

JR KYUSHU RAIL PASS Online Booking -How to confirm/refund (Pass)-

Last updated: May 20, 2022

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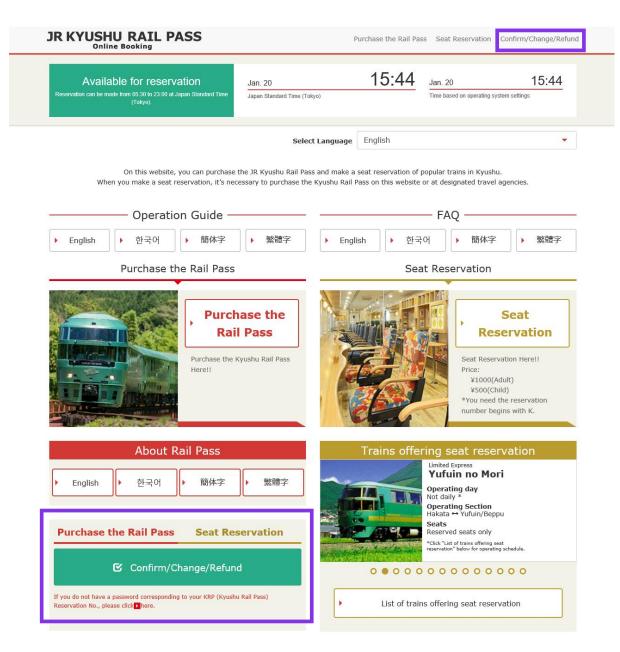
2. Logins with your own password

3. Confirming your reservation

4. Refunding rail pass reservation



Confirm your reservation information.



Click "Confirm/Change/Refund" to confirm/refund your reservation.



*Changes and refunds can be made from 5:30 to 23:00 (Japan time). *When you decrease the number of people, make a change. When you cancel all, make a refund.

First-time login (setting your own password) (1) Click "Register" in "New Registration" column.

Login	
New Registration * If you do not have a password corresponding to your KRP (Kyushu Rail Pass) reservation	n No., please click here.
To Top Page	Register
Required indicates that entry is required. Customer Information Travel Agency Name	
For customers who have MCO which is issued by next Travel agencies, please select the Trav name from following list. NTA (Nippon Travel Agency), KLOOK *For other MCO users other than above, please do not select anything.	
MCO Sample(s)	
KRP (Kyushu Rail Pass) Reservation No./MCO No. Required	
Password Required	
* If you forget your password, please register from > here again.	

You need to purchase a JR Kyushu Rail Pass (i.e. have a KRP Reservation No.) first.

If you login for the first time after the purchase, click "Register" to set your password.

(2) Confirm the user agreement.

Agreement(s)

Japanese Terms and User Agreement(PDF)

All English versions provided for reference purposes only. In any event, the Japanese version shall prevail.

JR Kyushu Rail Pass Online Booking Terms and User Agreement (Enacted on August 1, 2017)

Kyushu Railway Company (hereinafter referred to as "JR Kyushu") stipulates the JR Kyushu Rail Pass Online Booking Terms and User Agreement (hereinafter referred to as the "Terms and User Agreement") as shown below for the use of JR Kyushu Rail Pass Online Booking, which JR Kyushu operates for foreigners visiting Japan.

Article 1(Scope of Application)

- 1. The Terms and User Agreement shall apply to customers (hereinafter referred to as the "User") who use the service (hereinafter referred to as the "Online Booking service") provided by JR Kyushu through JR Kyushu Rail Pass Online Booking.
- 2. With regard to the use of the Online Booking service, the User shall comply with the Terms and User Agreement in good faith.

Article 2(Date and Time)

Unless otherwise specified, the dates and times shown in the Terms and User Agreement shall be based on Japan Standard Time.

Article 25(Governing Law and Jurisdiction)

- 1. Any and all disputes arising between the User and JR Kyushu shall be settled in good faith between the parties.
- The Terms and User Agreement shall be governed by the laws of Japan, and any and all disputes between the User and JR Kyushu shall be submitted to the exclusive jurisdiction of the Fukuoka District Court or the Fukuoka Summary Court in the first instance.

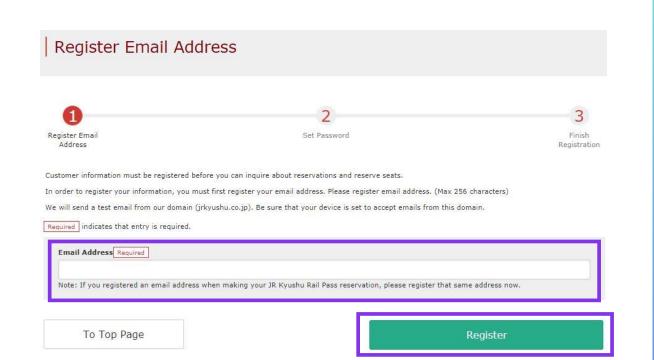
Article 26(Effective Date of Terms and User Agreement)

The Terms and User Agreement shall come into effect at 10:00 on August 1, 2017 in Japan Standard Time.



Read the terms and check the check box next to "Agree". Then click "Next".

(3) Enter your e-mail address to receive a temporary password.



Enter the e-mail address registered at the time of reserving your pass and click "Register".

(4) When the screen like below is displayed, a temporary password will be sent to the registered e-mail address.

E-mail Address Registration Accepted

Registration of email address has been accepted.

We will soon send you an email with an access address. Please access this address to continue the reservation process.

If you do not receive email within a reasonable span of time, you may have entered the address incorrectly. Please send the (correct) email address again.

To Top Page

Please check your e-mail.

(5) Example of the automatically sent e-mail to inform a temporary password.

[JR Kyushu Rail Pass] We have received your registration request. (R01) 今日 12:24

Thank you for using our JR Kyushu Rail Pass Online Booking.

We have received your registration request. (Registration is not yet completed.)

* Here is your temporary password.



82KUpvEi

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* Please go to the following web address to continue registration. https://kyushurailpass.jrkyushu.co.jp/reserve/RegisterPasswordInputPage? code=UhV8bLdQ8117100000008782

JR Kyushu Rail Pass Online Booking

https://kyushurailpass.jrkyushu.co.jp/reserve/

* This email was sent from a send-only account. We cannot respond to replies emailed to this address.

* This email was sent by the JR Kyushu Rail Pass Online Booking. If you have received this email in error, please inform us of the error and then delete this message. Thank you.

Contact: <u>https://kyushurailpass.jrkyushu.co.jp/reserve/InquiryPublicEmailInputPage</u>

Kyushu Railway Company

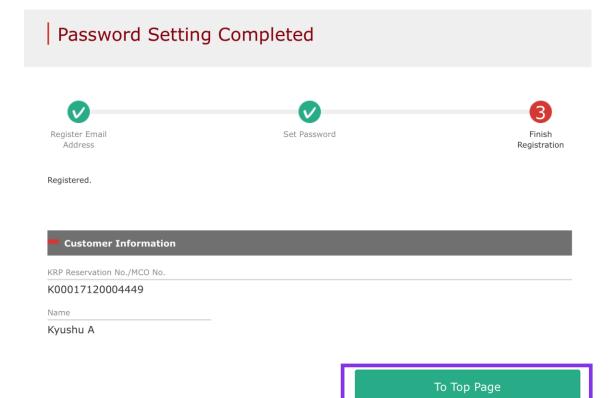
①Temporary password (Valid 3 hours)

②Access the URL described in the e-mail.

(6) Set your own password.

Set Password		
egister Email Address	2 Set password	3 Finish Registration
lequired indicates that entry is required.		
name from following list. NTA (Nippon Travel Agency), KLOOK	oy next Travel agencies, please select the Travel agency's	②Enter your 15-digit KRP Reservation No. starting capital letter K.
*For other MCO users other than above, please		③Enter the purchaser's name registered at the time of purchasing your pass.
Name Required	sing a JR Kyushu Rail Pass(es) through JR Kyushu Rail Pass Online Booking o	(4) Enter the temporary password (valid 3 hours aft issuance) you received in the e-mail.
For customers who use the voucher issued by KLC Temporary Password Required	OOK, please enter your name shown on the voucher from Given name to Sur	(5) Read the caution notes and enter a new password.
New Password Required * Password must be 8 to 15 characters (letters, num		
* Please include at least 1 letter and 1 number. Canr * Acceptable Symbols ! # % & () * + / ; < = > ? @ [] ^ _ { } ~ . , * Password cannot start with a symbol.	not set a password that consists of all letters or all numbers.	Then click "Set password".

(7) Password setting completed.



Confirm the KRP Reservation No. and name. Then click "To Top Page".

2. Logins with your own password

New Registration		
	esponding to your KRP (Kyushu Rail Pass) reservation N	Io., please click here.
To Top Page		Register
equired indicates that entry is requir	ed.	
tequired indicates that entry is requir	ed.	_
Customer Information	ed.	
Customer Information Travel Agency Name		agency's
Customer Information Travel Agency Name For customers who have MCO which name from following list.	is issued by next Travel agencies, please select the Travel	agency's
Customer Information Travel Agency Name For customers who have MCO which	is issued by next Travel agencies, please select the Travel	agency's
Travel Agency Name For customers who have MCO which name from following list. NTA (Nippon Travel Agency), KLOOK	is issued by next Travel agencies, please select the Travel	agency's
Customer Information Travel Agency Name For customers who have MCO which name from following list. NTA (Nippon Travel Agency), KLOOK *For other MCO users other than abo	is issued by next Travel agencies, please select the Travel	
Customer Information Travel Agency Name For customers who have MCO which name from following list. NTA (Nippon Travel Agency), KLOOK *For other MCO users other than abe	is issued by next Travel agencies, please select the Travel	
Customer Information Travel Agency Name For customers who have MCO which name from following list. NTA (Nippon Travel Agency), KLOOK For other MCO users other than abe	is issued by next Travel agencies, please select the Travel : vve, please do not select anything.	
Customer Information Travel Agency Name For customers who have MCO which name from following list. NTA (Nippon Travel Agency), KLOOK *For other MCO users other than abe	is issued by next Travel agencies, please select the Travel : vve, please do not select anything.	

Enter your KRP Reservation No. and your own password. Then click "Login".

*Don't select anything for "Travel Agency Name" column. *If you forget your password, do customer registrations again.

3. Confirming your reservation(1) Rail Pass Reservation Query

Rail Pass Re	eservation Query	Seat Reserv	vation Query
Application Deta	ils		
Reservation Receipt No.		KRP (Kyushu Rail Pass) Reserv	ation No.
R00017120004449		K00017120004449	
Ticket Type		Number of Persons in Reserval	
All Kyushu Area Pas	s 3 days	3 Passengers (Adult(s):	2 / Child(ren): 1)
Jsage Start Date (Japan	Standard Time)		
2018/01/27			
Purchaser Infor	mation		
Name			
vame			
Kvushu A			
,			
Kyushu A ^{Email} Address kyushu,railpass@gr	nail.com		
,	nail.com		
Email Address kyushu.railpass@gr			_
mail Address kyushu.railpass@gr User Informatio			
Email Address kyushu.railpass@gr		2 Adult	
Email Address Kyushu.railpass@gr User Informatio		2 Adut Kyushu B	
Email Address kyushu.railpass@gr User Informatio	n 1989/01/01		1989/01/01
Email Address Kyushu.railpass@gr User Informatio 1 Aduit Kyushu A Date of Birth	n 1989/01/01 Korea, Republic of	Kyushu B	Taiwan
User Informatio	n 1989/01/01	Kyushu B Date of Birth	
User Informatio	n 1989/01/01 Korea, Republic of	Kyushu B Date of Birth Country/Region	Taiwan
With the second	n 1989/01/01 Korea, Republic of	Kyushu B Date of Birth Country/Region	Taiwan
User Informatio User Informatio User Informatio User Informatio Kyushu A Date of Birth Country/Region Passport No.	n 1989/01/01 Korea, Republic of	Kyushu B Date of Birth Country/Region	Taiwan
User Informatio User Informatio User Informatio User Informatio Custor Birth Country/Region Country/Region Custor No. Custor Birth Custor Cust	n 1989/01/01 Korea, Republic of A12345678	Kyushu B Date of Birth Country/Region	Taiwan
User Informatio User Informatio User Informatio LAUIE Kyushu A Date of Birth Country/Region Passport No.	n 1989/01/01 Korea, Republic of A12345678 2017/01/01	Kyushu B Date of Birth Country/Region	Taiwan
User Informatio User Informatio User Informatio User Informatio Kyushu A Date of Birth Country/Region assport No. Country/Region Coute of Birth Country/Region	n 1989/01/01 Korea, Republic of A12345678 2017/01/01 Hong Kong	Kyushu B Date of Birth Country/Region	Taiwan

Reservations change/refund accepted during these hours: 05:30 to 23:00 (Japan time)

Click "Rail Pass Reservation Query" tab.

(2) Seat Reservation Query

Rail Pass Res	servation	Query	Seat R	eservation Query
Application Detail	s			
Reservation Date 2017,	/12/27 17:11:0)6		
Frain Name			Departure Date	
ibusuki no Tamatel	oako 1		2018/01/27	
Departure Station	Departu	re Time	Arrival Station	Arrival Time
Kagoshima-chuo	09:58		Ibusuki	10:49
Adult(s) Chil	d(ren)	Status		
2 1		Issued		
		Det	ailed View	
		Det	ailed View	

Click "Seat Reservation Query" tab.

Click "Detailed View" to display details of seat reservation.

4. Refunding rail pass reservation(1) Select "Rail Pass Reservation Query" tab.

nquiry		
		l
Rail Pass R	eservation Query	Seat Reservation Query
Application Deta	ails	
Reservation Receipt No. R00017120004449 Ticket Type All Kyushu Area Pa: Usage Start Date (Japan	ss 3 days	KRP (Kyushu Rail Pass) Reservation No. K00017120004449 Number of Persons in Reservation 3 Passengers (Adult(s): 2 / Child(ren): 1)
Name Kyushu A Email Address kyushu.railpass@gi	mail.com	
User Informatio	n	
1 Adult		2 Adult
Kyushu A		Kyushu B
Date of Birth Country/Region	1989/01/01 Korea, Republic of	Date of Birth 1989/01/01 Country/Region Taiwan
Passport No.	A12345678	Passport No. B12345678
3 Child		
Kyushu C		
Date of Birth	2017/01/01	
Country/Region Passport No.	Hong Kong C12345678	
Pro	ceed to change	Proceed to refund
То	Receipt Print	To eTicket Print

Reservations change/refund accepted during these hours: 05:30 to 23:00 (Japan time)

Click "Rail Pass Reservation Query" tab.

Click "Proceed to refund".

(2) Confirm the reservation details to be refunded.

Confirm Refund	
1 Confirm Refund	2 Refund Completed
OK to execute refund?	

* If the number of persons in reservation decreases, please operate from "Proceed to change."

Refund Details

Ticket Type

Usage Start Date (Japan Standard Time)
2018/01/27

Reservation Receipt No.

< 1	υ	υ	υ	Ŧ	/	т	2	υ	υ	U	4	+•	t	9	

KRP(Kyushu	Rail	Pass)	Reservation	ľ

All Kyushu Area Pass 3 days

K00017	120004449
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Change Count	
1 Times	

Handling Charge JPY 2,250

Refund Amount

Purchaser Information

lan		

Kyushu A

Email Address

User Information

1 Adult Kyushu A		2 Child Kyushu C	
Country/Region	Korea, Republic of	Country/Region	Hong Kong
Passport No.	A12345678	Passport No.	C12345678

Confirm the reservation details to be refunded. If it is correct, click "Pay refund".



There are cases that you need a little time to complete the payment. Please do not any operation on your own (e.g. to click "Back" button on web browser) until proceeding "confirmation step of payment"

Back

(3) Refund Completed.

Refund Completed	
Confirm Refund	2 Refund Completed
Refunded.	
Refund Details Ticket Type All Kyushu Area Pass 3 days	Usage Start Date (Japan Standard Time) 2018/01/27
Reservation Receipt No.	2010/01/27
R00017120004449 KRP(Kyushu Rail Pass) Reservation No.	
K00017120004449	
Change Count	Handling Charge
1 Times	JPY 2,250
Refund Amount	
JPY 20,250	

Purchaser Information Name Kyushu A Email Address

User Information

1 Adult Kyushu A		2 Child Kyushu C	
Country/Region	Korea, Republic of	Country/Region	Hong Kong
Passport No.	A12345678	Passport No.	C12345678

If you need a receipt for the refund handling fee, click "To Receipt Print".



If you make a refund, we charge a refund handling fee to your credit card and refund your original reservation in full. Although we process settlement right after you click, your credit card company might process it at a later date.

To Query Page

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(4) Example of the automatically sent e-mail when a refund is completed

[JR Kyushu Rail Pass] Your refund has been paid.(C04) $\Leftrightarrow \exists \ 13:40$

Mr./Ms.Kyushu A

Thank you for using our JR Kyushu Rail Pass Online Booking.

* Refund for canceled reservation A refund has been issued for your canceled reservation.

* Reservation details

Date/time reservation was requested: 2017/12/28 12:13 (Japan time) KRP reservation No: K00017120004449 For 1 adult(s) and 1 child(ren) Total amount: 22,500(JPY) Ticket name: All Kyushu Area Pass 3 days Usage start date: 2018/01/27

* Refund amount and service charge Refund service charge: 2,250 (JPY) Amount refunded: 20,250 (JPY)

Important:

* The refund and service charge will be settled through your credit card.
* We cannot confirm the dates these will be posted to your card. Please contact the credit card company for more information.

We look forward to serving you in the future.

JR Kyushu Rail Pass Online Booking

https://kyushurailpass.jrkyushu.co.jp/reserve/

* This email was sent from a send-only account.

* This email was sent by the JR Kyushu Rail Pass Online Booking. If you have received this email in error, please inform us of the error and then delete this message. Thank you.

Contact: https://kyushurailpass.jrkyushu.co.jp/reserve/InquiryPublicEmailInputPage

Kyushu Railway Company

Please check your e-mail.

