Thank you for choosing JR East, and we hope you have a pleasant trip.

JR East InfoLine

Provides information about train schedules, the shortest route to your intended destination, how to purchase tickets, lost items, and more in English. Open from 1000 a.m. to 6:00 p.m. (excluding the year-end/New Year holiday period).

Call 050-2016-1603

JR EAST Website  www.jreast.co.jp/e/

Offers the latest JR East information, 24 hours a day, in English.
- Major train schedules
- Train operation information
- Fares and charges
- Discount coupons
- Route information
- Recommending sightseeing destinations
- Customer support
- Maps of major stations etc.

Tokyo Station JR EAST Travel Service Center

This facility provides services comprehensively, including "Tourist Information" and "exchange and sales of rail passes such as the JR EAST PASS".

Location: Marunouchi North Exit of Tokyo Station
Business hours: 7:30~23:00 (7:30~22:00 for ATM)
Languages: English, Chinese, Korean (※ and ⑤ only offer services in English)
Wi-Fi access and computers freely available

Suica www.jreast.co.jp/e/pass/suica

Suica is a type of prepaid electronic money that can be used for transportation and shopping.
(1) You may use it over and over again by charging it at ticket vending machines.
(2) Pass quickly through ticket gates with just one touch – there’s no need to buy a ticket.
(3) Suica can also be used in the Tokyo metropolitan area for railways and buses other than JR.
(4) Enjoy convenient and easy shopping at stores displaying the mark at right.

tokunai pass (Tokyo Metropolitan District Pass) オススメ

This pass provides unlimited rides for one day on all JR lines within the 23 Special Wards of Tokyo. It can be purchased at the ticket vending machines in the stations within the area on the night.
Adult: ¥750  Child: ¥370

Kanto Area Pass

The JR Kanto Area Pass is an economical unlimited travel pass that covers Tokyo and the surrounding areas, the "Kanto Area." It includes unlimited rides for three days on Shinkansen and Limited Express trains in the Kanto Area. You can also easily access popular sightseeing areas, including Ueno, Kanda, and Kichijoji.
Adult: ¥8,300  Child: ¥4,200

Sale Locations 購入場所

JR EAST Cautions for usage

- Please buy a correct ticket to your destination. If your ticket does not contain a record of when you entered the ticket gate, the automatic gates may close when you attempt to leave.
- If you lose your ticket, you may be able to explain what happened, and confirmation may take time. You may also be requested to pay an additional fare equal to three times the basic fare for the destination from the departing station.
- Please do not use your mobile phone on the train. (Please be considerate of passengers nearby.)
- Adults are 13 years or older, children are aged 11 and under, and small children are age 3 or younger. Adults and children must purchase tickets.

The information is current as of March 2014. It may be changed with no prior notice.