

■ If you would like to request a refund for your Exchange Order (before exchanging the Exchange Order to JAPAN RAIL PASS):

The Exchange Order is available to be cancelled at the travel agency which you made your purchase from, if requested within one year from the date of issue of your Exchange Order. Please contact the travel agency which you purchased your Exchange Order from.

(※ Fee may apply, please ask the travel agency).

■ If you would like to request a refund for the JAPAN RAIL PASS due to COVID-19 (requesting a refund due to COVID-19 after having exchanged your Exchange Order to a JAPAN RAIL PASS in Japan): Refunds can be made at the JAPAN RAIL PASS exchange office only when your JAPAN RAIL PASS is not used. (*A separate fee will be charged.)