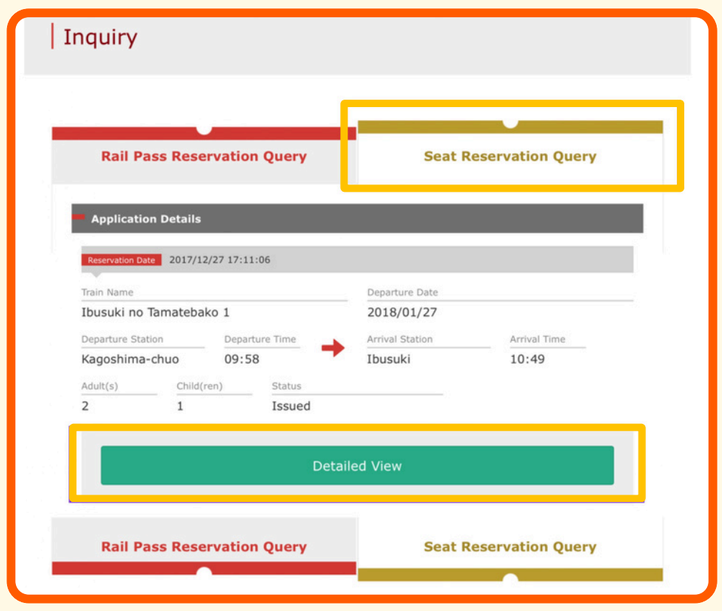
Seat reservation cancellation guide

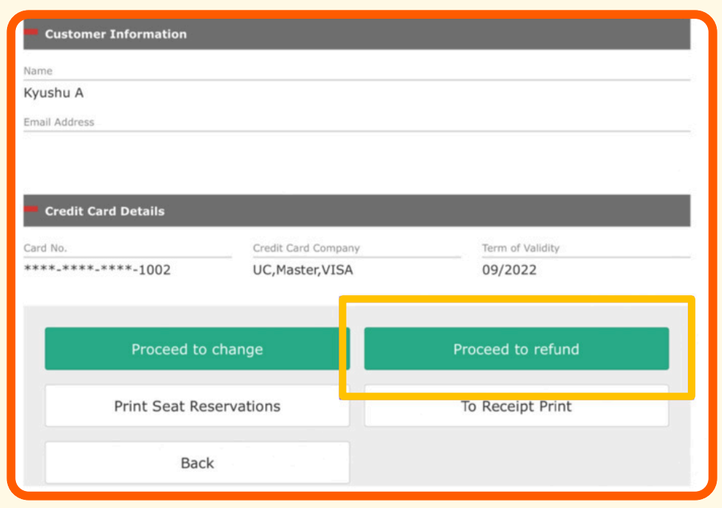
Log in to the JR Kyushu Rail Pass Online Booking official website

1



✶ **Click on “Seat Reservation Query” and “Detailed View” to display the seat reservation details**

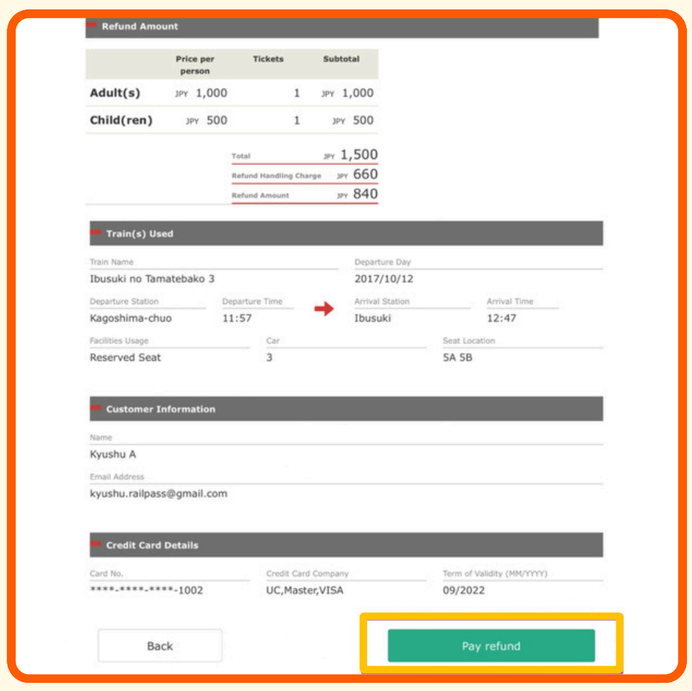
2



✶ **Click “Proceed to refund”**



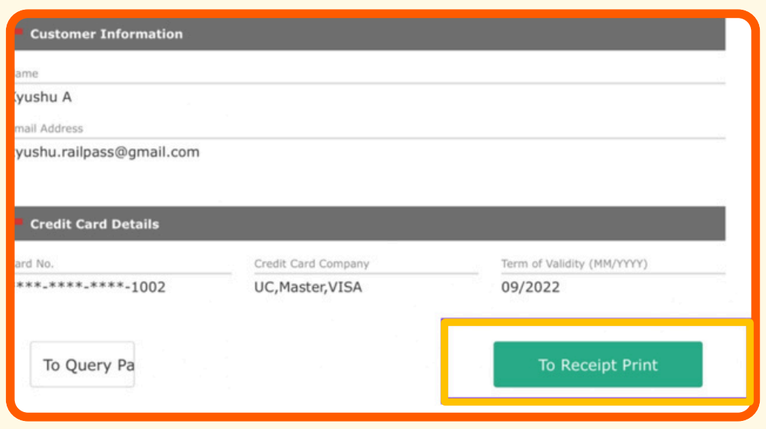
3



✶ **Confirm the reservation details and click “Pay refund”**

Please do not do any operation on your own (e.g. Click the "Back" button on the web browser) until proceeding "Confirmation step of payment"

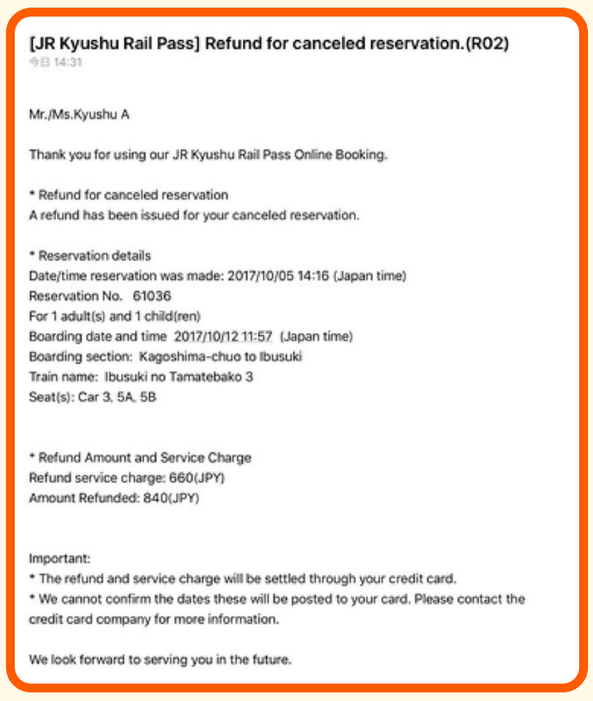
4



✶ **Click “To Receipt Print” if you need a receipt for the refund handling fee**

The refund will be processed immediately, but your credit card company may take longer to process it

5



[JR Kyushu Rail Pass] Refund for canceled reservation.(R02)

今日 14:31

Mr./Ms.Kyushu A

Thank you for using our JR Kyushu Rail Pass Online Booking.

* Refund for canceled reservation
A refund has been issued for your canceled reservation.

* Reservation details
Date/time reservation was made: 2017/10/05 14:16 (Japan time)
Reservation No. 61036
For 1 adult(s) and 1 child(ren)
Boarding date and time 2017/10/12 11:57 (Japan time)
Boarding section: Kagoshima-chuo to Ibusuki
Train name: Ibusuki no Tamatebako 3
Seat(s): Car 3, 5A, 5B

* Refund Amount and Service Charge
Refund service charge: 660(JPY)
Amount Refunded: 840(JPY)

Important:
* The refund and service charge will be settled through your credit card.
* We cannot confirm the dates these will be posted to your card. Please contact the credit card company for more information.

We look forward to serving you in the future.

✶ **Example of the automatically sent e-mail when a refund is completed**

