

## E-Voucher for Bullet Train Open Ticket Package

### Conditions

#### 1. Definition of this Product

The “E-Voucher for Bullet Train Open Ticket Package” (hereafter, E-Voucher) is an electronic proof of purchase issued by this company, JTB Global Marketing & Travel Inc. (hereafter, JTB GMT) which is to be exchanged by the person indicated on the E-Voucher for the “Bullet Train Open Ticket Package” (hereafter, Package) which includes non-reserved seat Shinkansen tickets.

#### 2. Requirements for Purchase and Exchange

This E-Voucher is available to be purchased by non-Japanese, non-residents of Japan, i.e., visitors from overseas, only. To exchange the E-Voucher for the Package, the person indicated on the E-Voucher must show their passport for identification and verification purposes.

In the case that all participants on a given E-Voucher are 11 years of age or younger (i.e., unaccompanied by an adult), the parent(s) or guardian(s) of each participant must agree to, fill out, sign and submit the Guardian’s Agreement (please contact Customer Support to request).

If any information regarding the purchaser of the E-Voucher (and any other members in the case of a group) is incorrect or misrepresented, the E-Voucher may be rejected and will not be accepted in exchange for the Package.

#### 3. Validity Period of E-Voucher

The E-Voucher is valid to be exchanged from the time it is issued (typically, immediately after purchase) until 1 month after the “Tour Date” designated by the customer at the time of purchase. It must be exchanged for the Package within this period. Expired E-Vouchers are invalid and cannot be exchanged for the Package or refunded.

#### 4. Place of Exchange

The E-Voucher must be exchanged for the Package at the JR Tokai Tours Tokyo or Shinagawa office during regular business hours. The E-Voucher can only be exchanged at one of these offices --it cannot be used as-is to board the Shinkansen or be exchanged at the Shinkansen ticket counter-- and must be exchanged during regular business hours. Please note that both of these offices are closed around the New Year holidays. The Tokyo Branch is closed Dec. 31 – Jan. 3, and the Shinagawa Branch is closed Dec. 30 – Jan. 3. It is impossible to exchange an E-Voucher when the branches are closed, so please plan your trip (including when to exchange) accordingly. If you purchase an E-Voucher and are unable to exchange it during this time, and as a result are unable to exchange it at all or it expires, neither JTB GMT nor JR Tokai Tours will be held responsible, and no compensation will be provided for any losses incurred on the customer. Business hours of the offices where you can exchange the E-Voucher are as follows:

JR Tokai Tours Tokyo Station Branch: 10:00 a.m. - 8:00 p.m. weekdays, 10:00 a.m. - 7:00 p.m. weekends and holidays

JR Tokai Tours Shinagawa Station Branch: 11:00 a.m. - 7:30 p.m. weekdays, 11:00 a.m. - 6:00 p.m. weekends and holidays

For guidance maps to the JR Tokai Tours Tokyo and Shinagawa Station offices, [please click here](#).

#### 5. Exchange Procedure

When exchanging the E-Voucher for the Package, please adhere to the following rules and procedures:

i. The E-Voucher must be exchanged by the person whose name appears on the E-Voucher (in most cases, the person who originally

purchased the E-Voucher; hereafter referred to as the Purchaser).

ii. In addition to a printed copy of the booking confirmation e-mail or purchase confirmation screen (showing booking confirmation number), please bring your passport for verification and identification purposes (in the case of a group included on the same E-Voucher, all members will be required to show their passports).

iii. At the time of exchange, you will be asked to fill out a Travel Application. Please fill out the necessary information.

iv. During the validity period of your E-Voucher (see 3. above), please proceed to the place of exchange (see 4. above) to exchange the E-Voucher for the Package. At this time, you will be asked to choose a date for your departing tickets (hereafter, Departure Date). A Departure Date can be designated from the "Tour Date" designated by the Purchaser at the time of purchase until one (1) month after the "Tour Date". You will also receive your return tickets at this time. Return tickets will be valid for unreserved seating on Shinkansen (bullet trains) for seven (7) days from the designated Departure Date.

v. Once the above requirements have been met, the E-Voucher will be exchanged for the Package.

\*Please note that the exchange can only be carried out at most one (1) month prior to the designated Departure Date.

\*A single E-Voucher can only be exchanged (used) once. In the case of a group, tickets for all members will be issued at the same time and for the same dates.

## 6. Making Changes to the E-Voucher

Any changes to the details of a purchased E-Voucher (including name of the Purchaser, Tour Date, number in party, etc.) must be made before exchanging the E-Voucher for the Package by contacting JAPANiCAN.com Customer Support. No processing fee will be charged, but additional payment may be necessary for additional guests, etc.

## 7. Refunds for the E-Voucher

The E-Voucher can be cancelled by contacting JAPANiCAN.com Customer Support. Refunds can only be issued if the E-Voucher is cancelled during its period of validity. Expired E-Vouchers are invalid and will not be refunded. Please note that online cancellation is not available.

## 8. Use of the E-Voucher

In addition to the conditions described here, use of the E-Voucher is subject to other applicable policies and travel and purchase agreements and contracts between the Purchaser and JTb GMT as well as Japanese laws.

## 9. Use of the Package

In addition to the conditions described here, use of the Package is subject to other applicable policies and travel and purchase agreements and contracts between the Purchaser and JTb GMT as well as Japanese laws.

## 10. Inquiries

For inquiries about the E-Voucher, please contact JAPANiCAN.com Customer Support. For inquiries about the Package, please contact Sunrise Tours: 03-5796-5454.

The above information was updated on March 1, 2011, and may change without prior notice. JTb GMT and JR Tokai Tours will not be held liable for inconveniences, damages, or financial losses that result from changes to the above information.