

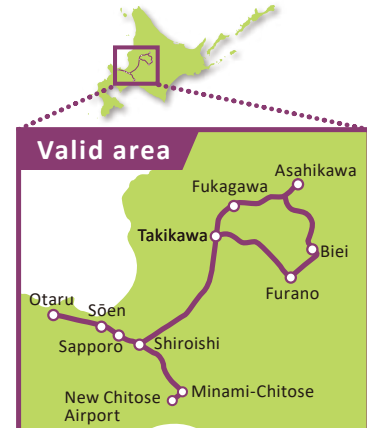


Information for Rail Pass Users

(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>Valid area</p> <p><small>-Toya is not included.</small></p>	 <p>Valid area</p> <p><small>-Tomamu is not included.</small></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>*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.</p> <p><small>*The rail pass cannot be used for JR Hokkaido Bus, the streetcar and the subway in Sapporo.</small></p>	

2. How to reserve seats

No additional charges are required except for the SL Fuyu-no-Shitsugen Train.)

Please make sure to receive reserved seat tickets before boarding if you plan to use a reserved seat.

You cannot assign seats on the train.

<div style="background-color: #008000; color: white; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">1</div> <p>How to reserve</p>	<p>Online reservation JR-EAST Train Reservation ▶</p> <p><small>*Some trains such as local trains, sightseeing trains and temporary trains cannot be reserved.</small></p>		<div style="background-color: #008000; color: white; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">2</div> <p>How to reserve</p>	<p>Reserved seat ticket vending machine</p> <p>You can issue reserved seat tickets by yourself.</p>		<div style="background-color: #008000; color: white; border-radius: 50%; width: 40px; height: 40px; display: flex; align-items: center; justify-content: center; margin: 0 auto;">3</div> <p>How to reserve</p>	<p>Apply at a station JR Information Desk, JR Ticket Counter in the major JR Hokkaido stations</p>
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*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.

When using a reserved seat, please use a seat mentioned on the ticket.

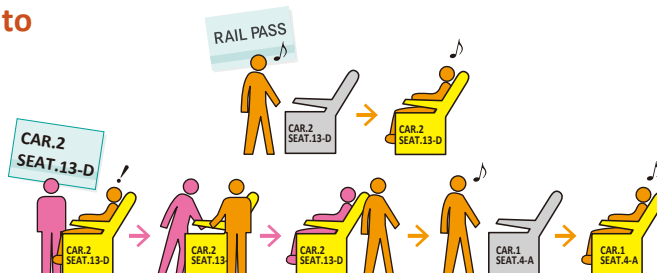


All seats are reserved on all JR Hokkaido's limited express trains

There are no non-reserved seats. Please make sure to receive a reserved seat ticket before boarding.

If seats on your desired train are full, you may stand in the train except the Green Car only with your rail pass (a reserved seat ticket not required). If there are vacant seats in the ordinary cars, you may use them temporarily. However, if a passenger with a reserved seat ticket comes, you will need to move to another seat (Except some temporary trains).

Alternatively, you may use a reserved seat on the next train.



3. How to start using a rail pass



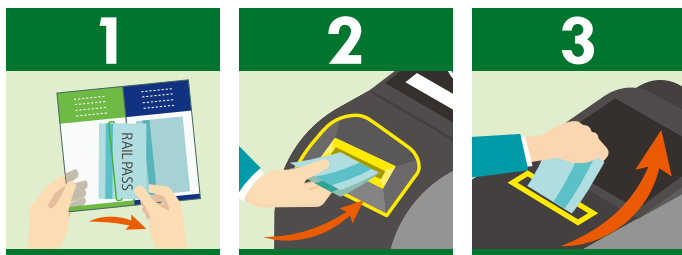
Insert it into an automatic ticket gate

Take it out from the case

At stations without an automatic gate, please receive a stamp from the staff.



4. How to enter and exit the station



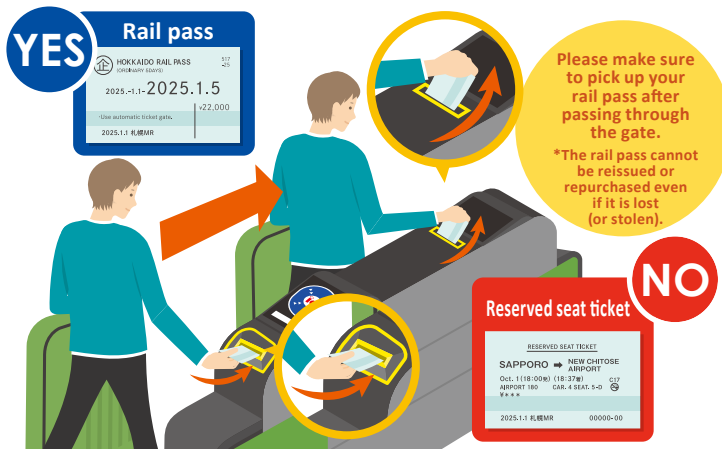
Take out

Insert

Pick up

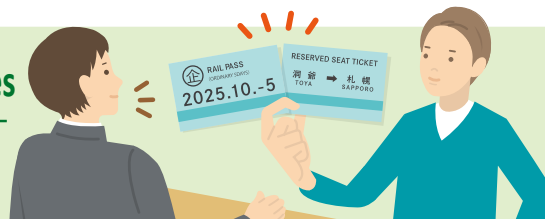
Please insert only your rail pass

*Do not insert reserved seat tickets



Stations without automatic gates

Please show your rail pass and a reserved seat ticket.



There is a magnet inside tickets. Please do not fold or place them near smartphones etc.

5. 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 or purchase can be made only before the starting date of the validity period or if unused within the validity period 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.

6. Other conditions

- The rail pass cannot be given to others. The same type of rail passes cannot be purchased or used if their validity periods overlap.
- Please make sure to carry your valid 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 put the numbered ticket into the fare box 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.
- All seats are reserved on all JR Hokkaido's limited express trains. There are no non-reserved seats. Please make sure to receive a reserved seat ticket before boarding.

★ If you don't reserve a seat, you may not be able to sit on the same seat all the way to your destination and may need to change your seat many times. Please be sure to receive a reserved seat ticket before boarding to make your ride pleasant.

- 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 cannot be reissued or repurchased even if it is lost (or stolen). Please take good care of your ticket.

- 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 March 2026 and is subject to change.



Train operation information • Other notices

<https://www.jrhokkaido.co.jp/global/index.html>

