

JR KYUSHU RAIL PASS

Online Booking

-How to confirm/change (Seat Reservation)-

Last updated: April, 2024

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Confirm your reservation information.

JR KYUSHU RAIL PASS

Online Booking

Purchase the Rail Pass

Seat Reservation

Confirm/Change/Refund

Available for reservation

Reservation can be made from 05:30 to 23:00 at Japan Standard Time (Tokyo).

Jan. 20

15:44

Jan. 20

15:44

Jan. 20

Japan Standard Time (Tokyo)

Jan. 20

Time based on operating system settings

Select Language

English

On this website, you can purchase the JR Kyushu Rail Pass and make a seat reservation of popular trains in Kyushu.

When you make a seat reservation, it's necessary to purchase the Kyushu Rail Pass on this website or at designated travel agencies.

Operation Guide

FAQ

English

한국어

簡体字

繁體字

Purchase the Rail Pass

Seat Reservation



Purchase the Rail Pass

Purchase the Kyushu Rail Pass Here!!



Seat Reservation

Seat Reservation Here!!

Price:
¥1000(Adult)
¥500(Child)

*You need the reservation number begins with K.

About Rail Pass

Trains offering seat reservation

English

한국어

簡体字

繁體字

Purchase the Rail Pass

Seat Reservation

Confirm/Change/Refund

If you do not have a password corresponding to your KRP (Kyushu Rail Pass) Reservation No., please click [here](#).

List of trains offering seat reservation

Click “Confirm/Change/Refund”
to confirm/change 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.

1. 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 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 Travel agency's 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.

Login

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

If you log in 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.
2. 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.

☒ Agree

Back

Next

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.

Register Email Address

1

2

3

Register Email Address

Set Password

Finish Registration

Customer information must be registered before you can inquire about reservations and reserve seats.

In order to register your information, you must first register your email address. Please register email address. (Max 256 characters)

We will send a test email from our domain (jrkyushu.co.jp). Be sure that your device is set to accept emails from this domain.

Required indicates that entry is required.

Email Address Required

Note: If you registered an email address when making your JR Kyushu Rail Pass reservation, please register that same address now.

To Top Page

Register

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.

①

82KUpvEi

=====
* Please go to the following web address to continue registration.

②

<https://kyushurailpass.jrkyushu.co.jp/reserve/RegisterPasswordInputPage?code=UhV8bLdQ81171000000008782>

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

Kyushu Railway Company

① Temporary password (Valid 3 hours)

② Access the URL described in the e-mail.

(6) Set your own password.

Set Password

1

2

3

Register Email Address

Set password

Finish Registration

Required indicates that entry is required.

Travel Agency Name

For customers who have MCO which is issued by next Travel agencies, please select the Travel agency's name from following list.
NTA (Nippon Travel Agency), KLOOK
*For other MCO users other than above, please do not select anything.

NipponTravelAgency

NTA

KLOOK

KRP Reservation No./MCO No.

Required

Name

Required

Temporary Password

Required

New Password

Required

New Password (Confirm)

Required

* Password must be 8 to 15 characters (letters, numerals, symbols).
* Please include at least 1 letter and 1 number. Cannot set a password that consists of all letters or all numbers.
* Acceptable Symbols
! # % & () * + - . / ; < = > ? @ [] ^ _ { | } ~ , ,
* Password cannot start with a symbol.
* Any number that is identical to KRP (Kyushu Rail Pass) Reservation No. or MCO No. cannot be used.

Set password

①Don't select anything

②Enter your 15-digit KRP Reservation No. starting with capital letter K.

③Enter the purchaser's name registered at the time of purchasing your pass.

④Enter the temporary password(valid 3 hours after issuance) you received in the e-mail.

⑤ Read the caution notes and enter a new password.

Then click "Set password".

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(7) Password setting completed.

| Password Setting Completed

✓

Register Email Address

✓

Set Password

3

Finish Registration

Registered.

Customer Information

KRP Reservation No./MCO No.

K00017120004449

Name

Kyushu A

To Top Page

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

2. Logins with your own password

Login

New Registration

* If you do not have a password corresponding to your KRP (Kyushu Rail Pass) reservation 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 Travel agency's 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.

Login

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.

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3. Confirming your reservation

(1) Rail Pass Reservation Query

Inquiry

Rail Pass Reservation Query

Seat Reservation Query

Application Details

Reservation Receipt No.

R00017120004449

Ticket Type

All Kyushu Area Pass 3 days

Usage Start Date (Japan Standard Time)

2018/01/27

KRP (Kyushu Rail Pass) Reservation No.

K00017120004449

Number of Persons in Reservation

3 Passengers (Adult(s): 2 / Child(ren): 1)

Purchaser Information

Name

Kyushu A

Email Address

kyushu.railpass@gmail.com

User Information

1 Adult

Kyushu A

Date of Birth

1989/01/01

Country/Region

Korea, Republic of

Passport No.

A12345678

2 Adult

Kyushu B

Date of Birth

1989/01/01

Country/Region

Taiwan

Passport No.

B12345678

3 Child

Kyushu C

Date of Birth

2017/01/01

Country/Region

Hong Kong

Passport No.

C12345678

Proceed to change

Proceed to refund

To 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.

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(2) Seat Reservation Query

Inquiry

Rail Pass Reservation Query

Seat Reservation Query

Application Details

Reservation Date

2017/12/27 17:11:06

Train Name

Ibusuki no Tamatebako 1

Departure Date

2018/01/27

Departure Station

Kagoshima-chuo

Departure Time

09:58

Arrival Station

Ibusuki

Arrival Time

10:49

Adult(s)

2

Child(ren)

1

Status

Issued

Detailed View

Rail Pass Reservation Query

Seat Reservation Query

Click “Seat Reservation Query” tab.

Click “Detailed View” to display details of seat reservation.

4. Changing seat reservation

(1) Select “Seat Reservation Query” tab and display reservation details.

| Inquiry

Rail Pass Reservation Query

Seat Reservation Query

Application Details

Reservation Date 2017/12/27 17:11:06

Train Name		Departure Date	
Ibusuki no Tamatebako 1		2018/01/27	
Departure Station	Departure Time	Arrival Station	Arrival Time
Kagoshima-chuo	09:58	Ibusuki	10:49
Adult(s)	Child(ren)	Status	
2	1	Issued	

Detailed View

Rail Pass Reservation Query

Seat Reservation Query

Click “Seat Reservation Query” tab.

Click “Detailed View” to display details of seat reservation.

(2) Click “Proceed to change”

| Seat Reservation Query

Payment Amount

	Price per person	Tickets	Subtotal
Adult(s)	JPY 1,000	2	JPY 2,000
Child(ren)	JPY 500	1	JPY 500
Total			JPY 2,500

Train(s) Used

Train Name		Departure Date	
Ibusuki no Tamatebako 1		2018/01/27	
Departure Station	Departure Time	Arrival Station	Arrival Time
Kagoshima-chuo	09:58	Ibusuki	10:49
Facilities Usage		Car	Seat Location
Reserved Seat		2	16A 17A 18A

Customer Information

Name
Kyushu A
Email Address

Credit Card Details

Card No.	Credit Card Company	Term of Validity
****-****-****-1002	UC,Master,VISA	09/2022

Proceed to change

Proceed to refund

Print Seat Reservations

To Receipt Print

Back

Click “Proceed to change”.

(3) Enter train information.

Route Search

1

Route Search

2

Train Selection

3

Seat Selection

4

Credit Card Information Entry

5

Confirm

6

Finish

Search Item(s)

Required

 * indicates that entry is required.

Train Selection

Required

Please select.

Boarding Date

Required

yyyy/MM/dd

Adult(s)

Required

- 1 +

Child(ren)

Required

- 0 +

* Can reserve for up to the number of users in rail pass reservation.

* Unable to book child(ren) only. When adding one or more child(ren) to a group, please change the number of persons in reservation from "Confirm Reservation Details" and proceed to "Proceed to change screen."

Back

Search

Enter train information you wish to change to and click “Search”.

*A handling fee may be charged depending on the content of change as to the number of people.

Example of when there is handling fee:

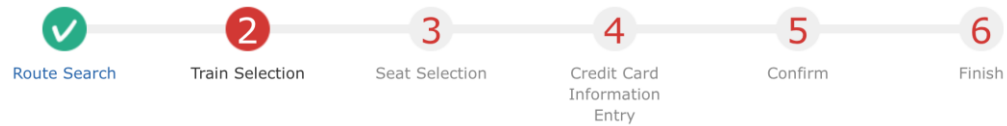
Number of people				Handling fee
	before	after	difference	
Decrease	2	1	-1	Required (Refund for one person)
Add	1	2	+1	Not required

*You can change the number of people within the number of the passes reserved.

*You are unable to change the division between adults and children. If you change the division (e.g. make a child to an adult), it is regarded as refunding and making a new reservation at the same time.

(4) Select a train to reserve a seat(s).

Train Selection



Departure Date	2018/01/27
Facilities Usage	
Reserved Seat	

	Price per person	Tickets	Subtotal
Adult(s)	JPY 1,000	2	JPY 2,000
Child(ren)	JPY 500	1	JPY 500
Total			JPY 2,500

Reservations can be made during these hours: 05:30 to 23:00 (JST)

Departure Station	Departure Time	Arrival Station	Arrival Time	Train Name	
Kagoshima-chuo	09:58	→ Ibusuki	10:49	Ibusuki no Tamatebako 1	Select (Available for reservation)
Kagoshima-chuo	11:57	→ Ibusuki	12:47	Ibusuki no Tamatebako 3	Select (Few vacant seats)
Kagoshima-chuo	14:02	→ Ibusuki	14:58	Ibusuki no Tamatebako 5	Select (Not available for reservation)

<To previous choice

To next choice>

Choose a train for which you wish to reserve a seat(s) and click "Select" button corresponding to it.



There is a limited number of seats available for sale on each train. Even if there are seats available on your desired train, you may not be able to purchase them.

(5) Select a seat assignment method.

Seat Selection

✓

✓

3

4

5

6

Route Search

Train Selection

Seat Selection

Credit Card Information Entry

Confirm

Finish

Required

* indicates that this item is required.

Sit together if possible

Sit apart if possible

Sit together if possible

Select from a seating chart

At this point, the selected seat has not been guaranteed.

Since the situation of vacancies may change, the selected seat may not be able to be reserved.

* A seating chart is not available from 23:00 to 5:30.

* A seating chart is not available if there are few vacant seats.

Back

Next

Select a seat assignment method you wish to use and click “Next”.
Or click “Select from seating chart” to display a seating chart.

- *A seating chart is not available from 23:00 to 5:30.
- *A seating chart is not available if there are few vacant seats.

At this point, the selected seat has not been guaranteed. Since the situation of vacancies may change, the selected seat may not be able to be reserved.

★For customers who make a seat reservation of Kyushu Shinkansen

For customers who boarding onto Shinkansen between Hakata~Kagoshima-chuo with bringing large baggage which the total dimensions are greater than 160cm after May 20th, 2020, we ask them to use a “seat with oversized baggage area”. However, it cannot be made a reservation of seat with oversized baggage area at JR KYUSHU RAIL PASS Online Booking service. We are very sorry for your inconvenience, if you request this seat, please reserve at the ticket counter after arriving Japan.

[View details](#) ➔

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<Details on how to select a seat(s) using a seating chart>

Seating Chart Selection

Car Selection

When you want to change Car No. for the seating chart, please select proper Car No. showing "There are vacant seats" or "Low remaining vacant seats"

Car 2

Car 3

Selection in Progress

There are vacant seats

Low remaining

Please select.

Car 3 [There are vacant seats]

Car Selection

Please select.

Car 2 Seating chart

Please select the required number of seats in the desired seating zone you want to reserve, and push the "Reserve the selected seat(s)" button.
At this point, the selected seat has not been guaranteed.
Since the situation of vacancies may change, the selected seat may not be able to be reserved.

Kagoshima-chuo

Ibusuki

	21	20	19	18	17	16	15	14	13	12	11	10	9	8	7	6	5	4	3	2	1
A																					
B																					
C																					
D																					

Travel Direction

Back

Next

Select a car you wish to reserve.

- * At this point, the selected seat has not been guaranteed. Since the situation of vacancies may change, the selected seat may not be able to be reserved.
- * The running direction of Limited Express Sonic (between Hakata - Oita) will be changed to opposite at Kokura station (First car will be changed as last train). There are some cases that direction is difference from seat map, please notice.

Select (check) a seat(s) you wish to reserve and click "Next".

On busy season (Weekend, Japanese national holiday...), there are possibilities that network connection for reservation request will be concentrated. If you cannot proceed to next step, please try again after short interval.

19

(6) Enter credit card information used for settlement.

Credit Card Information Entry

✓

✓

✓

4

5

6

Route Search

Train Selection

Seat Selection

Credit Card Information Entry

Confirm

Finish

Usable Card(s)

VISA

JCB

AMEX

UC

Discover

MC

银联

Nuova

楽天

Master

SAFARI

ALDI

EPOS

Required

 * Indicates that entry is required.

* When receiving the reserved ticket, you need to bring the credit card registered at the time of purchase.

Card No.

Required

-

-

-

Term of Validity (MM/YYYY)

Required

01

/

2017

Card Company

Required

Please select.

☒ The above is the purchaser's credit card. When receiving a ticket(s), the purchaser must bring the credit card used for settlement at the time of purchase and present it.

Back

Next

Enter your credit card’s “Card No.”, “Term of Validity and “Card Company”.

Read the caution notes and check the check box.

Then click “Next”.

- *The credit card must be the purchaser’s own.
- *You need to present the credit card used for settlement when you receive the reserved seat ticket.



If you make a change, we charge the full amount of the changed reservation 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.

(7) Confirm the contents of changed reservation.

Confirm Seat Reservation

✓

✓

✓

✓

5

6

Route Search

Train Selection

Seat Selection

Credit Card Information Entry

Confirm

Finish

OK to reserve seats as indicated below?

Payment Amount

	Price per person	Tickets	Subtotal
Adult(s)	JPY 1,000	2	JPY 2,000
Child(ren)	JPY 500	1	JPY 500
Total			JPY 2,500

Train(s) Used

Train Name

Departure Date

Ibusuki no Tamatebako 1

2018/01/27

Departure Station

Departure Time

Arrival Station

Arrival Time

Kagoshima-chuo

09:58

Ibusuki

10:49

Facilities Usage

Car

Seat Location

Reserved Seat

2

18A 17A 16A

Customer Information

Name

Usage Start Date (Japan Standard Time)

Kyushu A

2018/01/27

Email Address

Credit Card Details

Card No.

Credit Card Company

Term of Validity (MM/YYYY)

****_*-****-1002

UC,Master,VISA

09/2022

Back

Reserve (Pay)

Confirm the contents of changed reservation.
If it is correct, click “Reserve (Pay)”.

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"

(8) Change completed.

Seat Reservation Change Completed

✓

Route Search

✓

Train Selection

✓

Seat Selection

✓

Credit Card Information Entry

✓

Confirm Change

6

Complete Change

Reservation made, as indicated below.

Payment Amount

Purchase Amount Before Change (A)

	Price per person	Tickets	Subtotal
Adult(s)	JPY 1,000	2	JPY 2,000
Child(ren)	JPY 500	1	JPY 500
Total			JPY 2,500
Refund Handling Charge (B) JPY			330
Refund Amount (A-B)			JPY 2,170

Purchase Amount After Change

	Price per person	Tickets	Subtotal
Adult(s)	JPY 1,000	1	JPY 1,000
Child(ren)	JPY 500	1	JPY 500
Total			JPY 1,500

Train(s) Used

Train Name

Ibusuki no Tamatebako 1

Departure Date

2018/01/27

Departure Station

Kagoshima-chuo

Departure Time

09:58

Arrival Station

Ibusuki

Arrival Time

10:49

Facilities Usage

Reserved Seat

Car

3

Seat Location

4A 4B

Customer Information

Name

Kyushu A

Email Address

Credit Card Details

Card No.

****_****_****-1002

Credit Card Company

UC,Master,VISA

Term of Validity (MM/YYYY)

09/2022

1

Print Seat Reservations

2

To Receipt Print

①To print a “Reserved Seating Coupon”, click “Print Seat Reservations”.

②To print a receipt, click “To Receipt Print”.

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(9) Example of the automatically sent e-mail when a change is completed

[JR Kyushu Rail Pass] Your assigned-seat reservation has been changed.(R04)

今日 17:31

Mr./Ms.Kyushu A

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

* Reservation change notification

Your reservation was changed as follows, and your credit card was charged accordingly.

* Reservation Details

Purchaser name: Kyushu A

Total amount: 1,830 (JPY)

* Revised reservation

Date/time reservation was requested: 2017/12/27 17:31 (Japan time)

Reservation No. 61341

For 1 adult(s) and 1 child(ren)

Boarding date and time 2018/01/27 09:58 (Japan time)

Boarding section: Kagoshima-chuo to Ibusuki

Train name: Ibusuki no Tamatebako 1

Seat(s): Car 3, 4A, 4B

Important:

* Please pick up your ticket(s) prior to boarding time. Although your reservation is confirmed, you will not be able to board without a ticket.

* Your ticket(s) will be given to you when you pick up your JR Kyushu Rail Pass(es).


Once you have received your Rail Pass(es), you will no longer be able to make changes or request refunds through the JR Kyushu Rail Pass Online Booking.

* You will not be able to pick up tickets after boarding time has passed. Note that an automatic refund will not be provided if you fail to pick up your ticket(s) or board your train. If you were unable to pick up your ticket(s), please visit the following web page and fill out the form.

Contact: <https://kyushurailpass.irkyushu.co.jp/reserve/inquiryPublicEmailInputPage>

Please check your e-mail.

(10) Example of the “Reserved Seating Coupon”



JR-KYUSHU
Seating Coupon

JR KYUSHU RAIL PASS
Online Booking

Display Date: 2017/12/27 17:11 (JST)
Date and Time of Purchase: 2017/12/27 17:11 (JST)

JR Kyushu Reserved Seating Coupon

* Please pick up your ticket(s) from the ticket office 30 minutes before train departure time. Although your reservation is confirmed, you will not be able to board without a ticket.

* Your ticket(s) will be given to you when you pick up your Rail Pass(es). Once you have received your Rail Pass(es), you will no longer be able to make changes or request refunds through the online sales service.

* To receive your tickets, you must present the following:

- The credit card you used when making the reservation.

Note: For fastest pickup, you should also present your reserved seat receipt (this receipt).

* Tickets can be picked up from the ticket office during normal business hours. Hours vary by location. Please check ahead if planning to pick up your ticket in the early morning or late evening.

* For details about locations and hours, go here. (<https://www.jrkyushu.co.jp/english/pdf/BusinessHours.pdf>)

Reservation Receipt No.
R00017120004449

KRP Reservation No.
K00017120004449
MARS No.
63406

Purchaser Information

Name	Card Brand	Card No.
Kyushu A	UC, Master, VISA	*****1002

Purchaser Details

Boarding Day
2018/01/27

Departure Station
Kagoshima-chuo

Arrival Station
Ibusuki

Train Name
Ibusuki no Tamatebako1

Facilities Usage
Reserved Seat

Seat(s)
Car 2 16A, 17A, 18A

Amount Used
JPY 2,500

Travelers
Adult(s) 2
Child(ren) 1

Departure Time
09:58


Arrival Time
10:49

Travel Time
00:51

NOTICE

* To change or cancel
To make changes to your ticket reservation, or to cancel it for a refund, please complete the relevant procedure at our online sales service no later than 6 minutes before departure and receipt.
If you would like to cancel and receive a refund after obtaining your ticket(s), please come to a JR Kyushu Rail Pass office prior to your scheduled departure time. Refund requests cannot be accepted after the boarding time has passed.
Please note that a refund service charge will be applied when a reservation is canceled. If you are reducing the number of travelers, the refund service charge will be applied for each individual withdrawn from the group.

* Inquiries
Please access JR Kyushu Rail Pass Online Booking and submit your query or comment using the online form.
Please have your KRP reservation number handy so that you can provide it with your query.
(<https://kyushurailpass.jrkyushu.co.jp/reserve>)

 KYUSHU RAILWAY COMPANY

*Printing your Reserved Seating Coupon is recommended.
*Present it when you receive the reserved ticket at a designated JR Kyushu counter.

[Back to
Operation Guide list](#)



[How to refund](#)



[How to make
a seat reservation](#)



[How to purchase
the pass](#)



[FAQ](#)

