



Beginner's Guide

Beautiful scenery and delicious food can be found throughout Hokkaido. The most convenient way to see all Hokkaido has to offer is by train. This guide will provide first time JR Hokkaido users with a wealth of useful information.

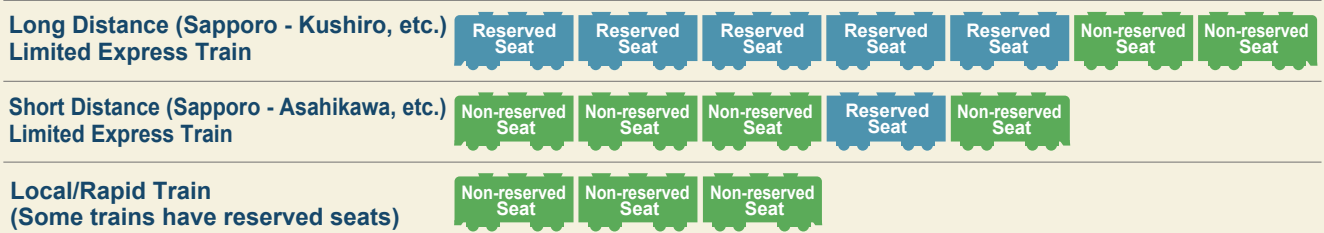
1 What kind of ticket do I need to board a train?

- A basic fare ticket is required for boarding.
- In order to board a Limited Express, a limited express ticket is required in addition to a basic fare ticket.
- For reserved seats, a reserved seat ticket is required in addition to a basic fare ticket and limited express ticket.

Ticket Types

Train Types in Hokkaido	Local	Rapid		Limited Express			Shinkansen		
Stops	Stops at every station. Some trains do not stop at some stations.	Does not stop at some stations.		Stops only at major stations.			Stops only at Shinkansen Stations.		
Car & Seat Type	All cars are Non-reserved	Non-reserved Seat	Reserved Seat	Non-reserved Seat	Reserved Seat	Some trains have Green Car connected.	Ordinary Car	First-class car (Green Car)	Gran Class
Ticket(s) Required	Basic fare ticket	Basic fare ticket	Basic fare ticket + Reserved seat ticket	Basic fare ticket + Non-reserved seat Limited Express ticket	Basic fare ticket + Reserved seat Limited Express ticket	Basic fare ticket + Limited express ticket & Reserved seat green car ticket	Basic fare ticket + Reserved seat Limited Express ticket	Basic fare ticket + Limited express ticket & Reserved seat green car ticket	Basic fare ticket + Limited express ticket & Reserved seat green car ticket

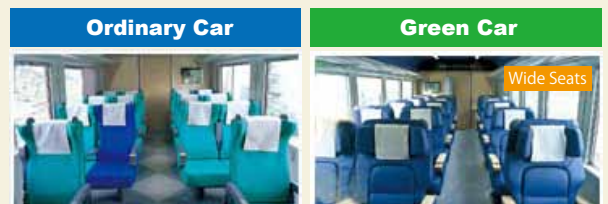
Car Formation (Example)



Car Types of Limited Express Train

There are two types of car: Ordinary and Green.

The difference between Ordinary and Green cars is... Green cars have wider seats for a more comfortable and relaxing trip.



Reserved Seat

Because the date, train, departure time, arrival time, and seat number are determined, a seat is guaranteed.

Non-reserved Seat

You may sit in any vacant seat of a Non-reserved car (on the date of your choosing). Because a seat cannot be reserved, you may be unable to sit if the train is crowded.

Passenger Classification

Adult	Ages 12 and older
Child	Ages 6 through 11
Infant	Ages 1 through 5
Baby	Less than 1 year old

Fares & Charges for Children

Children's basic fare, limited express, express, and reserved seat tickets are 50% of the adult price (fractions under ¥10 are rounded down). Green car, sleeper car, and numbered tickets are the same as the adult price.

Fares & Charges for Infants/Babies

Though infants and babies travel for free, a child ticket is required in the following cases.

- ① When three or more infants accompany one adult or a child (tickets are required for the third and any additional infants).
- ② When an infant or baby occupies his or her own reserved seat, Green Car seat, or berth.
- ③ When an infant travels alone.
- ④ When infants travel as a group.

2 Where can I purchase a ticket?



? I cannot speak Japanese. Is there a counter for foreigners?

There are special JR Information Desk counters for assisting foreigners located in New Chitose Airport and Sapporo Station. You need not worry about the language barrier.

JR Information Desk



The JR Information Desk is a ticket counter exclusively for foreign travelers. Chinese, English, and Korean speaking staff are available to assist you. Exchange orders can be exchanged for all types of Rail Pass and JR tickets are also available for purchase.

JR Information Desk

- ➔ JR Sapporo Station West Exit (8:30-19:00)
- ➔ New Chitose Airport Station (8:30-19:00)

Services are available in three languages (English, Chinese, and Korean) at JR Sapporo Station West Exit and New Chitose Airport Station.

➔ [Click here for the JR Information Desk website](#)

3

What kind of ticket do you recommend for traveling in Hokkaido?

Hokkaido is larger than you imagine and it will often take several hours to reach your destination. First, let's take a look at the distance and travel time between the major stations.

Station	Duration
Asahikawa	Approx. 1 hr. 25 min.
Furano	Approx. 2 hr. 30 min.
Wakkanai	Approx. 5 hr. 10 min.
Abashiri	Approx. 5 hr. 30 min.
Shiretoko-Shari	Approx. 6 hr. 40 min.
Obihiro	Approx. 2 hr. 40 min.
Kushiro	Approx. 4 hr. 10 min.
Otaru	Approx. 32 min.
Niseko	Approx. 2 hr. 30 min.
New Chitose Airport	Approx. 37 min.
Noboribetsu	Approx. 1 hr. 15 min.
Toya	Approx. 1 hr. 50 min.
Hakodate	Approx. 3 hr. 40 min.

Departure from Sapporo Sta. **01**



If you plan to use many trains to travel extensively in Hokkaido:

We recommend the Hokkaido Rail Pass. There are 3-Day, 5-Day, and 7-Day consecutive use types as well as a flexible 4-Day type. Choose the type that fits your itinerary the best.

[Click here for the Hokkaido Rail Pass website](#) ➔

If you plan to travel on a small scale in Hokkaido:

For simple city-to-city travel from Sapporo to Noboribetsu, Toya, Hakodate, Asahikawa, etc., we recommend Discount tickets such as the Round-trip Discount ticket.

[Click here for the Discount tickets](#) ➔

Seasonal Discount tickets

Seasonal Discount tickets are available for exclusive purchase in Hokkaido for travel to destinations such as Furano/Biei in summer or Asahiyama Zoo. Information about these tickets can be viewed on our website.

4

How to Use the Trains

Reading the Electronic Display

After checking your ① Train Number, ② Departure Time, ③ Destination, and ④ Platform, pass through the ⑤ Ticket Gate.

新千歳空港行発着時刻 for New Chitose Airport				到着時刻	
✈️ RAPID AIRPORT 84	8:40	NEW CHITOSE AIRPORT	Track No. 5	9:16	Time of Arrival
✈️ RAPID AIRPORT 86	8:55	NEW CHITOSE AIRPORT	Track No. 6	9:31	Time of Arrival
✈️ RAPID AIRPORT 90	9:10	NEW CHITOSE AIRPORT	Track No. 5	9:46	Time of Arrival



Using the Automatic Ticket Checker

Insert your ticket into the insertion slot of the automatic ticket checker and pass through. Be sure to take your ticket at the other end once you have passed through the gate. When exiting the automatic ticket checker, your ticket will be collected. The Hokkaido Rail Pass, Japan Rail Pass, and tickets with a white or gray back cannot be used at an automatic ticket gate and must be shown at a staff attended gate.

Wait for Your Train on the Platform

Boarding door plates hang over the platforms at major stations indicating boarding locations for Local and Rapid trains. For Limited Express trains, the name and car number are displayed. Please confirm your train and line up double file in front of the plate to wait.



Board Your Train

When using a reserved seat on a Limited Express or other train, be careful not to lose your ticket as reserved seat tickets will be checked on the train by the conductor.

Hokkaido Travel Etiquette

Now that you've got a ticket, it's time to board a train and set off on your journey!

Please be sure to behave in a manner that will allow you and all other passengers to have a comfortable trip. Some trains offer food and drinks for sale on board. You may also purchase items such as boxed lunches and eat them on the train.

On the platform



Please step back from the tracks and line up double file inside the white line.

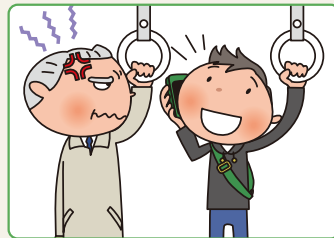


When taking photographs, please be careful and take them from inside the white line.

Some passengers prefer to rest on the train



Please be careful when talking that the volume of your voice does not disturb other passengers.



Please set your mobile phone to manner mode while on board and refrain from making calls on Local or Rapid trains. When making calls on Limited Express or Express trains, please use the deck.

Trains may become full during the tourist season. Please cooperate so that as many people as possible can have a seat.



Please place your luggage on the rack or in your lap.



Please use 4-seater box seats with four people.



Passengers with a reserved seat ticket may only use the seat designated on their ticket.

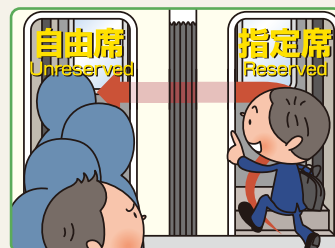


There is no standing room in the reserved seat car. Even if the unreserved seat car is full, you may not stand in the reserved seat car.

In order to get on and off the train smoothly...



Please be ready to exit the train in advance before arriving at your destination as trains only stop for a brief time. (Onboard announcements are made before stopping at each station.)



Please refrain from passing through the reserved seat car to reach the unreserved car when boarding.

We hope you'll have a nice trip in Hokkaido!