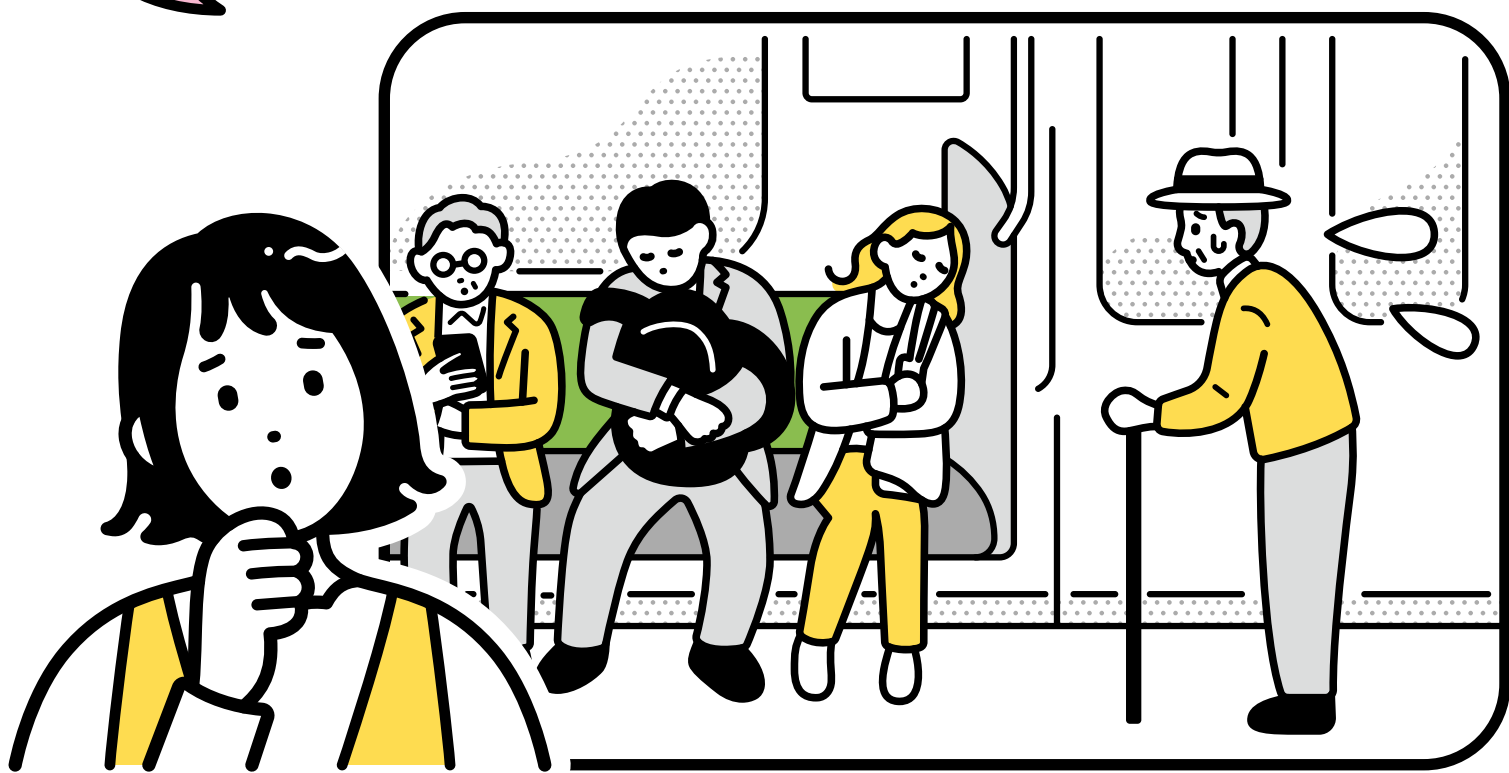


Is there anything I can do **to help a passenger using a cane?**



If you see a passenger using a cane or with a disability while you are seated, **please offer your seat.**



## Priority Seating and Free Spaces

On ordinary trains, every car has priority seating that can be used comfortably and with peace of mind by various passengers.



Priority seats are designated **for elderly passengers, passengers with disabilities, passengers with internal disabilities, pregnant passengers, and passengers with infants or young children.** **Please offer your seat to those who need priority seating.** We appreciate your understanding and cooperation.

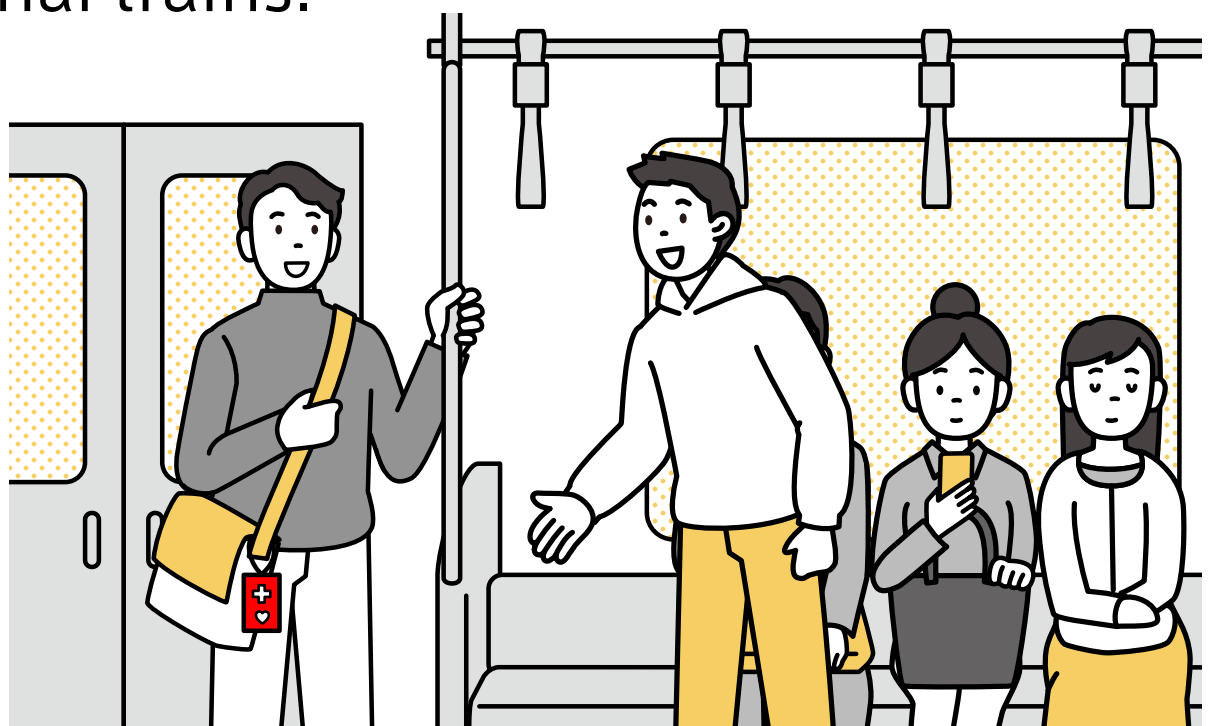


Maternity Mark

### What is a Help Mark?

A Help Mark (JIS Standard) is a sign indicating that someone who may need assistance or consideration, even if their needs aren't obvious at first glance, requires consideration from others.

Help Mark stickers are posted near priority seating on conventional trains.



### Barrier-Free Facilities within the Station

There are many barrier-free facilities within the station. Please be considerate of those who need to use these facilities.



Barrier-Free Toilets

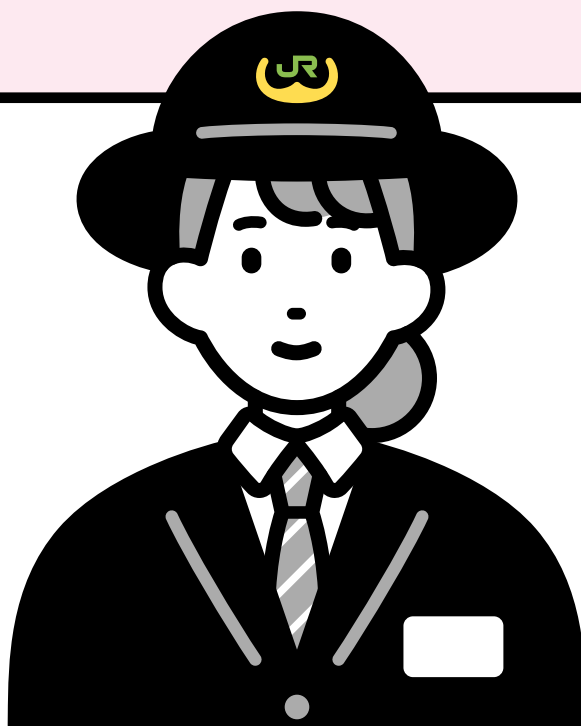


Elevators

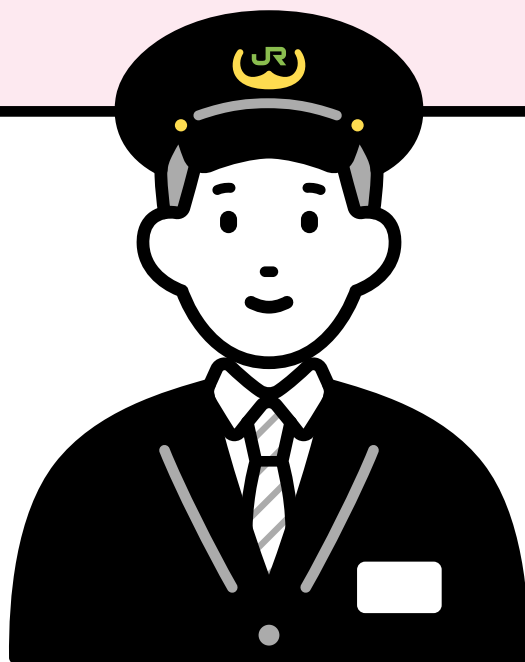
**How can I help a person with a disability** who seems to be having difficulty inside the station?



If you see somebody who needs help, **ask what you can do for them.** JR East is conducting a campaign to encourage all passengers, as well as staff, **to help each other** so that all passengers can use the trains with peace of mind.



If you see **a passenger with impaired vision** walking between the tactile tiles and the edge of the platform or about to fall off, **don't hesitate to call out for the passenger to stop.**

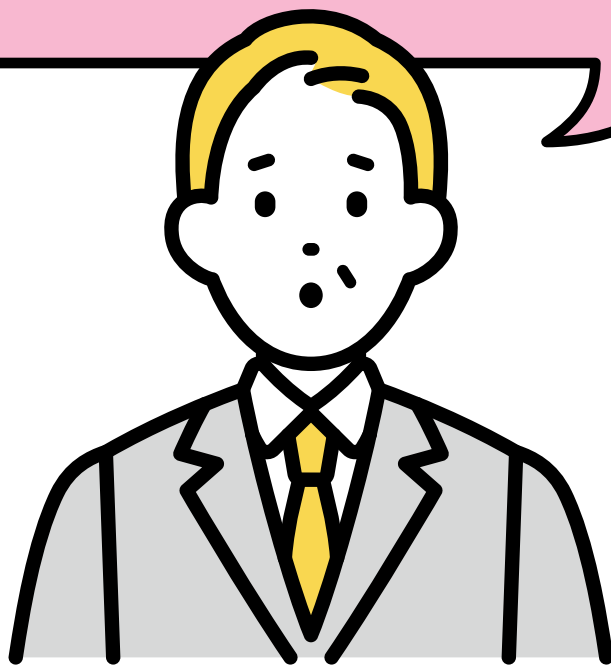


You with the white cane, stop! Watch out!





I saw a poster in the station that said  
**not to walk on the escalator.**  
What's wrong with walking on the escalator?



Walking on the escalator could cause  
**unexpected accidents such as  
falling over or falling down.**  
**Please stand still and hold on to  
the handrail** when  
riding an escalator.



I saw a poster in the station that said  
**not to walk while using  
a smartphone.** What's wrong with  
walking while using my smartphone?



Walking while using a smartphone,  
portable game console, or other device  
could cause **unexpected problems  
or accidents** such as bumping into  
others or falling off the platform.

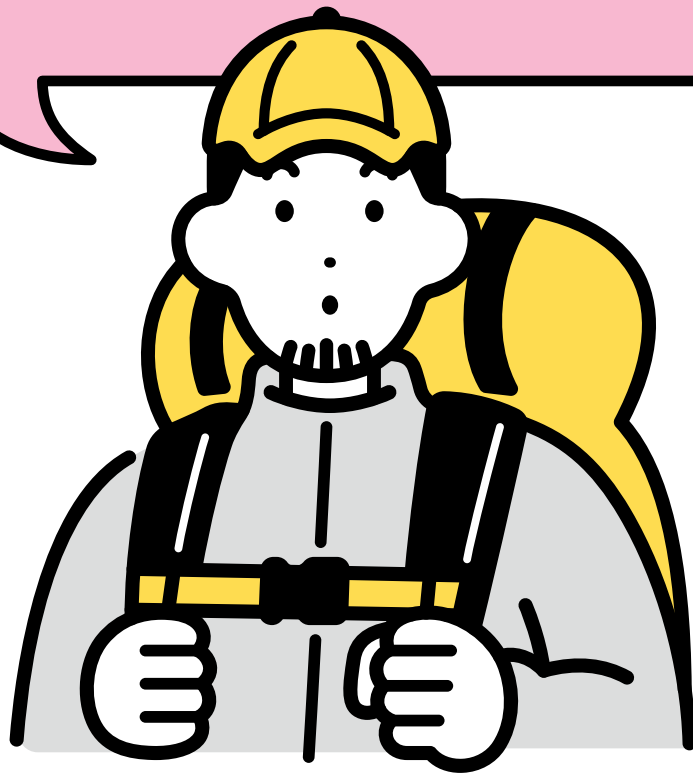


Bumping into  
Others



Falling Off  
the Platform

I've heard that there are **some things that cannot be brought aboard the train.** What kinds of things are they?

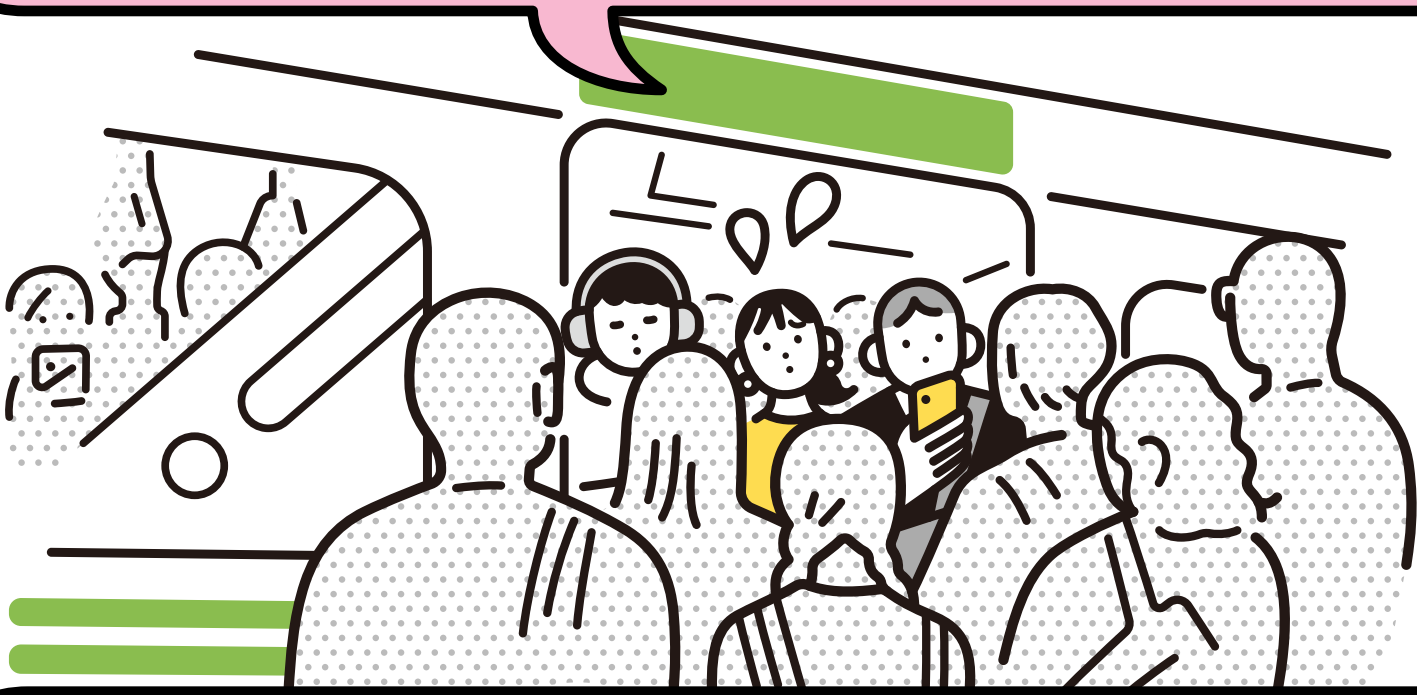


It is prohibited to bring aboard items such as **knives** or other **hazardous items** that could endanger other passengers, as well as **heaters, stoves**, or other items that could inconvenience other passengers.





**It's difficult to get off a crowded train.** Is there anything that can be done?



Standing near the doors makes it difficult for other passengers to pass and delays boarding and alighting. **If you are standing near the doors, please step onto the platform temporarily to keep the area clear.**



**Delays in boarding and alighting can lead to train delays.** Please cooperate to ensure smooth boarding and alighting.

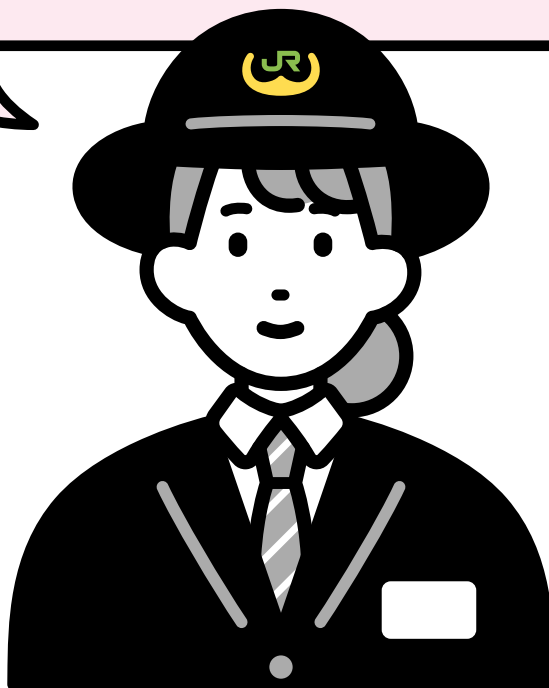
**I almost collided with someone carrying a suitcase at the station!**



**Please keep large luggage, such as suitcases, close to your body while walking.** Be careful not to let go of your luggage on escalators or stairs, and avoid sudden stops or changes in direction. Please be considerate of other passengers.



Accidents caused  
by falling



Injuries caused  
by collisions

## Manners regarding large luggage

Please place carry-on luggage that is too large to fit in the overhead compartment in a luggage area or in a location that does not obstruct passage.

**Luggage racks are available** in some cars and deck spaces of Shinkansen and limited express trains. Please use them for large luggage such as carry-on bags and sports equipment.



**Please do not place items in aisles, deck spaces, or in front of boarding doors, as it obstructs passage and boarding.**



**When placing items on the luggage rack**

Be mindful of the surrounding customers and luggage during the ups and downs.

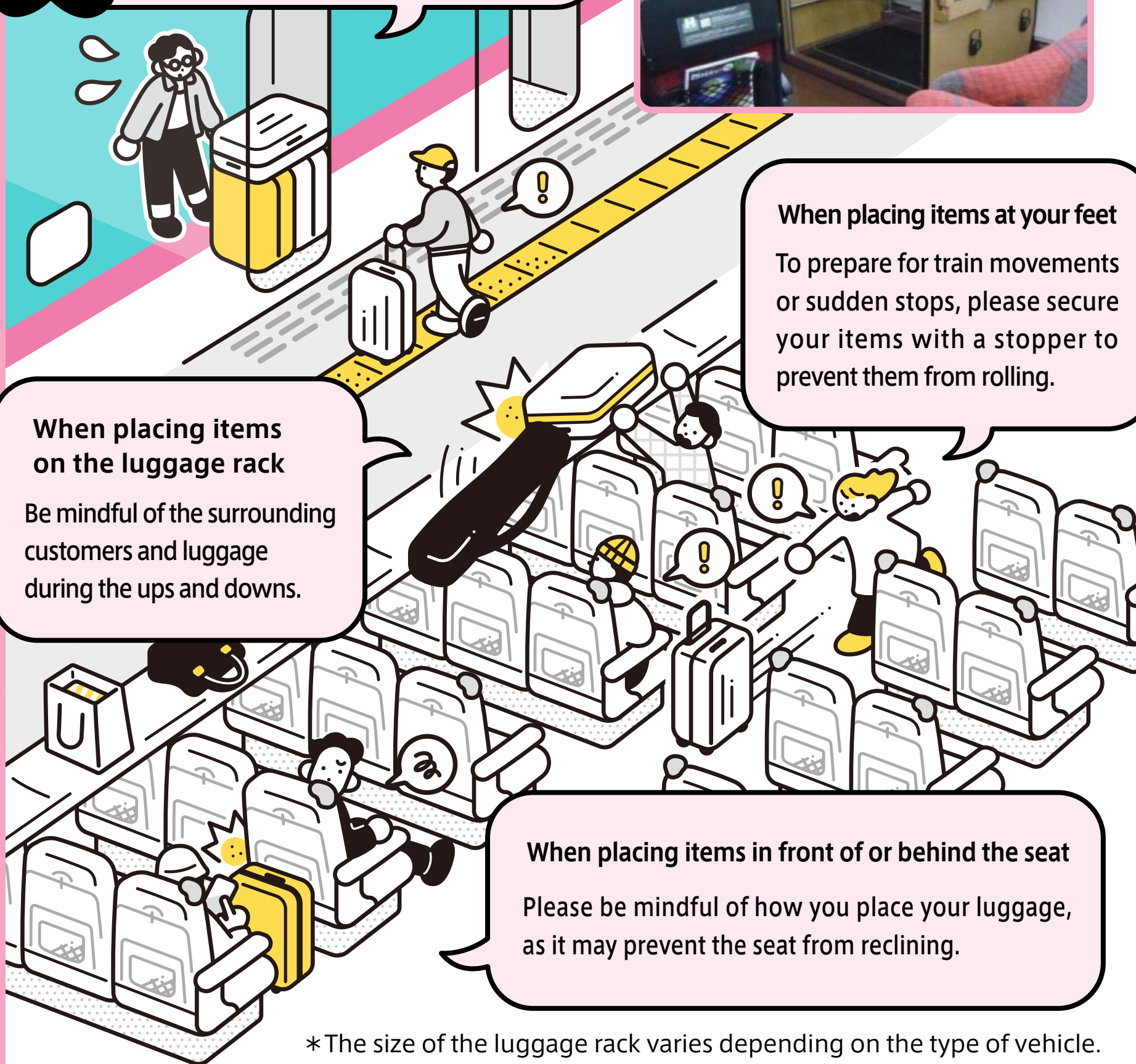
**When placing items at your feet**

To prepare for train movements or sudden stops, please secure your items with a stopper to prevent them from rolling.

**When placing items in front of or behind the seat**

Please be mindful of how you place your luggage, as it may prevent the seat from reclining.

\* The size of the luggage rack varies depending on the type of vehicle.





### Request for Onboard Etiquette

During crowded times, please place your luggage on the overhead rack or in other locations that do not inconvenience other passengers. Unexpected injuries or troubles may occur.



\* Some cars have luggage areas.

Please be considerate of other passengers when eating on the train.



**It feels quite warm inside the train.**

Is the air conditioning adjusted based on the weather or the level of crowding?



The temperature inside the train is automatically adjusted for each car **according to the outside temperature, humidity, and congestion.**

We strive to provide a comfortable environment for all passengers, but individual perceptions of temperature may vary. If you feel too hot or too cold, please adjust your clothing accordingly. We appreciate your understanding and cooperation.



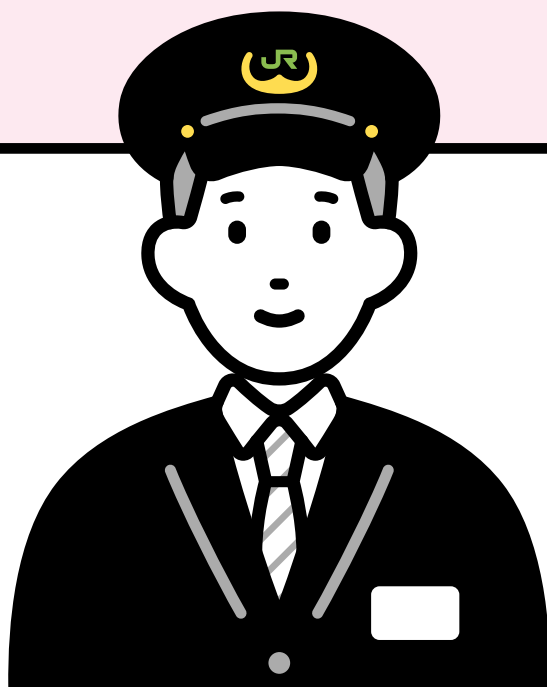


Can I take photos of trains inside the train or at the station?



Photography for personal hobbies is not prohibited, **but please refrain from actions that may interfere with train operations, such as using flash towards moving trains, using ladders on platforms, or taking photos in restricted areas.**

Please be considerate when taking photos, as it may cause trouble with other passengers.



**Please refrain from taking photos on or outside the tactile paving blocks, as well as in restricted areas, as it is very dangerous.**

Let's follow the rules and manners to enjoy safe and fun photography.

\* For safety reasons, there may be restrictions or warnings regarding photography.



## Please refrain from the following actions



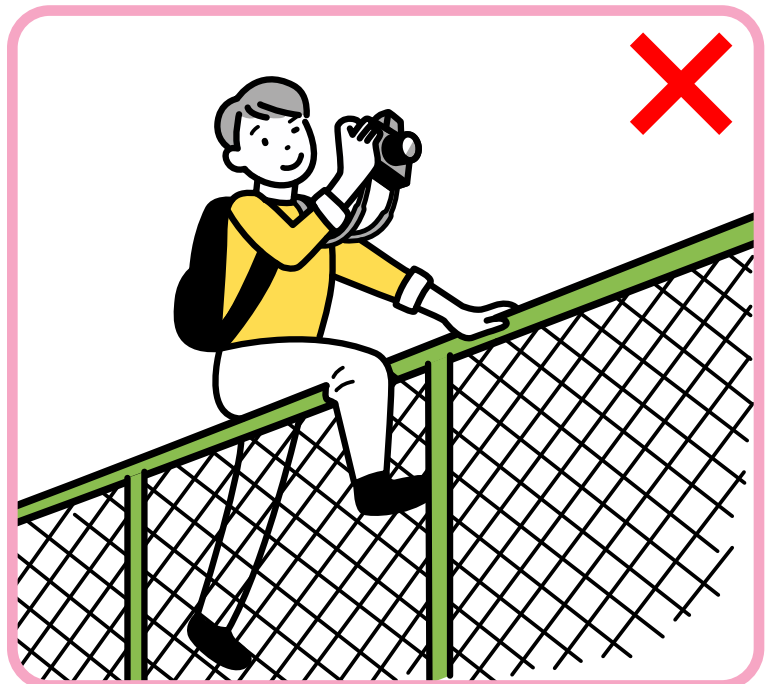
Taking photos on or outside the tactile paving blocks



Using ladders, tripods, or flash for photography



Taking photos of other passengers or staff without permission



Taking photos in restricted areas