

# **JR KYUSHU RAIL PASS**

## **Online Booking**

### **-How to confirm/refund (Seat Reservation)-**

Last updated: May 20, 2022

# Table of contents

[1. First-time login \(setting your own password\)](#)

[2. Logins with your own password](#)

[3. Confirming your reservation](#)

[4. Refunding seat reservation](#)



# 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/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.

# 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".

9

# (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.

11

# 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.

12

## (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. Refunding 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 refund”

### | 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 refund”.

### (3) Confirm the reservation details to be refunded.

1

Confirm Seat Reservation Refund

2

Seat Reservation Refund Completed

OK to execute refund?

Refund Amount

	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
Refund Handling Charge			JPY 660
Refund Amount			JPY 840

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

Back

Pay refund

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"



# (4) Refund Completed.

## Seat Reservation Refund Completed



### Refund Amount

	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
Refund Handling Charge			JPY 660
Refund Amount			JPY 840

### 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	3	4A 4B	

### Customer Information

Name  
Kyushu A

Email Address  
Kyushu.railpass@gmail.com

### Credit Card Details

Card No.  
\*\*\*\*-\*\*\*\*-\*\*\*\*-1002

Credit Card Company  
UC,Master,VISA

Term of Validity (MM/YYYY)  
09/2022

To Query Pa

To Receipt Print

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.

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

[JR Kyushu Rail Pass] Refund for canceled reservation.(R02)

今日 9:26

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 made: 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

\* Refund Amount and Service Charge

Refund service charge: 660(JPY)

Amount Refunded: 840(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.

[Back to  
Operation Guide list](#)



[How to change](#)



[How to purchase the pass](#)



[How to make  
a seat reservation](#)



[FAQ](#)

