

We sincerely thank you for purchasing your Japan Rail Pass (Exchange Order) from KIE (Kintetsu International Express).

The following is a step-by-step procedure on how to exchange your Exchange Order and how to reserve your seats.

Step 1: You must enter Japan as a tourist (you automatically receive a temporary visitor entry status) and **must have** a sticker on your non-Japanese passport (i.e. Canadian passport).

https://japanrailpass.net/en/about_jrp.html#anchor02

Step 2: Have your planned details of train reservations in writing ready as this information will help you to reserve your complimentary seats on Ltd. Express and bullet trains. Check your train schedule online. No advance reservation is allowed on certain trains such as commuter and short distance trains. <http://www.hyperdia.com/en/> (Japanese and Chinese languages also available)

Step 3: Turn in your Exchange Order to obtain your Japan Rail Pass at any designated JR station or ticket office (midori-no-madoguchi).

<https://japanrailpass.net/en/exchange.html>

Step 4: At time of exchange you must pick your first day ready. You can exchange your Exchange Order up to a month ahead of time. If your first day is March 18, you can exchange your Exchange Order on/after February 19 (minus a month and plus 1 day).

Step 5: Reserve your seats as soon you have your Japan Rail pass in your possession. Like Step 4, you can reserve your seats up to a month ahead of time. You can reserve your seats later at any JR station as desired.

<https://japanrailpass.net/en/purchase.html#anchor04>

Please note the following peak travel periods (dates are slightly different each year):

April 27 to May 6 (On consecutive holidays during common travel seasons, some trains are crowded)

August 10 to 19 (During the Obon season, some trains are crowded with people returning to their hometowns)

December 28 to January 6 (The year end/New Year holiday period is the most popular travel time for Japanese people, for vacations and returns to hometown area)

Please also note that the number of train reservations may be limited to one at busy locations such as Haneda airport ticket office in order to handle more customers. You can always reserve your seats later at any JR station. However, please be aware that ticket offices are constantly busy in big cities (i.e. Tokyo, Osaka)

<SOMETHING NEW>

Japan Rail Pass format changed on June 1, 2020. You can now enter many JR stations via automatic ticket gates.

Starting May 20, 2020, when bringing baggage that is larger than a certain size onto the Tokaido/Sanyo/Kyushu Shinkansen (routes: Tokyo – Nagoya – Kyoto – Shin-Osaka – Hiroshima – Hakata – Kagoshima-Chuo), passengers are required to make an advance reservation for both their seat and baggage area. Visit

<https://japanrailpass.net/en/useful.html> for more details

If you purchased any regional pass, please visit an appropriate web site for details as some information may not be the same.

If you have free time and do not have a valid Japan Rail Pass, you can join various tours throughout Japan. For details visit <https://www.viator.com/?accountid=TSMCE00&mcid=58086> and simply enter desired city name and travel date.

Have a wonderful and memorable time in Japan!