

## Ticket Changes and Refunds

### ■ Ticket Changes

#### <Before the Passenger Begins Using the Ticket>

- Tickets that are unused and that is within the validity period (excluding commuter passes, coupon tickets, and Toku-Toku discount tickets) can be exchanged for the same type of ticket one time at no charge. When the ticket is exchanged, the passenger must pay the difference if the new ticket fare is higher, or receives a refund if the new ticket fare is lower.
- If the ticket is being exchanged for the second time, the passenger should first return the existing ticket for a refund at a station or travel agency and then purchase the new ticket desired.
- Reserved seat tickets can be changed only before the time for the train's departure from the station as originally ticketed. Please take care on this point, since the ticket will be invalid once the train has departed.
- Requests to change reserved seat tickets should be made at Green car ticket offices and other such points of sale during the hours when reserved seat tickets are for sale.
- Limited express non-reserved seat tickets and specified limited express tickets can be changed to tickets of the same type and can also be changed to reserved seat tickets.
- Requests to change tickets purchased with a credit card at a travel agency can be changed at the travel agency where purchased or at station ticket offices.

#### <After the Passenger has Begun Using the Ticket>

- When changing a ticket that the passenger has already begun using, the passenger will be charged all additional fares and fees that are due, but if the amount originally paid is greater than the new ticket amount, the excess amount will not be refunded. However, refunds will be made in the case of standard tickets for an unused passage of 101 km or more one way per ticket.
- When passengers travel beyond the original destination on their tickets, they will be charged the fare for the additional travel. When passengers change their direction of travel to a new destination or change the route to their original destination, the fare for the new travel route will be compared to the fare for the unused portion of the originally ticketed route and the passengers will be charged the difference. However, when a change is made to the destination of standard tickets for a one-way distance within 100 operating kilometers, the total distance of the original route and of the changed route will be compared and the passengers will be charged the difference.

**<When the Passenger is Late for a Train Reservation>**

- Limited express reserved seat tickets, Green car tickets, sleeper car tickets, and reserved seat tickets (including Toku-Toku discount tickets) become invalid once the departure time of the train with the ticketed reservation has passed, so refunds cannot be made.
- In the case of limited express reserved seat tickets, even if the passenger has missed the train with the ticketed reservation, the tickets may be used but only for ordinary car non-reserved seats and only within the same day as the originally ticketed reservation. Taking a reserved seat will require payment of the full limited express reserved seat fare.

**■ Ticket Refunds**

- Ticket refunds are handled at station fare adjustment offices, Warp travel agencies, Warp Plazas located in stations, and major travel agencies. However, refunds for group tickets and some Toku-Toku discount tickets should be requested at the original point of purchase.
- Requests for refunds on tickets purchased with a credit card at a travel agency should be made at the travel agency where originally purchased.

**< If the Ticket is Unused Within the Validity Period>**

- When tickets have not yet been used and are within the validity period, they can be refunded upon payment of the fee as shown in the table below.

Type of Tickets		Conditions of Refund	Fee
Basic Fare Tickets, Coupon Tickets, Commuter Passes, Limited Express Non-Reserved Seat Tickets, Specified Limited Express Tickets		Unused ticket within the validity period. (For advance purchase tickets, this includes the period before the day on which the validity period begins.)	220 yen
<b>Reserved Seat Tickets</b>	Limited Express Reserved Seat Tickets	Up to two days before the day of departure	330 yen
	Reserved Seat Green Car Tickets Sleeper Car Tickets Reserved Seat Tickets	From the day before the day of departure up to the time of departure	30% Minimum of 330 yen
Toku-Toku Discount Tickets		This varies with the ticket, so please consult a station attendant.	

- Refunds on reserved seat tickets that were changed on the original day of departure or on the day before those will be charged a fee of 30%.
- The refund fee on limited express tickets and Green car tickets, limited express tickets and sleeper car tickets, and other such reserved seat tickets that are issued in the form of single tickets will be charged only on the Green car ticket and sleeper car ticket portion.

**<If the Passenger has Begun Using the Ticket>**

- Refunds will be provided on a ticket that the passenger is currently using only if it is still within the validity period and if the unused portion exceeds 100 operating kilometers per ticket. In this case, the refund amount will be the amount remaining on the ticket after subtracting the fare for the distance already traveled together with a commission of 220 yen. The request for refund should be made at the station where the travel was terminated.
- Refunds may be made for the unused tickets in a coupon ticket book that is no longer needed, but only if they are within the validity period. The amount of the refund in this case will be what remains after the basic fare for the tickets that have already been used and the commission of 220 yen have been subtracted from the purchase price. In some cases, however, there will be no remaining amount to refund.
- Refunds will be made for commuter passes that are no longer needed, but only when there is one month or more remaining in the validity period. The amount of the refund in this case will be what remains after the commuter pass fare for the number of months that the pass has already been used (a number of days not amounting to a month will be treated as one month) and the commission of 220 yen have been subtracted from the purchase price. In some cases, however, there will not be any amount to refund.

**■ If a Ticket has been Lost**

- When passengers lose their tickets, they should inform the ticket sales office at the station or a train attendant of the loss and then purchase the same tickets again as a reissue of lost tickets (the reissued tickets will be marked accordingly with the Japanese “紛失再”). In the case of reserved seat tickets, this can only be done for reserved seat tickets on the same train. Repurchased tickets should be exchanged for a Reissue Receipt Certificate at the fare adjustment office of the exit station, and the certificate should be retained.
- If the lost ticket is found within one year, the ticket and the Reissue Receipt Certificate should both be taken to the fare adjustment office at the station. The fare and fees on the found ticket accompanied by the Reissue Receipt Certificate will be refunded with a commission of 220 yen (330 yen in the case of reserved seat tickets) deducted.
- Tickets that have been stolen will be handled in the same manner.
- Commuter passes and coupon tickets are excluded from this refund process. Please take care not to lose them.
- Toku-Toku discount tickets will not be reissued even if lost, so please take care with them.

## ■ Procedure in the Event of Accident, etc.

### <When Trains Cannot Operate>

- When Passengers Have Not Yet Purchased Tickets:  
The sale of tickets for departure from, arrival at, or passage through areas where trains and other such transport cannot operate will be cancelled. However, when connection by bus or other means becomes possible, or when transport operates by detour through another route, that area may be considered open to operation and tickets may be sold.
- When Passengers Have Already Purchased Tickets:  
When a trip is canceled, the entire amount of fares and fees will be refunded. When a trip is canceled partway through, the fare for the section not traveled will be refunded. In such cases, the limited express fares and other such charges for canceled trains will be refunded in full.
- It is also possible to return to the station of departure at no charge. In this case, fares and fees will be refunded in full.
- In the case of commuter passes and coupon tickets, the validity period will be extended or refund will be made only when service is interrupted for five consecutive days or more.
- In the case of Toku-Toku discount tickets, the handling of refunds and so on varies with the particular ticket, so please consult a station attendant.

### <When Trains are Delayed>

- When the arrival of a limited express train is delayed by two hours or more than scheduled, the limited express fare will be refunded in full.
- When train delays cause a train connection to be missed so that arrival at the destination is delayed by two hours or more than scheduled, and as a result passengers cancel their trip partway through or return to their station of departure, such cases will be handled in the same way as when trains are unable to operate.
- If passengers have been unable to use sleeper car tickets for even a portion of their route, then the sleeper car fare will be refunded in full except when their berth has been used until 6:00 AM.
- In the case of Toku-Toku discount tickets that can be used for limited express trains, the handling of refunds and so on varies with the particular ticket, so please consult a station attendant.