

Japan Rail Pass Terms and Conditions

By purchasing the Japan Rail Pass, you accept and acknowledge the following conditions:

1 Order, delivery, and redemption of the Japan Rail Pass

1.1 Steps of ordering

- Select the number and type of Japan Rail Pass
- Correctly fill out passenger details, with names and nationality as shown in the traveller's passport, provide intended departure date to Japan, and accept "Eligibility conditions".
- Specify delivery and billing address (if the two are not the same)
- Review your order in full.
- If the entered data is correct, click the "Continue to payment" button to proceed to the payment provider's interface.
- After successful payment processing, you will receive confirmation of the purchase via email.

1.2 Service provider data

Name of service provider: Travel Plaza Netherlands B.V. (Japanspecialist)
Registered place of business: TOO Amsterdam Millennium Tower Radarweg 29A/B,
12th floor, Office 1209, 1043 Amsterdam, The Netherlands
Company registration number: 33249941
Email: jrp@japanspecialist.com

1.3 How to pay

Japanspecialist uses Stripe as a payment processor to facilitate your payments. To allow Stripe to verify and process your payments, it is necessary to provide certain personal information to Stripe (including your name, financial details, billing address and telephone number). More details can be found here: <https://stripe.com/payment-terms/legal>

When you make a purchase, payments by credit or debit card are processed immediately via Stripe using a secure link. No card details are held by Japanspecialist.

Stripe will only use your personal information for the purpose of processing payments, and always in accordance with applicable data protection laws.

All prices will be displayed during the order process. All prices quoted include applicable taxes and charges incurred by Japanspecialist for use of debit or credit cards unless otherwise stated. You may incur additional charges for the use of debit or credit cards from your provider and those charges are in addition to the advertised price.

Payment can be made by credit or debit card, or e-wallet (or any other payment method permitted by Japanspecialist which may vary by country) as explained during the order process. In all cases, Japanspecialist treats the payment as confirmation that you are the person authorized to use that credit card or debit card, and that you are over 18 years old.

After the payment is completed you will receive confirmation via email.

1.4 Exchange Order

Once your payment is confirmed, Travel Plaza Netherlands B.V. issues a voucher called an "Exchange Order" which you can redeem for a Japan Rail Pass in Japan at the locations indicated here: <https://japanrailpass.net/en/exchange.html>

Please note that the Exchange Order is a paper voucher which you will need to bring to Japan - you will not receive a digital copy. In the event you forget to take the original voucher with you to Japan, it will not be possible to claim your Japan Rail Pass.

You should receive the Exchange Order within 1-3 business days after purchase when delivery is within the EU or to the United Kingdom. Delivery time to other worldwide locations may vary. Our business days are Monday to Friday from 9:00 to 17:00 (CET). During holiday periods delivery may take longer. Please note that if you book your Japan Rail Pass during the weekend, we will process your order on the next available business day.

1.5 Delivery

Japanspecialist is contracted to UPS services for secure and fast delivery. After placing your order, you will receive an email from us with your unique tracking number. You will be able to track the progress of the shipment anytime.

The shipping costs are borne by the customer as indicated on the website at the time of purchase.

In the event you wish to place a last-minute order, e.g. your departure date to Japan is within 5 days of the date you wish to order the Japan Rail Pass, please send us an email to jrp@japanspecialist.com and we will contact you with options to have the Japan Rail Pass delivered at short notice. Delivery costs may be higher due to the urgency of the delivery.

1.6 Redemption of the Japan Rail Pass

The Exchange Order does not entitle you to travel before redemption.

Your Exchange Order must be exchanged for a Japan Rail Pass within 3 months of the date the Exchange Order was issued.

In the "Japan Rail Pass" menu and "Frequently Asked Questions" sections, Japanspecialist provided all available information in relation to using the Japan Rail Pass. This information is sufficient for the intended use of the Japan Rail Pass, Japanspecialist does not assume responsibility for problems arising from the non-acceptance of the information and/or improper use.

The name on the voucher must match the name on the traveller's passport. If the name differs, the Japan Railways Group may refuse to redeem the voucher. Japanspecialist is not responsible for problems arising from incorrect data entry.

2 Conditions of use of Japan Rail Pass

- The Exchange Order and The Japan Rail Pass are not transferable.
- The holder of the Japan Rail Pass must keep his passport with him for the entire duration of the trip and present it upon request.
- A voucher that has already been redeemed for a Japan Rail Pass cannot be refunded.
- The Japan Rail Pass cannot be refunded due to train delays or flight cancellations.
- If your voucher is lost or stolen, a refund cannot be requested.
- If you bought a second class (Standard) pass but want to travel in first class (Green), you need to pay a surcharge for that trip at the Japanese Japan Rail Pass office.
- If you have purchased a first class (Green) Japan Rail Pass and want to use a bed in the sleeper compartment, you must pay a surcharge for the bed for the given journey.
- If you have bought a first class (Green) railway pass but want to have a seat in Standard class, you are not entitled to a refund of the price of the pass.

3 Cancel an order, request modification, or submit a complaint

Due to the speed of the payment, it is not possible to cancel the payment once the purchase has been completed.

Order modification / cancellation

It is possible to cancel your order and get a refund only if the Japan Rail Pass has not been used. The administration fee is 15% of each Japan Rail Pass you have purchased. Please void the document by using a blue pen, by writing a word with "VOID" on it and take a picture of it. Please send a photo proof by email to jrp@japanspecialist.com. Once we receive your request by email we can proceed with a refund to the same card used for the purchase in within 7 business days.

In case your travel dates change, you need to contact us if your new intended dates of use will be outside those 90 days. In this case, please void the document by using a blue pen, by writing "VOID" on it and taking a picture. Please send the photo by email to jrp@japanspecialist.com along with the new dates of use. An additional administration fee of 25 EUR per order plus a delivery fee will be applicable, for issuing and delivering the new Japan Rail Pass(es). Delivery takes place the same way as per your initial order.

A name change request is possible only if the voucher has not yet been exchanged. Please void the document by using a blue pen, by writing "VOID" on it and taking a picture. Please send the photo by email to jrp@japanspecialist.com along with the correct name. An additional administration fee of 25 EUR per order plus a delivery fee will be applicable. Delivery takes place the same way as per your initial order. Please note, that you can exchange your order in Japan only if the names in the document are the same as in the corresponding passport.

Japanspecialist accepts complaints only in writing and sent to jrp@japanspecialist.com. The person submitting the complaint must attach the identification of the confirmation received at the time of the order.

4 Processing of data provided by the customer

The protection of your personal data is of the utmost importance to Travel Plaza Netherlands B.V. and its partners. The collection and processing of personally identifiable data necessary while using our website, complies with the applicable data protection regulations. For more information, please see the Privacy notice section.

We treat your data confidentially and do not forward it to third parties unless this is essential for the fulfilment of the contract (e.g., post office, courier service). Our employees, partners and service providers are also obliged to confidentiality.

The conditions listed on this page are in accordance with Japan Railways Group's passenger transport regulations and Japanese laws.

5 Liability

To the fullest extent permitted by law and without prejudice to any mandatory rights and restrictions imposed by the law of the country of your residence, Japanspecialist assumes no liability in connection with the following:

- Any interruption of Japanspecialist's website due to circumstances beyond our control
- Damage or loss resulting from acts or omissions of Japan Railways Group, including but not limited to delays and other disruptions to train traffic in Japan
- Any other form of damage or loss resulting from any cause other than a default by Japanspecialist, including, but not limited to, damage or loss caused by incorrect or unlawful use of the Japan Rail Pass.

Liability for consequential damage is in any case excluded, unless this damage is demonstrably the result of intent or gross negligence on the part of Japanspecialist.

6 Applicable law and disputes

The legal relationship between you and Japanspecialist, including the content of these terms and conditions, shall be governed by, construed and enforced in accordance with Dutch law, to the exclusion of the applicability of the 1980 Convention on Contracts for the International Sale of Goods. This choice of law shall not affect any specific statutory consumer rights you may have under the law of your country of residence.

In the event of a dispute between the parties, you have the right to bring legal proceedings against us before the competent court in Amsterdam, or before the competent court of your country of residence. The foregoing right is without prejudice to any specific statutory consumer rights you may have under the law of your country of residence.