

Types of tickets		Terms of refund	Cancellation fee
<ul style="list-style-type: none"> ➤ Basic fare ticket (normal / multiple-ride) ➤ Express ticket ➤ Limited Express non-reserved seat ticket ➤ Special Limited Express ticket ➤ Green Car non-reserved seat ticket 		Unused, within valid days (Tickets sold in advance can be refunded also before the starting date of the valid days.)	220 yen
Reserved seat tickets	Limited Express ticket for standing	Until the departure time	220 yen
	<ul style="list-style-type: none"> ➤ Limited Express reserved seat ticket ➤ Green Car reserved seat ticket ➤ Berth ticket ➤ Reserved seat ticket 	Until 2 days before the departure date	340 yen
		From one day before until the departure time	30% of the ticket price (min. 340 yen)

- ✓ When you refund a ticket already changed on the departure day or the date before the departure, 30% of your ticket price will apply as a cancellation fee.
- ✓ When you cancel an unassigned seat ticket of "Hitachi", "Tokiwa", "Narita Express", "Swallow Akagi", "Azusa", "Kaiji", "Fuji Excursion", "Hachioji", "Ome", "Odoriko" or "Shonan", the charge will be 340 yen until the departure date.
- ✓ When you refund a Limited Express ticket combined with a Green Car ticket or a Berth ticket or an Express ticket combined with a Reserved seat ticket on one ticket, a cancellation fee will be applied to the ticket price of Green Car, Berth or Reserved seat.
- ✓ When you refund a Limited Express ticket combining two Shinkansen areas showing below on one ticket, the charge will be calculated by the total amount of Express fees.
 - The Tohoku Shinkansen(Tokyo - Fukushima) and "Tsubasa"(Fukushima – Shinjo)
 - The Tohoku Shinkansen(Tokyo - Morioka) and "Komachi"(Morioka-Akita)
 - The Joetsu Shinkansen and Echigo-Yuzawa – GALA-Yuzawa
- ✓ If your ticket is bought by a credit card, the refund policy may differ depending on the credit card company.
- ✓ If you have any questions, please ask the station staff.