

Japan JR Pass FAQ

Booking

[I'm confused...what's the difference between the voucher, exchange order, and JR Pass?](#)

The redemption process for the JR pass is complicated. Please see the definition of the following terms:

Klook Voucher – You receive this voucher after completing your booking on the Klook website or app. You only need this to redeem for a JR Pass Exchange Order (sometimes also referred to as a voucher or MCO on other websites) at one of our Klook pickup points. If you have chosen a mail option, this will not apply to you. (Please note that this Klook voucher CANNOT be used in Japan to redeem for the actual JR Pass)

[Click here to see an example of a Klook Voucher](#)

JR Pass Exchange Order (Physical Document or MCO) – You will receive this at one of the Klook pickup points or by mail, depending on your checkout options. You MUST have this exchange order before leaving for Japan to exchange for the actual JR pass once you arrive.

[Click here to see an example of a JR Pass Exchange Order \(MCO\)](#)

JR Pass – This is the actual pass you will use on the transportation systems in Japan. You MUST exchange for this pass in Japan with the physical Exchange Order described above. You will need both the exchange order and the original passport associated with the order to redeem for the actual JR Pass. The pass can be redeemed at the [JR Rail Office](#)

[Click here to see an example of a Consecutive Day JR Pass](#)

[Click here to see an example of a Non-Consecutive Day JR Pass](#)

[I'm confused...what dates should I put in the calendar when booking?](#)

Your booking date should be the date you intend to obtain your pass in Japan. On the following checkout pages, you can select the days you want to pick up your exchange order (MCO) at our offices or specify the address you want your exchange order mailed to. Please make sure you have enough time to pick up or receive your exchange order (MCO) before departing for Japan. You MUST have the exchange order (MCO) to receive your JR Pass in Japan.

Changes to your Booking

Some of the details I submitted at booking are incorrect, can I make a correction?

Please contact us via [Ask Klook](#) with your booking number and the corrections that need to be made as soon as possible. Handling and postage fees will apply when making corrections to exchange orders (MCO). After 30 days, a 10% change fee will also apply.

I made an error selecting my mailing location or pick up location, can I correct this?

Please contact us via [Ask Klook](#) with your booking number and the corrections that need to be made as soon as possible. Handling and postage fees will apply when making corrections to mailed exchange orders (MCO). After 30 days, a 10% change fee will also apply.

I would like to change from X JR Pass to Y JR Pass, how can I do this?

Please contact us via [Ask Klook](#) with your booking number and the changes that need to be made as soon as possible. A change fee of 10% will apply. Changes are only possible for the Exchange Order (MCO). Once the JR Pass has been redeemed, it cannot be changed.

Confirmation

I haven't received my confirmation yet! Help!

Confirmations may sometimes require up to 24 hours to process due to security verification. If your booking has not been confirmed after 24 hours, please contact us via [Ask Klook](#)

Schedule Issues

Is my pass still valid on X+1 date if I have a consecutive day pass that ends on X date?

Your pass is only valid for the number of CALENDAR dates that the pass is issued for, it is NOT counted in 24 hour periods from the time of first use. For example, if you use the pass on the first day in the evening at 11:59pm, your first day will end at midnight that day.

I would like to book a pass for XXX date, but this day does not show up on your calendar. What should I do?

Passes must be booked at least 7 business days in advance.

Redemption/Delivery/Pick Up

Why can't I just receive the JR Pass before I go to Japan instead of an exchange order?

JR passes cannot be issued outside of Japan. All JR passes must be redeemed once the traveler has arrived in Japan or purchased in Japan by foreign visitors at full price.

Is it possible to collect the exchange order (MCO) today?

Same day bookings are not possible. Bookings must be made at least 7 business days in advance. Please be sure that you have enough time to pick up or receive your exchange voucher before departing for Japan.

How do I pick up my JR pass?

Please note that JR Rail has many separate entities such as JR East, JR Central, JR Hokkaido, etc. Depending on the pass you buy, you will have to go to that specific company's office to redeem your pass. The JR Rail Pass is only issued domestically in Japan. When you order on Klook, you will have the exchange order (MCO) sent to your home, or will have to pick up the exchange order (MCO) in the city or airport you are departing from before arriving in Japan. Once you have arrived in Japan, you will exchange the exchange order (MCO) for the actual rail pass at an official [JR Rail Office](#) (located at most major airports and rail stations in Japan).

Do I need my passport to pick up the exchange order (MCO)? Exchange for the JR Pass?

When picking up the exchange order (MCO) in your country before leaving for Japan, the lead traveler listed at checkout must bring their passport to pick up the exchange orders at the office, but can pick up all other exchange orders associated with the order. When redeeming the exchange orders for the actual pass in Japan, each traveler MUST bring the original passport associated with the exchange order to receive the pass. Copies of passport information pages are NOT accepted.

Can someone else pick up the exchange order (MCO) for me in XXX city?

You can arrange for a friend to pick up your exchange order (MCO) by contacting us via [Ask Klook](#). Your friend will need to provide a copy of the lead traveller's passport and the Klook voucher to pick up the exchange order. Please note that this ONLY applies to the exchange orders (MCO) and NOT the JR Pass.

Can I redeem my exchange voucher at X place in Japan?

Generally, you can exchange the voucher for the JR Pass at most major airports and rail stations in Japan, as well as other JR Rail offices. Please see the following examples of places you can exchange for the JR Rail pass: [JR Rail Office](#)

Can someone else pick up the pass for me in Japan?

No. The exchange orders (MCO) are linked to the personal details on the passports submitted at checkout. You must pick up the JR passes in person in Japan with the original passport used when booking.

I ordered the pass on the Klook website or app, but have not received an exchange voucher yet. When will it come?

If you chose a mail option, please allow 7 business days for your exchange voucher to arrive. If you chose a pick up, please visit the pick up locations in your city to receive your voucher. Exchange orders (MCO) MUST be redeemed for a JR Pass once you have landed in Japan at the [JR Rail Offices](#) in major airports and rail stations.

Can I just use my Klook electronic confirmation or voucher to exchange for the pass when I arrive in Japan?

No. You MUST pick up the exchange order (MCO) or have it mailed to you BEFORE you depart for Japan. You cannot use the electronic confirmation from your email or Klook app to redeem for the JR Pass in Japan. Only official exchange orders (MCO) will be accepted for JR Passes in Japan.

I was unable to pick up my exchange order on the date I selected, can I cancel my order?

Cancellations will incur a 10% cancellation fee. Please contact customer service to reschedule pick up.

I live in Singapore, where is the pick up location for the Exchange Orders?

Singapore CBD: Klook Office, 78B Boat Quay, Singapore 049866

Pick up timeslots: 10:00am-12:00pm, 2:00pm-4:00pm or 4:00pm-7:00pm

Opening hours: Monday to Friday (closed on Public Holidays)

I live in Hong Kong, where is the pick up location for the Exchange Orders?

We have 2 pick up locations in Hong Kong:

1. Hong Kong International Airport Arrivals Area, Terminal 1, Counter A13

Opening hours: 7:00am-11:00pm, daily

2. Central: [Klook Office](#), 16/F, Car Po Commercial Bldg, Lyndhurst Terrace, Central

Opening hours: 10:00am-7:00pm, Monday to Friday (closed on public holidays)

Refunds/Cancellations

Can I refund my JR Pass? Will I be charged a cancellation fee?

You can cancel and refund your order if you have not yet used your Exchange Order to receive a JR Pass. Furthermore, you must return the physical exchange order (MCO) without any damage or alteration. Refunds will not begin processing until the physical exchange order (MCO) is returned. If your cancellation and refund is processed, a 10% cancellation fee will apply.

[Click here to see an example of a JR Pass Exchange Order \(MCO\)](#)

How come I still see a charge even though I canceled my booking? When will I receive my refund?

Refunds require up to 30 days to process. Bookings are also subject to a 10% cancellation fee, so your refund amount may not match your booking receipt.

Other

I plan to do XXX in Japan, which type of pass should I buy? Is XXX destination valid with the JR Pass I have purchased?

The type of pass you should buy is highly dependent on your individual itinerary. [Please see our handy blog post for itinerary ideas for each type of pass.](#)

I'm from XXX country or have XXX passport, can I buy a JR Pass?

All foreign tourists entering Japan on a "Temporary Visitor" entry status are allowed to purchase the JR Pass. Japanese passport holders are NOT allowed to purchase the JR Pass.

Can I retroactively use a promo code on a booking I have already completed? Can I cancel my booking and re-order with a promo code?

No! Cancellations will incur a 10% fee.