Thank you for choosing JR East, and we hope you have a pleasant trip.

JR East InfoLine

Provides information about train schedules, the routes to intended destination, how to purchase tickets, lost items, and more in English. Open from 10:00 a.m. to 6:00 p.m. (excluding the year-end/New Year holiday period).

Questionnaire is available in English, Chinese, Korean, and other languages.

At JR East Travel Service Centers, you can purchase tickets, make arrangements for accommodation, or make inquiries about traveling. They provide assistance to ensure that you can have a fun trip in eastern Japan. (With the exception of a few offices)

JR EAST Website www.jreast.co.jp/e/

 JR EAST Travel Service Center

http://www.jreast.co.jp/e/customer_support/

Suica

Suica is a type of prepaid electronic money that can be used for transportation and shopping.

(1) You may use it over and over again by charging it at ticket vending machines.
(2) Pass quickly through ticket gates with just one touch - there's no need to buy a ticket.
(3) Suica can also be used in the Tokyo Metropolitan area for railways and buses other than JR.
(4) Enjoy convenient and easy shopping at stores displaying the mark at right.

Recommend

Tokunai Pass (Tokyo Metropolitan District Pass)

This pass provides unlimited rides for one day on all JR lines within the 23 Special Wards of Tokyo. It can be purchased at the ticket vending machines in the stations within the area on the right.

Adult: ¥750 Child: ¥370

JR Kanto Area Pass

The JR Kanto Area Pass is an economical unlimited travel pass that covers Tokyo and the surrounding areas, the "Kanto Area." It includes unlimited rides for three days on Shinkansen and Limited Express trains in the Kanto area. You can also easily access popular sightseeing areas, including Izu, Fuji, and Nikko.

Adult: ¥8,300 Child: ¥4,200

Sale Locations

Shinkansen
  Business Hours: 8:00 – 18:00 (open every day of the year)

Marunouchi North Exit of Tokyo Station
  Business Hours: 7:30 – 20:30 (open every day of the year)
  ATM Service Hours: 7:30 – 23:30 (open every day of the year)

Haneda International Terminal (Tōkyō Monorail) (27)
  Business Hours: 8:00 – 18:00 (open every day of the year)

Narita Airport Terminal 1 (81)
  Business Hours: 8:15 – 19:00 (open every day of the year)

Narita Airport Terminal 2-3 (81)
  Business Hours: 8:15 – 20:00 (open every day of the year)

Sightseeing Tours

Shinjuku
  Business Hours: 8:00 – 18:00 (open every day of the year)

Suica is issued at the time of purchase and is good for both transportation and shopping. Whenever you use it, you can earn points that can be used for gifts or other purposes.

JR EAST Cautions for usage

- Please buy a correct ticket to your destination. If your ticket does not contain a record of when you entered the ticket gate, the automatic gate may close when you attempt to leave.
- If you lose your ticket, you may be asked to explain what happened, and confirmation may take time. You may also be requested to pay an additional fare equal to three times the basic fare for the distance from the departing station.
- Please do not use your mobile phone on the train. (Please consider other passengers nearby.)
- Adults are 12 years or older, children are ages 4 to 11, and small children are ages 0 to 3 years. Adults and children must purchase tickets.

The information is current as of March 2015. It may be changed with no prior notice.