

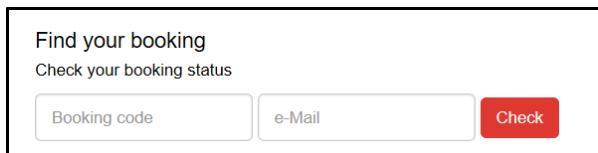
## [How to cancel and refund]

Please complete STEP1 and 2 for cancel and refund.

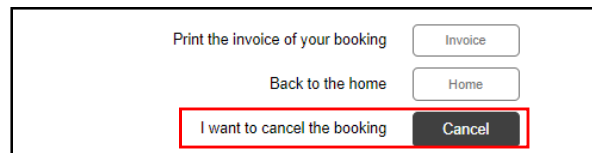
### STEP 1 : Cancel your booking

Please find your order through <https://www.jtb.ca/booking/check.aspx>

Input your booking with Booking code and e-Mail



At Booking Status page, please cancel your booking



You will receive a confirmation email.

### STEP 2 : Refund process

Refund process is deferent between Japan Rail Pass Exchange Order and E-Voucher. Please see following,

#### **Japan Rail Pass Exchange Order (referred to as Voucher)**

After canceling your booking, **please return an ORIGINAL voucher by mail or drop off at the following address.** Customers are responsible for the postage. Once we received the ORIGINAL vouchers, we will process your refund.

**JTB International (Canada) Ltd. / Attn: J-station Vancouver (JR Pass refund)  
8899 Odlin Crescent Richmond, BC V6X 3Z7**

**Tel: 604-688-0315**

#### **E-voucher**

After canceling your booking, We will process your refund once we confirmed the pass status as un-exchanged. \*Do not need to return your E-voucher.

Applicable pass for E-voucher;

- Nagano Niigata Area Pass (Flexible)
- Tohoku-South Hokkaido Rail Pass (Flexible)
- All Kyushu Rail Pass
- Northern Kyushu Area Pass
- Southern Kyushu Area Pass

**When we completed refund process, we will send refund credit card transaction by email.**

\*The refund will be made to the original payment method.