

Handling of "JR Kyushu Rail Pass" Refunds Due to the Issuance of the 'Nankai Trough Earthquake Extra Information (Giant Earthquake Warning)'

On August 8, 2024, the Japan Meteorological Agency issued the "Nankai Trough Earthquake Extra Information (Giant Earthquake Warning)." In response, we will handle the refunds for the "JR Kyushu Rail Pass" as follows. We sincerely apologize for the inconvenience this may cause and appreciate your understanding.

○Eligible Products

- JR Kyushu Rail Pass (All Kyushu, Northern Kyushu, Southern Kyushu Areas)
- JR KYUSHU RAIL PASS Option Ticket (Paid reserved seat tickets used in conjunction with the JR Kyushu Rail Pass)

○Applicable Period (Validity Period of Products)

From Thursday, August 8, 2024, to Thursday, August 15, 2024

○Additional Conditions

- Applies to customers who cancel their travel plans due to the issuance of the "Nankai Trough Earthquake Extra Information (Giant Earthquake Warning)."
- Only applies if the product is unused (before the start of use).

○About JR Kyushu Rail Pass and Reserved seat ticket Refund

- ▶ Customers who have already purchased at the station window :

Please come to the station window. We will refund without any processing fee.

- ▶ Customers who purchased through Online Booking :

Please complete the refund procedure on Online Booking Website at least until the original usage date, and then let us know by filling the submit form below. We will refund the processing fee originally paid during the refund.

■ Submit form: <https://www.jrkyushu.co.jp/english/railpass/inquiry/faq.html>

- ▶ Customers who purchased at travel agencies :

Since the procedures differs depending on the sales company, please contact the sales company directly.

*Please note that no refunds can be made for any reasons after the ticket is used.

○Other Information

- For customers using tickets other than JR Kyushu Rail Pass, please inquire at JR Kyushu station window or booking website for the refund.
 - For more information, please check our "[JR KYUSHU Operation Information page](#)" disseminating the latest information about the services.

We apologize for the inconvenience and we appreciate your understanding.