

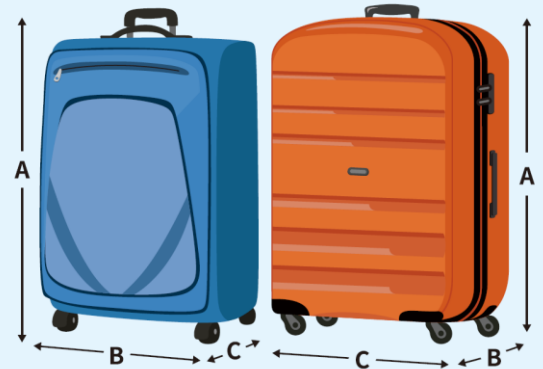
# A seat with allocated luggage space must be reserved when traveling with oversized baggage.

## What does oversized baggage mean?

Baggage of which the total dimensions (A + B + C) are greater than 160cm.

(About the size for which an oversized baggage fee is charged on international flights\*)

\*Varies by airline.



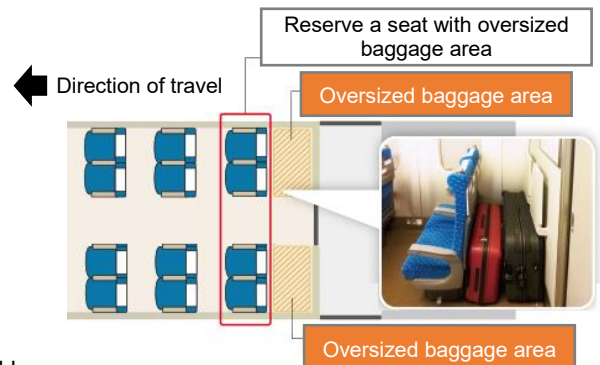
In order to provide passengers using the Shinkansen with a safer, more comfortable traveling experience, from May 20<sup>th</sup>, 2020 passengers traveling with oversized baggage (total dimensions between 160cm and 250cm) will be required to purchase a seat with oversized baggage area ticket, which includes use of the oversized baggage area.

## What are seats with oversized baggage areas\*?

- These seats are located at the back of certain cars.
- Passengers who reserve these seats in advance can use the oversized baggage area behind them for their luggage.
- Non-reserved cars and some reserved cars do not have seats with oversized baggage areas.

\* These seats are located in the back row of the car and come with an oversized baggage area that is shared by the passengers who have reserved them. Please be considerate of others when using this area.

\*The oversized baggage rules do not apply to strollers, sports equipment (bicycles, etc.) or musical instruments, however, a reservation is required if you wish to use the oversized baggage area.



## When traveling with oversized baggage (From May 20<sup>th</sup>, 2020)

### 1 Reserve a seat with oversized baggage area before boarding.

- Seats with oversized baggage areas can be reserved online\* or using ticket machines at stations.  
\*At JR KYUSHU RAIL PASS Online Booking site, you cannot reserve seats with allocated luggage space. Please make seat reservation at ticket counter for JR Kyushu Rail Pass user.
- When purchasing a ticket at a ticket office, inform the member of staff that you will be traveling with oversized baggage.  
\*Tickets are the same price as reserved seats in ordinary cars and green cars.

### 2 After boarding, place your luggage in the oversized baggage area behind your reserved seat.

- Passengers traveling with oversized baggage without a reservation will be charged a baggage fee (1,000 yen including tax). In this case, store your baggage as instructed by the train crew.
- Seats with oversized baggage areas are limited, so book your reservation early. If no seats are available, please make a reservation on an earlier or later train.



## The changes do not affect passengers traveling with baggage with total dimensions of 160cm or less.

- On Shinkansen trains, baggage with total dimensions of 160cm or less can be stored in the luggage rack.
- Seats with oversized baggage areas can also be reserved by customers who need extra luggage space for items such as strollers.



### FAQ

**Q Why do we need to make a reservation for the oversized baggage?**

**A** As the number of tourists has grown recent years, the number of passengers with large baggage on Shinkansen trains has also increased. With the 2020 Olympic and Paralympic Games taking place in Tokyo, this trend is expected to continue. In preparation for this, an advance reservation system whereby passengers traveling with more than a set amount of luggage must reserve baggage space together with their seat was introduced.

**Q Can we reserve seats with oversized baggage area on all trains and in all cars?**

**A** It depends on the train; some trains have no seats with oversized baggage area. Further details will be provided in April 2020, just before the launch of this service.

**Q Can I reserve a seat with oversized baggage area even if I don't have oversized baggage?**

**A** Passengers who do not have oversized baggage can reserve these seats, for example if they require extra luggage space or are traveling with someone who has oversized baggage. However, due to limited availability and the fact that it may not be possible to recline your seat when oversized baggage is stored, passengers are advised to reserve other seats wherever possible.

**Q Will it still be possible for any passenger to put baggage behind the last row seats once the reservation scheme has started?**

**A** This area is for passengers who have reserved seats with oversized baggage areas and may not be used by other passengers. In addition, passengers on Japan Railway trains are asked to keep their luggage near them at all times. In cars that do not have oversized baggage area seats, the space behind the back row is reserved for use by passengers seated in that row.

**Q Will there be any changes to the rules regarding the weight limit and amount of baggage on Shinkansen trains? In addition, will the baggage size limits for conventional lines be changed?**

**A** No, you will still be allowed to carry two pieces of baggage weighing less than 30kg and with total dimensions of less than 250cm and a maximum height of 200cm. However, it is necessary to reserve a seat in advance only in case of boarding Tokaido-Sanyo-Kyushu Shinkansen with luggage which the total dimensions are 160 to 250 cm.

**Q What happens if all the seats with an oversized baggage area are taken?**

**A** Seats with an oversized baggage area have primarily been designated for the use of passengers with oversized baggage. A sufficient number of seats have been set aside for passengers with oversized baggage, but we recommend that you reserve one well in advance since some trains do get crowded. (Like other reserved seats, they are available one month in advance.)

**Q Are there any tickets for which an oversized baggage area cannot be reserved?**

**A** In principle you can reserve an oversized baggage area for any ticket where it is possible to reserve a seat. However, from "JR KYUSHU RAIL PASS Online Booking", online reservation service, it cannot reserve the seats with allocated luggage space for certain system reasons. For JR Kyushu Rail Pass users who will take Shinkansen with oversized baggage, please make seat reservation at station ticket counter.

**This service is to ensure passenger security, safety and convenience. Thank you for your cooperation.**