

JR-KYUSHU Train Reservation FAQs

■ Service

Q1 I want to know the details of JR-KYUSHU Train Reservation.

A1 For details on JR-KYUSHU Train Reservation, please see the "User Guide".

Q2 Can I use Japan Rail Pass with this Service?

A2 This Service cannot be combined with other tickets including the Kyushu Rail Pass.

Also, the reserved seat you booked using this Service cannot be used as a reserved seat etc. of Kyushu Rail Pass after coming to Japan.

■ Products/Reserve

Q3 What kind of tickets can I reserve and purchase on JR-KYUSHU Train Reservation ?

A3 You can reserve and purchase a regular ticket and discount ticket("KYUSHU NET KIPPU", "KYUSHU NET HAYATOKU 3")

Q4 Is it possible to buy only Limited Express Tickets with this Service?

A4 Only "regular ticket" can reserve and purchase only limited express tickets.

Q5 Can I reserve a non-reserved seat?

A5 You can reserve a non-reserved seat by selecting the "Non-reserved seat".

* However, non-reserved seats may not be able to be seated if the train is crowded

Q6 When do you accept reservations?

A6 You can make a reservation from 10:00 am one month prior to boarding date, up to 6 minutes before the departure time shown for the train in the timetable for the given boarding date.

* The reception times when reservations can be accepted are 5:30 am-11:30 pm (JST).

Q7 What areas can I reserve with this service?

A7 Shinkansen : Kyushu Shinkansen, Sanyo Shinkansen

Limited express trains : operated by JR Kyushu and JR West

Q8 For up to how many people can I reserve and purchase tickets on JR-KYUSHU Train Reservation?

A8 You can reserve and purchase tickets for up to seven people in one operation

Q9 From what age to what age are child fares applied?

A9 Child fares are applied to customers from six years to 11 years.

When purchasing tickets at JR Kyushu stations or on our reservation website, users are classified into adults and children based on the age at a usage start date.

Q10 I don't have a credit card. Can I reserve and purchase a ticket on JR-KYUSHU Train Reservation?

A10 We are afraid you cannot.

You need your credit card to reserve and purchase tickets. When receiving the reserved and purchased ticket, you need to present the credit card. If you forget to bring the credit card that has been used for settlement, you cannot pick up the reserved and purchased ticket.

■ Receipt of ticket

Q11 Where can I pick up a reserved and purchased ticket?

A11 You can pick up a ticket at a designated ticket office of JR-Kyushu.

If you have reserved a "Regular ticket", you can also pick up at the main JR-West station.

Please note that the opening hours of the station vary from station to station.

Q12 What do I need to bring to pick up a reserved and purchased ticket?

A12 You will need the credit card used for payment at the time of reservation, Reservation No. and Identification No..

Q13 Can I pick up a reserved ticket on the very day of boarding or the usage start date?

A13 Yes, you can pick up a ticket on the very day of boarding or the usage start date.

Note that it is expected that the ticket office may be congested. Please come to the ticket office with time to spare.

Q14 If I don't pick up a reserved ticket, is the money I have paid automatically refunded?

A14 No, it is not automatically refunded.

Be sure to perform the refund procedure on our website by yourself.

If a message saying that the refund operation has failed is displayed, contact us by email from the inquiry form of "Inquiries&Attention"

Q15 I have left my credit card used for reservation and purchase at home. Can I still pick up the reserved ticket at the ticket office of JR Kyushu?

A15 We are afraid you cannot.

If you don't present the credit card used for reservation and purchase, you cannot pick up the ticket.

You need to take the procedure to refund the reserved ticket at the ticket office and purchase a new ticket you need again.

■ Trouble

Q16 What happens if I miss my reserved train?

A16 "Regular ticket" : You can take the non-reserved seat of other trains of the day.

"KYUSHU NET KIPPU" : You can take the non-reserved seat of other trains of the day.

"KYUSHU NET HAYATOKU 3" : You cannot take a later train in a non-reserved seats.

Please purchase a separate express ticket. etc.

Q17 What should I do if my credit card number has changed because my old card was lost and a new one has been reissued?

Q17 If the card number changes, you can not receive the ticket.

*If the card is changed due to renewal of the expiration date, not lost, please bring an old card to receive a ticket

Q18 Due to a flight cancelation, my travel schedule will change. What should I do?

A18 A purchaser himself/herself needs to perform the change procedure on our reservation website.

*If you reserved reserved seats, please operate before the departure time of the train.

* Refund fee will be charged for refund.

Q19 What should I do if I forgot the "Reservation No." and "Identification No." required to receive the ticket?

A19 Please send a email from "Inquiries & Attention" to the inquiry form.

At that time, please enter the boarding date, the name of the person who made the reservation, and the date of birth.