

Alpine-Takayama-Matsumoto Area From a travel agent outside Japan

■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.

■Exchanging an MCO (miscellaneous charges order) purchased at a location outside Japan into a ticket (refer to the back of this sheet for exchange locations)

- Exchange Period: Within 3 months from date of issue of the MCO (incl. date issued)
 - *Please note that the Exchange and Usage Periods for the “Alpine - Takayama - Matsumoto Area Tourist Pass” are limited.
- Exchange Process: When exchanging an MCO, the person specified on the MCO should : (1) **be present**; (2) present **their MCO and passport**; (3) **provide all relevant information (passport number, etc.) at the station counter, etc.**; and (4) **specify the starting date of use, which must be within 1 month from the date of issue of the ticket (incl. date issued).**
 - *You cannot board trains on the JR line, etc. with an MCO. It must be exchanged.

■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.)
 - *MCOs that have not been exchanged for tickets can be refunded at the store of purchase only within 1 year from the date of issue.

[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 MCO and ticket cannot be modified. In addition, MCOs and 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 effectiveness of the MCO during the period before it is exchanged for a ticket shall follow the rules and regulations of the company issuing the MCO.

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.)