

April 1, 2019-

HOKKAIDO RAIL PASS - User's Guide -

1 Who can use the Hokkaido Rail Pass?

- The Hokkaido Rail Pass is available only for visitors from abroad who enter Japan with a non-Japanese passport under the entry status of "Temporary Visitor".

According to Japanese Immigration Law, the entry status of "Temporary Visitor" allows a stay in Japan of 15 days or 90 days for the purpose of sightseeing, etc. If you apply for a stay for sightseeing etc. when you enter Japan, an immigration officer will give you a "Temporary Visitor" stamp/sticker. Your passport must bear this stamp/sticker to use the Hokkaido Rail Pass.

*The pass cannot be purchased if you enter Japan under the entry status other than "Temporary Visitor", such as "Training", "Entertainer" or "Re-entry", etc.

*The entry status of "Temporary Visitor" is for sightseeing, recreation, sports, visiting relatives, inspection tours, attending lectures or meetings, business contact or other similar activities during a short period of stay in Japan.

*If you use an automated gate, the "Temporary Visitor" stamp/sticker will not be applied to your passport. Please use either a manned automated gate or ask a clerk to apply the stamp/sticker to your passport.



An example of the Temporary Visitor entry status stamp/sticker

2 Validity area of Hokkaido Rail Pass

- The Hokkaido Rail Pass **can be used for reserved seats on ordinary cars of limited express trains, express trains and local/rapid trains (except Hokkaido Shinkansen) in JR Hokkaido lines.** If using a green car on the limited express, there will be additional limited express charge and green car charge depending on the section used.

Trains	Seat types	
Local train	Ordinary car (Non-reserved seat)	○
	Ordinary car (Reserved seat / Non-reserved seat)	○
Ltd. Exp. and Exp. train	First-class car (Green car seat)	✳
	Ordinary car (Reserved seat)	✕
Hokkaido Shinkansen	First-class car (Green car seat)	✕
	Gran class	✕

○ : Available only with Hokkaido Rail Pass

✳ : Requires limited express charge, express charge and/or reserved seat charge etc.

✕ : Requires basic fare, limited express charge and/or reserved seat charge etc.

*The pass cannot be used for the South Hokkaido Railway which runs between Goryokaku and Kikonai. Please purchase a fare ticket separately.

- **The pass can be used for JR Hokkaido Bus which runs in Sapporo city etc. as well.** Please note that the following buses are not available for boarding; Sapporo-Asahikawa, Mombetsu, Hiroo, Obihiro, Erimo, Shin Sapporo-Atsubetsu Stadium, JR Shiroishi Station-Sapporo Dome or other temporary bus services. You can take express bus between Sapporo and Otaru if the bus is JR Hokkaido Bus. (Hokkaido Chuo Bus is not available.)

3 Definition of adult and child

- Adult: 12 years old or above.
Child: 6 - 11 years old. (However, in the case of exchange, if a person is 11 years old at the time of purchasing an Exchange Order and is 12 years old at the time of use, the person will be treated as a child.)

4 How to purchase Hokkaido Rail Pass

Purchasing outside Japan

- ① Please purchase an Exchange Order at the designated travel agents before coming to Japan.
***When you purchase an Exchange Order, please check that your name written on the Exchange Order is completely the same as the one on your passport.**
- ② After arriving in Japan, please exchange your Exchange Order for the Hokkaido Rail Pass at the designated counters in Hokkaido. (Exchange Orders cannot be exchanged at the designated JR EAST counters outside Hokkaido.)

Purchasing in Japan

The pass can be purchased at the designated counters by cash (Japanese yen only) or credit card. Also, the pass can be purchased at the designated JR EAST Travel Service Center, etc. outside Hokkaido. (Purchase only, exchange cannot be made.)

Exchange/purchase counters for Hokkaido Rail Pass

- ★ **At the time of exchange or purchase at a designated station in Japan, you will be asked to present your passport with the "Temporary Visitor" stamp/sticker received.**
 - Exchange and purchase can only be made during office hours.
 - For office hours of the designated counters, please visit our website.

*The designated counters for exchange and purchase are subject to change.

*Some JR Travel Service Centers are closed during the New Year holidays.



5 Notes of exchange and validity period

- An Exchange Order for the Hokkaido Rail Pass should be exchanged within 3 months from the date of issue.
- For 3, 5, or 7-day pass, please designate the starting date within one month from the exchange date. For flexible 4-day pass, the starting date cannot be selected. You can use any 4 days in the 10-day period from the exchange date.
- The starting date of the Hokkaido Rail Pass cannot be changed once the pass has been issued.

3-Day, 5-Day, 7-Day

Even if the validity period ends while you are on the train, you can continue using the pass unless you exit a ticket gate. However, if you transfer to another limited express train etc. without exiting a ticket gate at the transfer station on the next day the validity period ends, there will be additional limited express charge, express charge and/or reserved seat charge etc.

Flexible 4-Day

If you are on the train past midnight when the pass is used on the first, second or third day, you can use it to the final destination of that train unless you make a stopover. Even if the validity period ends while you are on the train on the fourth day of use, you can continue using the pass unless you exit a ticket gate. However, if you transfer to another limited express train etc. without exiting a ticket gate at the transfer station on the next day the validity period ends, there will be additional limited express charge, express charge and/or reserved seat charge etc.

6 How to board a train

Automatic ticket gate cannot be used for the Hokkaido Rail Pass.

- Please go through a manned ticket gate and show the validity period of the pass to a station staff.
- You will get a date stamp from a station staff on the start day of use for 3-day, 5-day, and 7-day passes, or on each day of use for flexible 4-day pass.
- A non-reserved seat can be used only with the Hokkaido Rail Pass.
- If you use a reserved seat, you need a reserved seat ticket other than the Hokkaido Rail Pass.

7 How to reserve seats

Please make sure to receive reserved seat tickets before boarding if you plan to use reserved seats. (Seats cannot be reserved on a train.)

① Online reservation (JR-EAST Train Reservation)

Seat reservations can be made by using "JR-EAST Train Reservation".

*Tickets reserved online should be collected before 9:00 p.m. of the day before you ride the train at a designated station or JR Travel Service Center during office hours.

Reservation



② Apply at a station

Please apply for reserved seat tickets at the JR ticket counter (Midori-no-madoguchi) or JR Travel Service Center (Twinkle Plaza) in the major JR Hokkaido stations.

Unused reserved seat tickets should be returned to a counter.

Please use non-reserved seats if reserved seats are full. In this case, the difference between reserved and non-reserved seats cannot be refunded.



JR Ticket Counter
(Midori-no-madoguchi)



JR Travel
Service Center
(Twinkle Plaza)

8 Refunds

- If you didn't use the purchased Exchange Order, please get a refund at the travel agent where you purchased the Exchange Order within one year from the date of issue. The handling fee is based on the regulations of each travel agent.
- Refunds can be made only before the starting date of the validity period for 3-day, 5-day and 7 day passes, or only before use within the validity period for flexible 4-day pass at the designated purchase/exchange counter for the "Hokkaido Rail Pass". (If purchased by credit card, refunds can be made only at the designated counters at the railway company (JR Hokkaido or JR East) you purchased the pass.) In this case, 10% of the sales price (Japanese yen) will be charged as a handling fee and the balance will be refunded.
- It is not possible to extend the validity period of the pass or receive a refund after the starting date for any reasons including the cancellation and delay of the trains. Also, we do not take any responsibility for additional costs for transportation and accommodation due to the itinerary changes.

9 Other conditions

- The Hokkaido Rail Pass can only be used by person whose name is on the pass and cannot be given to others. If unauthorized use is evident, the pass will be confiscated and you will be required to pay fares and charges designated by the company.
- Please make sure to carry your passport while traveling. When you show your rail pass, please present your passport as well if requested by a staff.
- The pass will not be reissued if it is lost (or stolen).
- The pass cannot be changed to a different type of pass or ticket. Also, the starting date of the validity period cannot be changed.
- Other conditions are in compliance with the rules of Hokkaido Railway Company and Japanese laws. For the regulations regarding the Exchange Orders, they will depend on the conditions of the travel agent that the Exchange Order was purchased.
- Please take a numbered ticket when boarding JR Hokkaido buses. When you get off the bus, please show your Hokkaido Rail Pass to a bus driver.

*The information is current as of March 2019. Please note that the contents are subject to change.

*For the latest information, please visit our website. <http://www2.jrhokkaido.co.jp/global/index.html>