

# How to Reserve Your Seat with an Open Ticket

Once you have received an open ticket from us, please reserve your train/seat and have your ticket issued at a JR (Japan Railway) Ticket Office or a ticket vending machine at any JR station in Japan.

We recommend you to reserve your seat as soon as you can, as seats will become occupied as the travel date approaches.

Please Note: Tickets go on sale from one month prior to the traveling date.

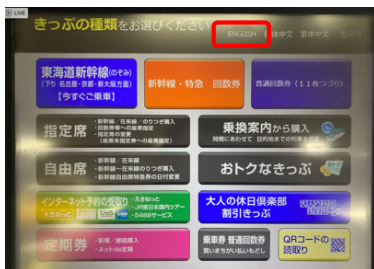
Below are the machines at JR stations that can be used to issue your Shinkansen tickets.



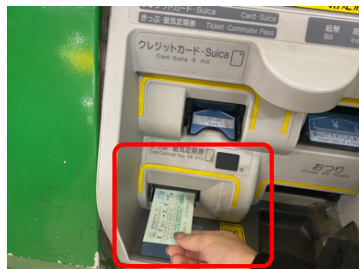
## How to Reserve Your Seat with an Open Ticket using a ticket vending machine

1. Select ENGLISH

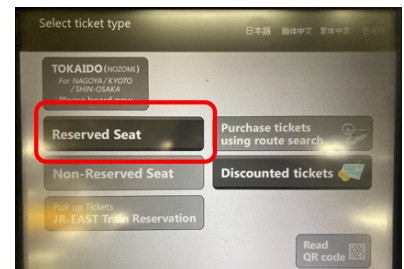
(Chinese / Korean are also available)



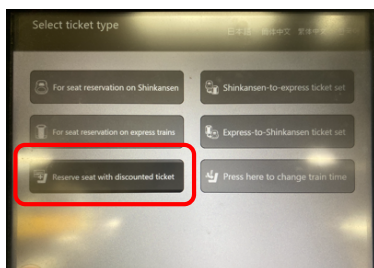
2. Insert your ticket



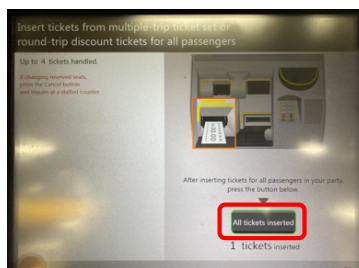
3. Select 'Reserved Seat'



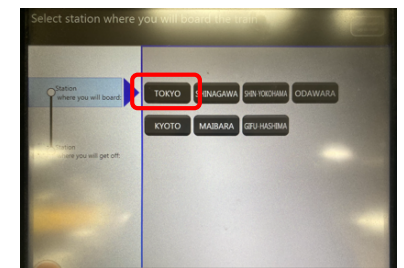
4. Select 'Reserve seat with discounted ticket'



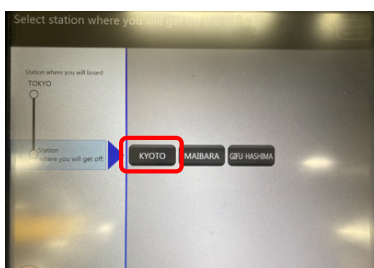
5. Insert more tickets if needed, and press 'All tickets inserted'



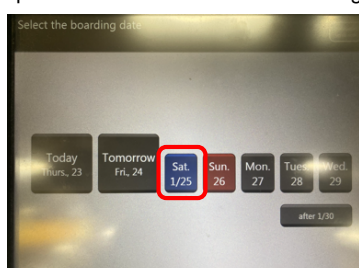
6. Select the station you will board



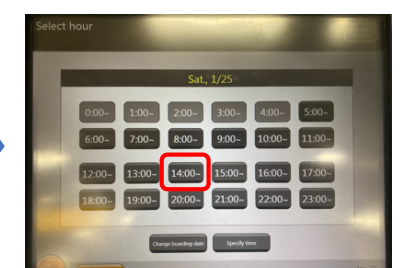
7. Select the station you will get off



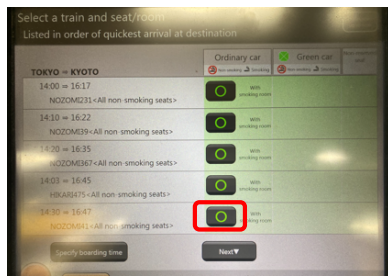
8. Select the boarding date  
(for a date more than a week ahead, press 'after x/xx' button at lower right)



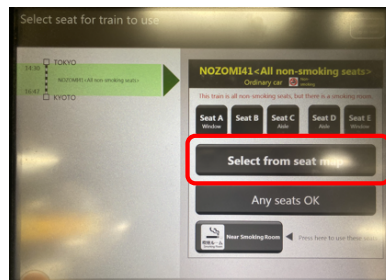
9. Select the boarding hour



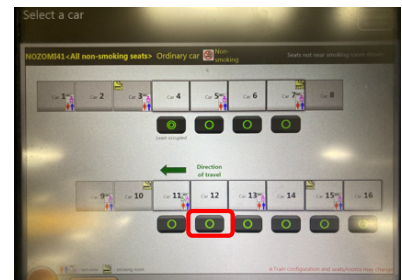
10. Select a train



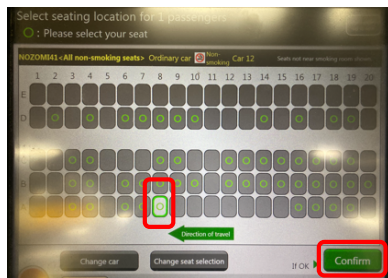
11. Select 'Select from seat map'



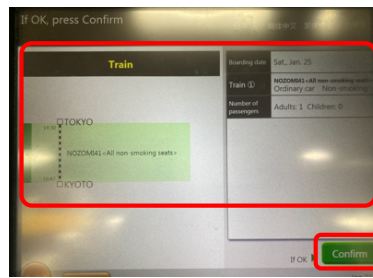
12. Select a car



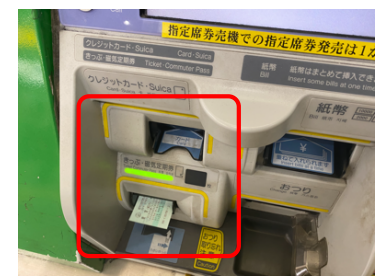
13. Select a seat and press 'Confirm' (selected seat will be highlighted)



14. Check the ticket details and press 'Confirm'



15. Receive the issued tickets.



16. Your tickets are now ready to be used. Keep the tickets until your day of travel

## Frequently Asked Questions (FAQ):

Q. I tried to reserve a seat, but all the seats are booked. What should I do?

A. Please change your train to an earlier or later departure. Seat availability varies by train, so you may be able to find more seats in an earlier or later trains.

Or, you can take an unreserved seat on the very train that you need to take. Please note that no refunds will be made in case you cannot reserve a seat

Q. Why I cannot select the date I travel which is more than one month ahead?

A. Since the tickets go on sale from one month before the traveling date (from 10 am, to be more precise), you can only make a booking for a trip within a month.

Q. How can I change my tickets after issuing them?

A. Please bring your reserved ticket to a JR Ticket Office at any JR station and make a change. Please make sure to visit the Ticket Office BEFORE the departure time printed on the ticket, as your reserved ticket becomes invalid after the reserved train departs.

(You can still take an unreserved seat on the same day in case you were not able to change your ticket)

Q. I missed my reserved train. What should I do?

A. You can still take any seat in an unreserved seat (in an unreserved cabin) in the later train on the same day without visiting a Ticket Counter.

Q. How far in advance should I be at the station?

A. Most of the shinkansen depart on time. Being at the platform 5 minutes before the departure time should be okay. However, since stations where Shinkansen stops are very complicated with many platforms, we recommend reaching the station at least 30 minutes before your departure time. You can usually get on your train 5 to 10 minutes before your departure time.