

JAPAN RAIL PASS exchange and sales offices: From March 20, 2018

Notes: Some Travel Service Centers may close in the beginning and the end of the year. Also, the opening hours of the exchange offices and the domestic sales offices may be subject to change, or the offices may be closed without notice. (as of March 2018)

Exchange offices

(for those with an Exchange Order)

Station	Office	Service Hours	
		Mon- Fri	Sat, Sun & Hols
Kushiro	Travel Service Center	10:00-18:00	
Obihiro	Travel Service Center	9:00-17:00	
Asahikawa	Travel Service Center	9:30-17:30	
Sapporo	JR Information Desk	8:30-19:00	
	Travel Service Center (East)	10:00-19:30	10:00-18:00
	Travel Service Center (South)	10:00-20:00	
New-Chitose Airport	JR Information Desk	8:30-19:00	
Hakodate	Travel Service Center	10:00-18:00	
Shin-Hakodate Hokuto	Ticket Office	9:00-19:00	
Aomori	Travel Service Center	10:00-17:30	
Hachinohe	Travel Service Center	10:00-17:30	
Morioka	Travel Service Center	10:00-18:30	
Akita	Travel Service Center	10:30-18:00	10:30-17:00
Sendai	Travel Service Center	8:30-19:00 (Mon-Sat)	
		8:30-18:00 (Sun & Hols)	
Yamagata	Travel Service Center	10:00-18:00 (Mon-Fri)	
		10:00-17:00 (Sat)	
		Closed on Sundays and national holidays	
Fukushima	Travel Service Center	10:00-18:00 (Mon-Sat)	
		Closed on Sundays and national holidays	
Niigata	Travel Service Center	10:00-19:00	10:00-17:00
Nagano	Travel Service Center	10:00-19:00	10:00-17:30
Mito	Travel Service Center	10:00-19:00	10:00-17:00
Narita Airport Terminal 1	JR EAST Travel Service Center	8:15-19:00	
	Ticket Office	6:30-8:15, 19:00-21:45	
	NARITA INTERNATIONAL AIRPORT TERMINAL1 TRAVEL CENTER	9:00-20:00	
Narita Airport Terminal 2・3	JR EAST Travel Service Center	8:15-20:00	
	Ticket Office	6:30-8:15, 20:00-21:45	
Tokyo	JR EAST Travel Service Center (Marunouchi North)	7:30-20:30	
	JR-CENTRAL Ticket Office (Yaesu Central)	7:30-20:30	
	JR-CENTRAL Ticket Office (Yaesu North)	9:00-19:00	
	JR Tokai Tours Tokyo Office	10:00-18:00	
Ueno	JR EAST Travel Service Center (Central Ticket Gate)	8:30-19:00	8:30-18:00
Shinjuku	JR EAST Travel Service Center (New South Gate)	8:00-19:00	
	Information Center (EastGate)	9:00-19:00	
Shibuya	JR EAST Travel Service Center	10:00-18:30	
Ikebukuro	JR EAST Travel Service Center (East)	9:00-18:00	
Shinagawa	Information Center (Central Ticket Gate)	9:00-19:00	
	JR-CENTRAL Ticket Office	9:00-19:00	
	JR Tokai Tours Shinagawa Office	11:00-19:00	11:00-18:00
Haneda Airport International Terminal	JR EAST Travel Service Center (Tokyo Monorail 2F Ticket Gate/Arrival lobby)	6:45-18:30	
Yokohama	Travel Service Center	10:00-20:00	10:00-19:00
Shin-Yokohama	JR-CENTRAL Ticket Office	8:00-20:30	
	JR Tokai Tours Shin-Yokohama Office	11:00-19:00	10:00-18:00
Odawara	JR-CENTRAL Ticket Office	8:00-20:30	
Mishima	Ticket Office (South)	8:00-20:30	
	JR Tokai Tours Mishima Office	10:00-18:00 (Mon-Sat)	
	Closed on Sundays and national holidays		
Shizuoka	Ticket Office	8:00-20:30	
	JR Tokai Tours Shizuoka Office	10:00-19:00	10:00-18:00
Hamamatsu	Ticket Office	8:00-20:30	
	JR Tokai Tours Hamamatsu Office	10:30-19:00	10:00-18:00
Nagoya	JAPAN RAIL PASS Exchange Office	10:00-19:00	
	Ticket Office	6:00-10:00, 19:00-23:00	
	JR Tokai Tours Nagoya Office	9:00-19:30	
	JR Tokai Tours Nagoya Station Hirokoji Entrance Office	11:00-19:00	11:00-18:00
Central Japan International Airport *	Central Japan Travel Center	9:00-20:30	
Toyama	Ticket Office (Central)	5:40-23:30	
Kanazawa	Ticket Office (Central)	4:40-23:30	
Kyoto	Ticket Office (JR-WEST Central)	5:30-23:00	
	Ticket Office (JR-CENTRAL Hachijo Shinkansen)	8:30-23:00	
	JR Tokai Tours Kyoto Office	8:30-19:00	
	JR Tokai Tours Kyoto Station Shinkansen Central Entrance Office	11:30-19:00	11:30-18:00
Higashi-Maizuru	Ticket Office	5:30-21:00	
Nishi-Maizuru	Ticket Office	5:40-21:00	
Shin-Osaka	Ticket Office (JR-WEST East)	5:30-23:30	
	Ticket Office (JR-CENTRAL Central)	5:30-23:00	
	JR-WEST Travel Corner	9:00-20:00	
	JR Tokai Tours Shin-Osaka Office	8:00-20:30	9:00-18:00
Osaka	Ticket Office (Central NO.12,13)	5:30-23:00	
	Nippon Travel Agency TiS Osaka Branch (Travel Service Center OSAKA)	8:00-20:00	
Kansai Airport	Ticket Office	5:30-23:00	
Nara	Ticket Office	9:00-20:00	
Sannomiya	Ticket Office (Central)	5:30-23:00	
Okayama	Ticket Office	5:00-23:30	
Tottori	Ticket Office	5:45-22:00	
Yonago	Ticket Office	5:00-22:00	
Sakaiminato	Ticket Office	7:10-18:30	
Matsue	Ticket Office	4:50-21:30	
Hiroshima	Ticket Office	5:30-23:00	
Shin-Yamaguchi	Ticket Office	5:30-23:00	
Shimonoseki	Ticket Office	5:30-22:30	
Takamatsu	Travel Service Center	10:00-18:00	10:00-17:30
Matsuyama	Travel Service Center	10:00-18:00	10:00-17:00
Tokushima	Travel Service Center	10:00-18:00	
Kokura	Travel Service Center	11:00-19:00	10:30-18:00
Hakata	Travel Service Center	10:00-20:00 (Mon-Sat)	
		10:00-18:00 (Sun & Hols)	
		JR-KYUSHU Ticket Office 7:00-23:00	
Saga	Travel Service Center	10:30-19:00	10:30-18:00 (Sat)
	Ticket Office	10:30-18:00 (Sun & Hols)	
Nagasaki	Travel Service Center	10:30-19:00	10:30-18:00
Kumamoto	Travel Service Center	10:30-19:00	10:30-17:30
Oita	Travel Service Center	10:30-19:00	10:30-18:00
Miyazaki	Travel Service Center	10:30-18:00 (Mon-Sat)	
	Ticket Office	10:30-18:00 (Sun & Hols)	
Kagoshima-Chūō	Travel Service Center	11:00-19:00	10:30-18:00

* There is no JR station in the Central Japan International Airport. JAPAN RAIL PASS cannot be used for the transportation between the airport and the nearest JR station.

Sales offices in Japan

(for those purchasing JAPAN RAIL PASS inside Japan)

Station	Office	Service Hours	
		Mon- Fri	Sat, Sun & Hols
Kushiro	Travel Service Center	10:00-18:00	
Obihiro	Travel Service Center	9:00-17:00	
Asahikawa	Travel Service Center	9:30-17:30	
Sapporo	JR Information Desk	8:30-19:00	
	Travel Service Center (East)	10:00-19:30	10:00-18:00
	Travel Service Center (South)	10:00-20:00	
New-Chitose Airport	JR Information Desk	8:30-19:00	
Hakodate	Travel Service Center	10:00-18:00	
Shin-Hakodate Hokuto	Ticket Office	9:00-19:00	
Aomori	Travel Service Center	10:00-17:30	
Hachinohe	Travel Service Center	10:00-17:30	
Morioka	Travel Service Center	10:00-18:30	
Akita	Travel Service Center	10:30-18:00	10:30-17:00
Sendai	Travel Service Center	8:30-19:00 (Mon-Sat)	
		8:30-18:00 (Sun & Hols)	
Sendai International Airport	Michinoku Tour Information	9:00-20:30	
Yamagata	Travel Service Center	10:00-18:00 (Mon-Fri)	
		10:00-17:00 (Sat)	
		Closed on Sundays and national holidays	
Fukushima	Travel Service Center	10:00-18:00 (Mon-Sat)	
		Closed on Sundays and national holidays	
Niigata	Travel Service Center	10:00-19:00	10:00-17:00
Nagano	Travel Service Center	10:00-19:00	10:00-17:30
Mito	Travel Service Center	10:00-19:00	10:00-17:00
Narita Airport Terminal 1	JR EAST Travel Service Center	8:15-19:00	
	Ticket Office	6:30-8:15, 19:00-21:45	
	NARITA INTERNATIONAL AIRPORT TERMINAL1 TRAVEL CENTER	9:00-20:00	
Narita Airport Terminal 2・3	JR EAST Travel Service Center	8:15-20:00	
	Ticket Office	6:30-8:15, 20:00-21:45	
Tokyo	JR EAST Travel Service Center (Marunouchi North)	7:30-20:30	
	JR Tokai Tours Tokyo Office	10:00-18:00	
Ueno	JR EAST Travel Service Center (Central Ticket Gate)	8:30-19:00	8:30-18:00
Shinjuku	JR EAST Travel Service Center (New South Gate)	8:00-19:00	
	Information Center (EastGate)	9:00-19:00	
Shibuya	JR EAST Travel Service Center	10:00-18:30	
Ikebukuro	JR EAST Travel Service Center (East)	9:00-18:00	
Shinagawa	Information Center (Central Ticket Gate)	9:00-19:00	
	JR Tokai Tours Shinagawa Office	11:00-19:00	11:00-18:00
Haneda Airport International Terminal	JR EAST Travel Service Center (Tokyo Monorail 2F Ticket Gate/Arrival lobby)	6:45-18:30	
Yokohama	Travel Service Center	10:00-20:00	10:00-19:00
Shin-Yokohama	JR Tokai Tours Shin-Yokohama Office	11:00-19:00	10:00-18:00
Odawara	JR-CENTRAL Ticket Office	8:00-20:30	
Mishima	Ticket Office (South)	8:00-20:30	
	JR Tokai Tours Mishima Office	10:00-18:00 (Mon-Sat)	
		Closed on Sundays and national holidays	
Shizuoka	JR Tokai Tours Shizuoka Office	10:00-19:00	10:00-18:00
Hamamatsu	JR Tokai Tours Hamamatsu Office	10:30-19:00	10:00-18:00
Nagoya	JAPAN RAIL PASS Exchange Office	10:00-19:00	
	Ticket Office	6:00-10:00, 19:00-23:00	
	JR Tokai Tours Nagoya Office	9:00-19:30	
	JR Tokai Tours Nagoya Station Hirokoji Entrance Office	11:00-19:00	11:00-18:00
Central Japan International Airport *	Central Japan Travel Center	9:00-20:30	
Kanazawa	Nippon Travel Agency TiS Kanazawa Branch	11:00-19:00 (Mon-Sat)	
		10:30-18:30 (Sun & Hols)	
Kyoto	Nippon Travel Agency TiS Kyoto Branch * Scheduled to be relocated to the ticket office at JR-WEST Central Entrance in April, 2018 (date undecided). Operating hours will also change.	11:00-19:00	
	JR Tokai Tours Kyoto Office	8:30-19:00	
	JR Tokai Tours Kyoto Station Shinkansen Central Entrance Office	11:30-19:00	11:30-18:00
Shin-Osaka	Nippon Travel Agency TiS Shin-Osaka Branch	7:00-20:30	7:00-20:00
	JR-WEST Travel Corner	9:00-20:00	
	JR Tokai Tours Shin-Osaka Office	8:00-20:30	9:00-18:00
Osaka	Ticket Office (Central NO.12,13)	5:30-23:00	
	Nippon Travel Agency TiS Osaka Branch (Travel Service Center OSAKA)	8:00-20:00	
Kansai Airport	Ticket Office	5:30-23:00	
Okayama	Nippon Travel Agency TiS Okayama Branch	10:30-19:30	10:30-19:00
Tottori	Nippon Travel Agency TiS Tottori Branch	10:00-13:00,14:00-18:00	Closed
Matsue	Nippon Travel Agency TiS Matsue Branch	10:00-18:00 (except Wed. and holidays)	
		Closed on Wed. and holidays	
Hiroshima	Ticket Office	5:30-23:00	
Takamatsu	Travel Service Center	10:00-18:00	10:00-17:30
Matsuyama	Travel Service Center	10:00-18:00	10:00-17:00
Tokushima	Travel Service Center	10:00-18:00	
Kokura	Travel Service Center	11:00-19:00	10:30-18:00
Hakata	Travel Service Center	10:00-20:00 (Mon-Sat)	
		10:00-18:00 (Sun & Hols)	
	JR-KYUSHU Ticket Office	7:00-23:00	
Saga	Travel Service Center	10:30-19:00	10:30-18:00 (Sat)
	Ticket Office	10:30-18:00 (Sun & Hols)	
Nagasaki	Travel Service Center	10:30-19:00	10:30-18:00
Kumamoto	Travel Service Center	10:30-19:00	10:30-17:30
Oita	Travel Service Center	10:30-19:00	10:30-18:00
Miyazaki	Travel Service Center	10:30-18:00 (Mon-Sat)	
	Ticket Office	10:30-18:00 (Sun & Hols)	
Kagoshima-Chūō	Travel Service Center	11:00-19:00	10:30-18:00