

Regarding the connection issues with JR KYUSHU RAIL PASS Online Booking

We have confirmed that a sudden system error has occurred in the JR KYUSHU RAIL PASS Online Booking. We apologize for the inconvenience caused to our customers and kindly ask you to follow the instructions below.

Date and Time of Error Occurrence

From around 8:00 AM (Japan time) on August 4, 2025, to the present.

Details of the System Error

We have confirmed that the following operations are temporarily unavailable:

- New purchase of JR Kyushu Rail Pass
- Changes and refunds for JR Kyushu Rail Pass purchased through JR KYUSHU RAIL PASS Online Booking
- Login to JR KYUSHU RAIL PASS Online Booking using JR Kyushu Rail Pass purchased from travel agencies after the error occurrence date
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Current Status

- The number and duration of errors have decreased as measures are being taken. As of 19:00 on August 7, errors are occurring about 1 to 2 times a day, lasting up to 5 to 10 minutes at most.
- We are continuing our efforts toward complete recovery.
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Estimated Time for Complete Recovery

Undetermined

Inquiries Regarding the Above Error

If you try the operation again after some time, the error may be resolved. However, if it remains unresolved, please submit a request through the inquiry form below.

[JR KYUSHU RAIL PASS Online Booking | FAQ](#)

Please click "Contact us" at the bottom of the page.

We sincerely apologize for the significant inconvenience caused to our customers. Updates regarding the recovery status will be announced on the JR Kyushu website as they become available.

Thank you.