

Customers using the following passes:



(Transportation Conditions)

1. Valid area

- You can take the limited express, rapid and local trains on the JR Hokkaido Line in the area below.

Hokkaido Rail Pass	Sapporo-Noboribetsu Area Pass	Sapporo-Furano Area Pass
<p>Valid area All JR Hokkaido Lines (except Hokkaido Shinkansen)</p> <p><small>*The rail pass can be used for some JR Hokkaido buses. *The rail pass cannot be used for the Hokkaido Shinkansen, the South Hokkaido Railway, the streetcar and the subway. *A reserved seat charge is required for SL Fuyu-no-Shitsugen Train.</small></p>	<p>Valid area</p> <p><small>*If you get off outside of the valid area with Sapporo-Noboribetsu Area Pass or Sapporo-Furano Area Pass, you must pay the normal basic fare and charge for the additional section. *The rail pass cannot be used for JR Hokkaido Bus, the streetcar and the subway in Sapporo.</small></p>	<p>Valid area</p>

2. How to use



Don't forget to pick up your rail pass at the gate.

*The rail pass cannot be reissued even if it is lost or stolen etc.

*Reserved seat tickets cannot be used to go through the automatic ticket gate. Please insert only your rail pass into the automatic ticket gate.

<p>YES</p>	<p>NO</p>
-------------------	------------------

Please show your rail pass to the staff at the station without automatic ticket gates.

3. How to reserve seats

- Please make sure to receive reserved seat tickets before boarding if you plan to use a reserved seat. (Seats cannot be reserved on the train.)
- *From March 16, 2024, the Ltd. Exp. Hokuto, Ltd. Exp. Suzuran, Ltd. Exp. Ozora and Ltd. Exp. Tokachi don't have non-reserved seats due to changes to "all seats reserved" on the limited express trains mentioned above.

How to reserve

1



Online reservation

(JR-EAST Train Reservation)

Advance seat reservation can be made by website.

*Some trains such as local trains, sightseeing trains and temporary trains cannot be reserved.

<https://www.eki-net.com/en/jreast-train-reservation/Top/Index>



How to reserve

2



Apply at a station

Please bring your rail pass and reserve seats at the JR Information Desk, JR Ticket Counter(Midori-no-madoguchi) or the reserved seat ticket vending machine in the JR Hokkaido stations.

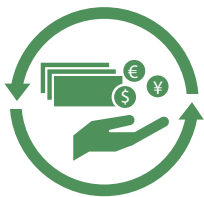
*If you wish to change your train after receiving a reserved seat ticket, please change your ticket at the ticket counter.

*Some trains are excluded.

*When the number of reserved seats for rail pass users is limited, you may not be able to use a reserved seat depending on the train and section even if it is not occupied.

*Refunds for basic fare and charge cannot be made even if you use a non-reserved seat.

4. Refunds



- Please ask the travel agent that you purchased the Exchange Order whether the Exchange Order you did not use can be refunded or not. The handling fee will be based on the rules of the place you purchased the Exchange Order.
- Refunds for the rail pass after exchange can be made only before the starting date of the validity period as a general rule at the designated purchase/exchange counters for the rail pass. In this case, 10% of the sales price (Japanese yen) will be charged as the handling fee (560 yen will be charged as the handling fee for rail pass purchased by JR-EAST Train Reservation) and the balance will be refunded.
- It is not possible to extend the validity period of the rail pass or receive a refund after the starting date for any reasons including the cancellation and delay of trains. Also, we do not take any responsibility for additional costs for transportation and accommodation etc. due to the itinerary changes.

5. Other conditions

- The rail pass cannot be given to others.
- Please make sure to carry your passport while traveling. If you are asked to show your passport by the staff when showing the rail pass, please show it with your rail pass.
- You can take the JR Hokkaido buses only with the Hokkaido Rail Pass (except intercity buses and temporary buses). For an express bus between Sapporo and Otaru, you can only take the bus which is operated by JR Hokkaido Bus. When you get on the JR Hokkaido Bus, please take a numbered ticket. When you get off the bus, please give the numbered ticket and show your Hokkaido Rail Pass to a bus driver. The rail pass cannot be used for other companies' bus and subway.
*The Sapporo-Noboribetsu Area Pass and the Sapporo-Furano Area Pass cannot be used for the JR Hokkaido Bus.
- If you wish to use a first-class car (Green car) on the limited express train, please pay the limited express charge in addition to Green car charge.
- If you wish to take a reserved seat, please receive a reserved seat ticket before boarding the train. You cannot change to a reserved seat on the train.
*From March 16, 2024, the Ltd. Exp. Hokuto, Ltd. Exp. Suzuran, Ltd. Exp. Ozora and Ltd. Exp. Tokachi don't have non-reserved seats due to changes to "all seats reserved" on the limited express trains mentioned above.
If you have not decided the boarding time, you can use a vacant seat in ordinary cars only with your rail pass. (Except the Green Car) However, if a passenger with a reserved seat ticket for that seat comes, please move to another seat. You need to stand if seats are full.
- The rail pass is valid only within the validity period.
- The rail pass you have cannot be changed to a different type of rail pass or ticket. Also, the starting date of the validity period cannot be changed.
- The rail pass will not be reissued even if it is lost (or stolen).
- Other conditions are in compliance with the passenger transportation regulations of JR Hokkaido and Japanese laws.
- If you violate these conditions and the passenger transportation regulations of JR Hokkaido, the rail pass will be invalid and collected. In addition, you must pay the triple fares and charges for all the section you took a train.
- If there is any doubt about these transportation conditions stated in English, the Japanese version is regarded as original.
- The information above is current as of December 2023 and is subject to change.

▼ For the latest train operation information, please see the website below.

For other information, please see the JR Hokkaido website. <https://www.jrhokkaido.co.jp/global/index.html> ▶

