

JR TOKAI TOURS FRT-Voucher

Conditions

1. Definition of this Product

“FRT-Voucher” (hereinafter referred to as the “Voucher”) is an electronic coupon issued by VELTRA and can only be used by those who are indicated on the coupon. The coupon is an exclusive exchange slip for the “Flex Rail Ticket Package” (hereinafter referred to as the “Package”) which includes Tokaido-Shinkansen (bullet trains and non-reserved seats) round trip tickets.

2. Requirements for Purchase and Exchange

The Voucher can only be purchased by foreign adults who is aged 20 or above. The age 19 and below must be accompanied by a guardian who is aged 20 or above while travelling.

When exchanging the Voucher for the Package, you must show your passport for identification and your passport must match the name indicated on the Voucher.

If the purchaser information (for groups, it also includes the information of the members) on the Voucher is found to be false, the Voucher is rendered invalid and cannot be exchanged for the Package.

The voucher fee and age categorization are as follows.

Age 12 & Above	Fee for Adults
Age 6 - 11	Fee for Children
Age 5 & Below	Fee for Infants

3. Validity Period of FRT-Voucher

The Voucher is valid for thirty (30) days starting on the “Start Date” designated by the customer at the time of purchase. You must exchange the Voucher for the Package within this period at JR Tokai Tours. Expired Vouchers will be rendered invalid and cannot be exchanged or refunded.

You also cannot exchange the Voucher for the Package if the Package is not available for exchange during that period. Please check the period of availability of the Package before purchasing the Voucher.

4. Place of Exchange

The Voucher must be exchanged for the Package at JR Tokai Tours Tokyo branch or Shinagawa branch during business hours. If you have not exchanged the Voucher, you cannot board the Shinkansen. The Voucher cannot be exchanged anywhere except at a JR Tokai Tours Travel Counter.

The Tokyo and Shinagawa branches are closed at the end of the year and on New Year’s holidays.

Please check the “Exchange Location Guide” for more information about exchange locations and business hours.

5. Exchange Procedure

Please adhere to the following rules and procedures when exchanging the Voucher for the Package at JR Tokai Tours.

The Voucher is only valid for use by the persons indicated on the Voucher.

- Bring the passports for all the members reserved on the Voucher. If you do not present all of the members' passports, you cannot exchange the Voucher.

- Show the confirmation of your reservation (Voucher).

- Fill out the required sections of a Travel Application Form. You can designate the Package start date on this form.

- * For the Package start date (departure date), you can choose a date starting from the "Start Date" that the purchaser designated during purchase of the Voucher, or later.

- * You cannot choose a start date that is earlier than the "Start Date" designated during purchase of the Voucher

- You will also receive your return tickets at this time.

- Return tickets can only be used for non-reserved seats on the Shinkansen within 7 days of the designated date.

- * The Voucher can be exchanged for the Package at most one (1) month before the departure date.

- * A single Voucher can be used only once. In case of a group, the Voucher cannot be exchanged individually. All the members on the Voucher must exchange the Voucher for the Package at the same time.

6. Confirmation of Voucher Reservation Details

If you want to make a change to the Voucher you purchased (the name of the purchaser, number of persons, Start Date, etc.), contact VELTRA and make the change before exchanging the Voucher for the Package.

There will be no extra fees for making changes. However, if you add extra persons, you will need to pay for the number of persons you added.

7. Refunds for the FRT-Voucher

The Voucher can be refunded without charges if you contact the VELTRA website while the Voucher is still valid. The Voucher will be rendered invalid once it expires and cannot be refunded.

There will be cancellation fees if you are changing the departure date or cancelling the ticket after you have already exchanged the Voucher for the Package.

8. Using the Voucher & Package

In addition to the conditions stated on this document, transactions between JR Tokai Tours and the purchaser will be governed by the Travel Agency Contract as well as Japanese laws.

9. Inquiries

For more information on the Voucher and the Package, contact VELTRA.

The above contents is as of 30th August, 2019 and may change without prior notice. JR Tokai Tours will not be held liable for inconveniences, damages, or financial losses that result from changes to the above contents.