

Alpine-Takayama-Matsumoto Area online

■Qualifications of Use

- Only for foreign travelers with a passport issued outside of Japan that are also able to show a passport with a “Temporary Visitor” stamp/seal(received during immigration) at the time of ticket issuance.
 - *When using the automated gate at the airport, please request for a stamp or seal from the staff.
- This pass can only be used by the person it is issued to, and cannot be transferred nor lent to anyone else.

■Receiving tickets reserved online (JR-WEST ONLINE TRAIN RESERVATION) (refer to the back of this sheet for pickup locations)

- When receiving a ticket, the person using the ticket should : (1) be present; (2) present their passport; credit card used for reservation and reservation number ; (3) provide all relevant information (passport number, etc.) at the pickup location.
 - *Please make sure to receive your ticket by the date that you specified as the starting date of use at the time of your reservation.

■Important Notes

- The period of validity for each product will start on the specified starting date of use (incl. the starting date of use).
- Refunds
Handling fees, etc. for refunds will be charged separately. (Refunds and extensions for the validity period of the ticket will not be accommodated in the case of train cancellations, delays, or other such reasons. In addition, we shall not be responsible for any additional costs incurred – such as for transportation, accommodation, etc. – due to schedule changes.)
[Caution]
In the event that you cancel your travels due to suspension of operations on any one of the forms of transportation within the Alpine route, we will offer a refund and not charge you any fares or fees under the following conditions: (1) the refund will be limited to the route for this ticket and (2) you must return to the JR Central counter which issued this ticket. (However, in case you are continuing your travels, we will not offer a refund under any circumstances if you are using any one of the forms of transportation within the Alpine route.)
- Modification / Reissue
The information submitted on the ticket cannot be modified. In addition, tickets shall not be reissued if they are lost, stolen or stained.
- Terms of Use
The terms of use shall be in accordance with the rules and regulations of JR Central / JR West and their related companies, and adhere to the laws of Japan. In case of any inconsistencies and doubts arising due to the usage of the foreign languages employed in the terms of use, the Japanese version shall prevail.

The contents described here are up to date as of July 2021 and may change without prior notice. (Please understand that we shall not be responsible for any refunds due to such changes.)