



AGENCY BULLETIN

Japan Rail Pass: Face to Face Sales Only

Thank you for support of Japan Rail Pass products.

This is to notify all agencies that we have received direction from the Japan Railways Group (JR) that all JR Rail Pass sales transactions are to be conducted at travel agencies' counters only (i.e. face to face transactions). Telephone or internet sales are not permitted.

Should your agency be conducting JR Rail Pass sales over the phone or via your agency's website, please discontinue such sales as soon as possible, and no later than January 31, 2018.

Your kind cooperation and understanding is greatly appreciated.