

Regarding the refund of tickets due to the suspension of sections of the Shinkansen 'Tsubasa' and 'Komachi'

○For customers using Shinkansen limited express tickets that include the suspended section

If you submit your ticket at the Midori no Madoguchi (JR ticket office) within one year from the day after your intended travel date, you will receive a refund. As the ticket office may be crowded on the day of travel, we recommend visiting on a later date.

○For customers using Shinkansen e-tickets that include the suspended section

Refunds will be processed by the Ekinet Support Center. There is no need for customers to contact the Ekinet Support Center. Please note that the refund process may take some time.

○For customers using the special promotional ticket 'Travel on Weekdays! JR East Tabi-Kyun ♥ Early Bird Pass

If unused, a refund will be provided without any fees. Details will be communicated via direct mail from Ekinet.