

August 28, 2024

Kyushu Railway Company  
JR Kyushu Jet Ferry Inc.

Notice to Customers about the Suspension of Operations on the *Queen Beetle* (October–November)

JR Kyushu Jet Ferry Inc., which operates the *Queen Beetle*, has suspended operations of the *Queen Beetle* since Tuesday, August 13, due to the occurrence of a serious safety problem. We are currently working to issue apologies and refunds by Monday, September 30, to customers who had made reservations. We have decided to suspend operations until Monday, November 25, and will begin to provide information to applicable customers sequentially. The date of service resumption has not yet been determined at this time.

We deeply apologize for any inconvenience and concern this may cause to our customers and other concerned parties.

[Applicable Customers]

Customers who had made reservations for travel between Tuesday, October 1, and Monday, November 25.

Note: Customers who made reservations through travel agencies, etc., are asked to please contact the shop where they made them for details because the correspondences may vary.

[Refunds, etc.]

- We will refund fares that have already been paid at no charge.
- It is not possible to transfer payments to another vessel. As a support fee, we will pay a flat fee of ¥10,000 per person per one-way reservation cancellation to help defray costs customers may incur to cancel hotels and secondary transportation, etc., and in recognition of customers' hassle in making these alternative arrangements themselves.

Note: Please note that no compensation or payment will be made for any amount exceeding the abovementioned support fee.

Note: Infants (children less than one year old who are not using seats) are not eligible for coverage.

Currently, lines at the reservation information center are busy, making it difficult to get through. We apologize for the inconvenience. Customers with reservations during the period will be contacted by e-mail, short text message, etc., beginning with those customers whose departure dates are nearest, so please wait for contact from JR Kyushu Jet Ferry Inc.