

Accessibility

To our passengers in wheelchairs

- Due to the gap and height difference between trains and platforms, we ask that you please contact our station staff when you are on your own. We will install a wheelchair ramp so you can get on the train easily. Please make sure to contact our station staff during winter because platforms are likely slippery when wet with snow.
- Hokkaido Railway Company has many unmanned stations. However, many of our manned stations also have times when station staff members are absent. Therefore, to escort and help passengers requiring special assistance, we must make arrangements in advance to ensure station staff members are available. Accordingly, we recommend that you request wheelchair assistance during the planning stage of your trip. Please use [this inquiry form](#) to consult with us in advance.
 - Please enter the following information in the inquiry form: the train you wish to ride (date, station, and time); whether you will be using a wheelchair; whether you will be accompanied by a caregiver; and what kind of assistance you require.
 - Please keep in mind that we accept and reply to inquiries from 9:00 to 17:50 (JST) on weekdays except for the year-end and New Year holidays.
 - For a list of unmanned and manned stations, [click here](#).
- Please allow enough time to arrive at the station because it may take time to make arrangements for a station staff member to escort you to the platform if the station is crowded.
- We may ask you to change the train or station if we cannot make arrangements for a station staff member or there is a delay in train service.
- Your wheelchair's size should not exceed 70 cm in width and 120 cm in length and height.
- You should apply your wheel locks when you are on the platform or inside the train.
- Please pay heed to passengers around you while moving in your wheelchair. Move slowly and be sure to only use wheelchair-accessible escalators.
- Passengers who cannot use the restroom or navigate through stations and trains alone are asked to be accompanied by an assisting individual.

Use of handle-type electric wheelchairs (a.k.a. mobility scooters)

We ask passengers to maneuver their mobility scooters on their own when on station premises. Drive slowly (do not exceed 2 km/h) while following the instructions of our station staff and paying heed to other passengers and facilities around you.

We at Hokkaido Railway Company shall not be responsible for any accident, conflict or property damage that may arise from the use of a mobility scooter. We may claim compensation from you for any damage incurred by us in relation to the use of the same.

Mobility scooters that can be used

1. Your scooter’s size should not exceed 70 cm in width and 120 cm in length and height.
2. Your scooter should be able to make a right-angled turn in no more than five direction changes on a 90 cm-wide path. It should also be able to make a right-angled turn on a 100 cm-wide path with no direction changes.
3. Your scooter should be able to make a 180-degree turn on a path less than 180 cm in width. Please note that mobility scooters failing to meet all the above requirements cannot be used due to the structures of stations and train cars.

○ Trains where mobility scooters can be used

- Train cars with low steps at entrances and without deck areas between cars

Note: Limited express trains cannot accommodate mobility scooters because the existence of deck areas between cars does not allow for enough space to move around.

- In Hokkaido Shinkansen trains, mobility scooter users are asked to use the multipurpose room that is available on each car.

○ Stations where mobility scooters can be used

- Hakodate, Shin-Hakodate-Hokuto, Otaru, Otaruchikkō, Zenibako, Hoshioki, Teine, Inazumikōen, Hassamu, Hassamuchūō, Kotoni, Sōen, Sapporo, Naebo, Shiroishi, Atsubetsu, Shinrinkōen, Ōasa, Nopporo, Takasago, Ebetsu, Iwamizawa, Tomakomai, New Chitose Airport, Minami-Chitose, Chitose, Eniwa, Megumino, Kita-Hiroshima, Shin-Sapporo, Heiwa, Hachiken, Shinkawa, Shin-Kotoni, Takuhoku, Ainosato-Kyōikudai, Tōbetsu, Okutsugaru-Imabetsu, Kikonai

Assistance dogs

- You may take an assistance dog—guide dog, mobility service dog or hearing dog—with you on all Hokkaido Railway Company trains free of charge. A Temporary Certificate of Overseas Assistance Dog Users (requiring prior application) must be carried at all times for presentation upon request.

“Assistance Dogs for Persons with Physical Disabilities” portal site
https://www.mhlw.go.jp/english/policy/care-welfare/welfare-disabilities/assistance_dogs/index.html

Form 2 海外渡航犬乗用者 国際渡航証明書 Overseas Certificate of Overseas Assistance Dog Users 海外渡航犬乗用者 国際渡航証明書 Overseas Certificate of Overseas Assistance Dog Users	
氏名 (姓/名) Name (Surname/First Name)	
生年月日 (西暦) Date of Birth (Gregorian Calendar)	
国籍 (国名) Nationality (Country Name)	
犬種 (犬種名) Breed (Breed Name)	
訓練機関名 (機関名) Name of Training Organization (Institution Name)	
住所 (〒) (〒) (〒) Address (Postcode) (Postcode) (Postcode)	
海外渡航証明書交付日 (交付日) Date of Issuance of Overseas Certificate of Assistance Dog Users (Date of Issuance)	
海外渡航証明書有効期限 (有効期限) Valid Period of Overseas Certificate of Assistance Dog Users (Valid Period)	
海外渡航証明書交付場所 (交付場所) Place of Issuance of Overseas Certificate of Assistance Dog Users (Place of Issuance)	
海外渡航証明書交付者 (交付者) Issuer of Overseas Certificate of Assistance Dog Users (Issuer)	
海外渡航証明書交付者印 (交付者印) Seal of Issuer of Overseas Certificate of Assistance Dog Users (Seal of Issuer)	
海外渡航証明書交付者署名 (交付者署名) Signature of Issuer of Overseas Certificate of Assistance Dog Users (Signature of Issuer)	
海外渡航証明書交付者住所 (交付者住所) Address of Issuer of Overseas Certificate of Assistance Dog Users (Address of Issuer)	
海外渡航証明書交付者電話番号 (交付者電話番号) Telephone Number of Issuer of Overseas Certificate of Assistance Dog Users (Telephone Number of Issuer)	
海外渡航証明書交付者メールアドレス (交付者メールアドレス) E-mail Address of Issuer of Overseas Certificate of Assistance Dog Users (E-mail Address of Issuer)	
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(Sample)

Train door and aisle widths

	Train door width(cm)		Aisle width (cm)	Passenger room door width(cm)		Wheelchair-accessible toilet door width (cm)	Multipurpose room door width(cm)
	Wheelchair-accessible cars	Other cars		Wheelchair-accessible cars	Other cars		
721-series Rapid Airport(not all cars)	93	93	53	90	115	93	-
733-series Rapid Airport	115	115	52	90	-	96	-
Ltd. Exp. Hokuto& Ozora& Tokachi	90	90(※1)	48	90	76 (※1)	94	85
Ltd. Exp. Soya & Sarobetsu	90	90 (※2)	50	90	76 (※1)	85	-
Ltd. Exp. Okhotsk & Taisetsu	-	63	57	-	70	-	-
Ltd. Exp. Suzuran (785 series)	97	67	46	88	70	93	-
Ltd. Exp. Kamui & Suzuran (789 series)	90	70	46	84	76	94	-
Ltd. Exp. Lilac	90	70	50	90	76 (※1)	94	85
Hokkaido Shinkansen Hayabusa	103	68	57	90	76	91	91

*1 Some doors are 70 cm in width.

*2 Some doors are 67 cm in width.

Note: The above widths are subject to change depending on the cars used.

Train step heights

Train	Train step height(cm)
721-series Rapid Airport	19
733-series Rapid Airport	-
Ltd. Exp. Hokuto & Ozora & Tokachi	18
Ltd. Exp. Soya & Sarobetsu	18
Ltd. Exp. Okhotsk & Taisetsu	29
Ltd. Exp. Suzuran(785 series)	15
Ltd. Exp. Kamui & Suzuran (789 series)	18
Ltd. Exp. Lilac	18
Hokkaido Shinkansen Hayabusa	-



▲ A train with deck areas between cars and low steps at entrances