

Pickup / Exchange / Purchase Locations, Hours

◆Pickup: Receiving tickets reserved online (JR-WEST ONLINE TRAIN RESERVATION)

◆Exchange: Exchanging MCO's purchased at a location outside Japan in to tickets

◆Purchase: Purchasing tickets at station counters etc., in Japan

(2026.3.16)

Station name	Location	Office hours		Alpine-Takayama-Matsumoto		
		Weekdays	Weekend and holidays	Pickup	Exchange	Sales in Japan
Tokyo	JR CENTRAL Ticket Office (Yaesu Central)	8:30 - 19:00		○	○	○
	JR CENTRAL Ticket Office (Yaesu North)	8:30 - 19:00		○	○	○
	JR TOKAI TOURS	9:00 - 19:00	9:00 - 18:00	×	○	○
Shinagawa	JR CENTRAL Ticket Office	9:00 - 19:00		○	○	○
Shin-Yokohama	JR CENTRAL Ticket Office	9:00 - 19:00		○	○	○
Odawara	JR CENTRAL Ticket Office	9:00 - 19:00		○	○	○
Atami	JR CENTRAL Ticket Office	6:30 - 21:30		○	○	○
	※Customers who wish to issue passes at Atami Station should first get a "passing ticket" at the conventional line ticket gate of JR East Atami Station and proceed through the ticket gate. Passes can then be issued at the JR Central ticket office inside the station.					
Mishima	JR CENTRAL Ticket Office (North・South)	9:00 - 17:30		○	○	○
Gotemba	JR CENTRAL Ticket Office	8:00 - 18:00		×	×	×
Shin-Fuji	JR CENTRAL Ticket Office	6:00 - 20:00		○	○	○
Shizuoka	JR CENTRAL Ticket Office	8:00 - 20:30		○	○	○
Kakegawa	JR CENTRAL Ticket Office (South)	6:00 - 20:00		○	○	○
Hamamatsu	JR CENTRAL Ticket Office	8:00 - 20:30		○	○	○
Toyohashi	JR CENTRAL Ticket Office	6:20 - 21:00		○	○	○
Mikawa-Anjo	JR CENTRAL Ticket Office (Shinkansen)	9:00 - 19:00		○	○	○
Nagoya	JR CENTRAL Ticket Office	5:30 - 23:00		○	○	○
	JR Information Center	10:00 - 19:00		○	○	○
	JR TOKAI TOURS (Nagoya Branch)	8:00 - 20:00	8:00 - 19:00	×	○	○
	JR TOKAI TOURS (Nagoya Station Hirokoji Exit Branch)	8:00 - 20:00	8:00 - 19:00	×	○	○
Takayama	JR CENTRAL Ticket Office	10:00 - 18:30		○	○	○
Komatsu	JR WEST Ticket Office	7:00 - 20:00		×	×	×
Kanazawa	JR WEST Ticket Office	7:00 - 20:00		×	×	×
Toyama	JR WEST Ticket Office	7:00 - 20:00		×	×	×
Fukui	JR WEST Ticket Office	7:00 - 20:00		×	×	×
Tsuruga	JR WEST Ticket Office	7:00 - 20:00		×	×	×
Kyoto	JR CENTRAL Ticket Office (Hachijyo)	8:30 - 20:00		○	○	○
	JR TOKAI TOURS	8:00 - 19:00		×	○	○
	JR WEST Ticket Office (Central)	6:30 - 21:00		×	×	×
	NTA TIS Kyoto Branch	9:00 - 17:00		×	×	×
Shin-Osaka	JR CENTRAL Ticket Office	6:00 - 22:00		○	○	○
	JR TOKAI TOURS	9:00 - 18:00		×	○	○
	JR WEST Ticket Office (East)	6:00 - 22:00		×	×	×
	Travel Service Center SHIN-OSAKA (Central)	8:00 - 20:00		×	×	×
Osaka	JR WEST Ticket Office (Central 12, 13)	6:00 - 22:00		×	×	×
	NTA TIS Osaka Branch (Travel Service Center OSAKA)	8:30 - 20:30		×	×	×
Sannomiya	NTA TIS Sannomiya Branch	10:30 - 18:30	10:30 - 18:00	×	×	×
Kansai-airport	JR WEST Ticket Office	5:30 - 23:00		×	×	×
Chubu Centrair Airport	Central Japan Travel Center	9:00 - 19:00		×	○	○

- The business hours at pick-up locations/exchange locations/sales offices may be subject to change, or they may be closed without notice.

- In addition to the above locations, seats on trains can be reserved at the station counters or ticket vending machines of major JR Central / JR West stations within the route.

* In case a ticket is issued outside of its area of validity, the costs for traveling to the area of validity shall be incurred by the customer.