

Commerce Disclosure page

These Terms and Conditions govern the usage of our "Online Reservation System" (hereinafter referred to as the "Reservation System") by customers to apply for travel arrangements through Inbound Platform Co., Ltd. (hereinafter referred to as "the Company"). Any matters not stipulated in these Terms and Conditions shall be governed by our Travel Business Terms and Conditions (Section on Arranged Travel Contracts) and the contents described on the introduction screen for relevant products on our website. Should you have any questions, please feel free to inquire.

※ This Commerce Disclosure page forms part of the "Transaction Terms Document" as outlined in Article 12-4 of the Travel Agency Law, and part of the "Contract Document" as prescribed in Article 12-5 of the same law. This is also created in compliance with the "Standard Travel Agency Terms and Conditions (Section on Arranged Travel Contracts)"

1. Application Fee and Contract Formation

To apply for a trip, customers are required to fill in the necessary information on the "Application Content Confirmation & Payment Screen" on our homepage, agree to the necessary terms, and electronically submit it to the Company.

Please note that once the application content is submitted, changes or cancellations are not possible. We advise careful review before submission.

A travel contract (arranged travel contract) for the trip applied for shall be considered established when the customer receives a reservation completion notice from the Company. However, a contract is still considered established even if the customer is unable to confirm the reservation completion notice due to issues such as reception terminal malfunction on the customer's end. If the reservation completion notice is not confirmed after submission, customers should verify it through the "Reservation Confirmation & Cancellation" section on our homepage.

In cases where it becomes impossible to arrange travel services, such as the unavailability of seats on the applied-for Shinkansen, the contract will be considered not established, and the customer will be notified accordingly.

Customers can verify their application details on the ["JR Line Ticket Purchaser's My Page."](#)

Shinkansen Ticket Issuance Method

Within 48 hours following payment completion, the Company will arrange a QR code exchangeable for a Shinkansen ticket at Shinkansen ticket vending machines at JR stations. This QR code will be sent via email and can also be verified on the My Page provided in the email. For instructions on exchanging the Shinkansen ticket at the ticket vending machine, please refer to the relevant information.

When the application is made by a contract-responsible party representing a group or group travel, the Company will assume that the contract-responsible party possesses all proxy rights for the group constituents.

2. Handling Charges

The Company imposes the following travel service handling charges for the reservation and issuance of transportation tickets:

For each individual, per one-way journey, the handling charges are as follows:

JR Line Tickets

Tax and Service Fee

2,730 JPY per person

3. Application Conditions

Customers who require special accommodations due to health conditions, disabilities, pregnancy, or users of assistance dogs, among other considerations, are requested to inform the Company. The Company will endeavor to accommodate within its capabilities.

Please note that any expenses incurred for special arrangements made at the customer's request will be the responsibility of the customer.

The Company reserves the right to refuse applications in circumstances where the customer is identified as a member of an organized crime group, associated with anti-social forces, or engages in actions deemed violent, threatening, or harmful to the Company's reputation or business operations.

Applications may also be declined due to operational reasons of the company.

4. Travel Payment Terms

In cases where a member of a credit card company affiliated with the Company applies for the payment of travel fees and cancellation charges without a member's signature (referred to as a "communication contract"), the payment process will proceed as follows:

The customer will be required to provide a "member number and card expiration date" at the time of application.

The "card usage date" refers to the date on which the customer and the Company are obliged to fulfill payment or refund responsibilities under the travel contract.

A travel contract under a communication contract is considered established when the reservation completion notice is received by the customer.

If the customer's credit card is deemed invalid or unable to settle the travel fees, the Company reserves the right to refuse the conclusion of the travel contract.

After application submission, the Company will arrange and notify the customer of reservation completion, followed by payment settlement.

5. Changes and Cancellations of the Travel Contract

The Company does not accept requests for modifications, cancellations, or refunds of Shinkansen and limited express tickets.

Refunds for tickets, including reserved seat limited express tickets and reserved seat Green tickets (before departure time), as well as non-reserved seat limited express tickets and boarding tickets (within their validity period), are possible at JR station counters after exchanging the received QR code for a ticket. The refund amount will be the ticket's face value minus the refund fee as listed below:

| Ticket Type | Period | JR Refund Fee | JAPAN BULLET TRAIN Reception | JAPAN BULLETRAIN Handling Fee & Postage |
|--|-----------------------|---|-------------------------------------|--|
| Reserved Seat Limited Express Ticket | Before departure time | 30% of the ticket value (minimum 340 JPY) | Not accepted | Refunds not available |
| Reserved Seat Green Ticket | Before departure time | 30% of the ticket value (minimum 340 JPY) | Not accepted | Refunds not available |
| Non-reserved Seat Limited Express Ticket | Within validity | 220 JPY | Not accepted | Refunds not available |
| Boarding Ticket | Within validity | 220 JPY | Not accepted | Refunds not available |

For customers who miss their designated train with a reserved seat limited express ticket, unreserved ordinary car seats on subsequent trains on the same day are available for use (no refunds provided).

Unused tickets within their validity period may be changed once at a JR counter to the same type of ticket without a fee.

Cancellation Resulting from the Customer's Error:

If payment through the customer's credit card cannot be processed, the Company will cancel the travel contract.

Cancellation Resulting from the Company's Error:

If arranging travel services becomes impossible, the customer may cancel the travel contract. In this case, the Company will refund the remaining amount after deducting costs for services already provided or those yet to be paid.

6. Delivery of Contract Documents

Following the establishment of the travel contract, the Company will promptly send the contract documents via email. These documents include details of the travel itinerary, the contents of travel services, and the rights to receive the provision of these services.

7. Liabilities and Compensation of the Company; Exemptions

Liabilities and Compensation of the Company

The Company shall compensate for damages caused to the customer due to intentional or negligent actions in the execution of the travel contract, limited to claims made within 2 years from the day following the occurrence of the damage. For damages related to baggage, compensation is limited to 150,000 JPY per traveler, provided notification is given to the Company within 14 days from the day following the damage, unless in cases of intentional or gross negligence by the Company.

Exemptions

The Company shall not be held liable for compensation for damages resulting from:

Natural disasters, civil unrest, government orders, fires, service suspensions by accommodations, or food poisoning.

Damages due to the customer's own intentional or negligent actions.

Other circumstances beyond the control of the Company or its agents, including errors in customer information entry or the customer's failure to receive tickets.

Customer Responsibility

Customers are liable for compensation for damages caused to the Company due to their intentional or negligent actions.

In cases where travel service arrangements, such as seat availability on the applied-for flight, become impossible, the Company will cancel the payment settlement.

8. Non-Applicability of Special Compensation Provisions

As this is an arranged travel contract, the Special Compensation Provisions of the Company's separate travel agency terms and conditions do not apply.

9. Handling of Personal Information

The Company uses personal information provided on the application form for travel primarily for customer communication and to the extent necessary for arranging and receiving travel services or procedures related to insurance for responsibilities and costs due to contracts or accidents. This includes providing information to transportation and accommodation institutions, insurance companies, etc. Additionally, for purposes such as arranging for accompanying assistants or wheelchairs, personal information may be collected beyond stated needs, within the range necessary for our arrangements. Furthermore, the Company may use personal information for:

Introducing goods and services, campaigns of affiliated companies

Requesting opinions and feedback after travel participation

Conducting surveys

Providing special services

Creating statistical materials

For more details on our privacy policy, please visit the [Inbound Platform Privacy Policy](#) here.

10. Miscellaneous

For matters not addressed herein, the Company's "Travel Agency Terms and Conditions (Section on Arranged Travel Contracts)" shall apply.

Handling Branch

Inbound Platform Co., Ltd.

4F, SW Shinbashi Building, Shinbashi 6-14-5, Minato-ku, Tokyo

Registered with the Tokyo Metropolitan Governor as a travel agency, number 2-7989

【Phone Number】 03-6820-0074

【Inquiry Email Address】 info@japan-bullettrain.com

【Business Hours】

Reception is available
year-round from 8:00 to 23:00

【Travel Service Handling Manager】 : Hitoshi Takehara , Tomobe Kimie

*If a customer has any unclear points regarding the explanation provided by the person in charge concerning the travel contract with our company, and if there is a request from the customer, the final explanation will be provided by the travel business handling manager.