (hereinafter referred to as the "Unpaid Repatriation Area"), limited to when riding the next available Shinkansen.

28. When unpaid repatriation is conducted in accordance with the preceding paragraph, refunds will be given according to the items below.

(1) Basic fare amounta. In the case of unpaid repatriation to the departure station

The full amount of the basic fare that was already collected for the ticket purchased through the Shinkansen e-ticket service

b. In the case of unpaid repatriation to a station along the way to the departure station, or if a Member or User exits a Shinkansen ticket gate at a station within the Unpaid Repatriation Area.

The regular passenger fare for the said station along the way or arrival station as specified in the Passenger Regulations. However, the upper limit will be equivalent to the basic fare for the train ticket purchased through the Shinkansen e-ticket service.

(2) Super (limited) express train fare

The provisions of Paragraph 26 Item 2 shall apply.

(3) Special car fare

The provisions of Paragraph 26 Item 3 shall apply.

29. If any of the following events occur after the start of travel using the Shinkansen e-ticket service, Members and Users can make a request for further continuation of travel on another Shinkansen going in the same direction based on the provisions of Paragraph 24.

(1) When the Shinkansen they are riding becomes inoperable

(2) When the operation of the Shinkansen they are riding is delayed by two hours or more

30. When other events listed below occur, a Member or User can request a full refund for the super (limited) express train fare for the ticket purchased through the Shinkansen e-ticket service in accordance with the stipulations of Paragraph 24.

(1) When the said train is delayed by one hour or more from the departure time and the use of the train is canceled

(2) When another Shinkansen is ridden instead in accordance with the preceding paragraph

(3) When there is a delay in the Shinkansen's arrival time by 2 hours or more

31. In the case of Item 1 of the preceding paragraph, if the ticket purchased through the Shinkansen e-ticket service is not used and the trip is postponed, it will be handled in accordance with the provisions of Paragraph 24 Item 2.

32. For Members or Users in possession of train tickets purchased through the Shinkansen e-ticket service with arrival stations set to Ueno Station or Tōkyō Station, if they are unable to ride between the areas of Ōmiya Station and Ueno Station or Tōkyō Station, or between Ueno Station and Tōkyō Station, such refunds will be processed treating the station at which the train became inoperable as the arrival station. The remaining sum after subtracting the Shinkansen e-ticket service super (limited) express train fare or special car fare for the actual area ridden from the Shinkansen e-ticket service super (limited) express train fare or special car fare that have already been collected will be refunded.

33. In the following cases, changes to the usage area and facilities for reserved seat tickets purchased through the Shinkansen e-ticket service can be processed when boarding on the same day as said train ticket for local stations as specified in Paragraph 7.

(1) When the train cannot be operated

(2) When the train departure time is delayed by an hour or more, or when such a delay is certain

(3) When it is certain that the train will be delayed by one hour or more in the upcoming area

(4) When a train is delayed, making it impossible to board an intended transfer train, or when it is certain that boarding will be impossible

34. When a Member or User requests a refund according to the items below, the refund will be processed according to the said items.

(1) Refunds according to Paragraph 24 Item 1 or Paragraph 30 Item 3

A refund will be made for the said train ticket purchased through the Shinkansen e-ticket service. (Members do not need to contact us via the inquiry form.)

(2) Refunds according to provisions other than those in the preceding item

When an applicable Member or User applies at the Shinkansen ticket gate of the arrival station

or the station at which travel is canceled, the verification processing for the said train ticket purchased through the Shinkansen e-ticket service will be considered received. Refund processing after that will be in accordance with the handling stated in the preceding item.

35. Notwithstanding the provisions of the preceding paragraph, if a Member or User has picked up a Shinkansen e-ticket service ticket, they can receive a refund after presenting said ticket at the help desk at a station that handles this service.

Article 22 Train operation issues and delays

1. If train operation issues or delays arise, the Company may cancel the purchase contract for train tickets that have not yet been picked up. In such cases, the amount for the said train ticket will be refunded free of charge.

2. In the case of the preceding paragraph, cases where the train ticket for the purchase contract concluded through this service has already been picked up will be handled in accordance with the Various Passenger Regulations.

Article 23 Handling system failures

If a system failure occurs on JR-EAST Train Reservation that cannot be handled based on this agreement, Members shall follow the directions from the Company or related passenger railway companies, notices posted on JR-EAST Train Reservation, and any other notices designated by the Company.

Article 24 Temporary suspensions of this service

The Company may temporarily suspend this service to perform system maintenance. In such cases, notifications will be sent in the manner described in advance by the Company, except in emergencies or when not otherwise possible.

Article 25 Interruptions to the provision of this service

1. If a Member acts in violation of this agreement, JR-EAST Train Reservation related agreements, or other provisions set forth by the Company, or damages the JR-EAST Train Reservation system, the Company may suspend the provision of this service to said Member or limit their access to JR-EAST Train Reservation without prior warning.

2. In addition to the preceding paragraph, the Company may also discontinue this service at the Company's discretion.

Article 26 Using Member information

The Company may provide the items provided by the User when using this service and the information obtained in the process of using this service to related passenger railway companies, etc. to provide this service, and the members agree to this.

Article 27 Handling of membership cancellation when there is a pending reservation

Membership cannot be canceled when there is a pending reservation.

Article 28 Time display

The times described in this agreement are all according to Japanese Standard Time.

Article 29 Governing law and handling of translated versions

1. The interpretation of this agreement and each of the Individual Terms, and the establishment, effect and execution of these contracts shall be governed by the laws of Japan.
2. This agreement was created in Japanese and translated into languages other than Japanese based on the Japanese version. The contents, effect and interpretation of this agreement shall be in accordance with the Japanese version, and the translated versions in languages other than Japanese are translations created for reference.

Article 30 Dispute settlement and court of jurisdiction1. If a dispute arises between a Member and the Company and relates to this agreement or the Individual Agreements, the parties involved shall make a sincere attempt to resolve said dispute by consulting with each other in good faith.

2. The Tokyo District Court or the Tokyo Summary Court shall be the court of jurisdiction for resolving any disputes arising out of this agreement or the Individual Agreements that involve the Company.

Service Agreement effective date

This agreement is effective as of March 25, 2008 (Japan Standard Time) and shall be enforced accordingly.

Partially revised on October 15, 2008, effective as of the same date

Partially revised on February 1, 2017, effective as of the same date
Partially revised on September 5, 2018, effective as of the same date
Partially revised on February 16, 2019, effective as of the same date
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Partially revised on February 14, 2020, effective as of the same date
Partially revised on March 14, 2020, effective as of the same date
Partially revised on March 30, 2020, effective as of the same date
Partially revised on June 30, 2020, effective as of the same date
Partially revised on June 27, 2021, effective as of the same date