



エアポートバス 東京・成田

FAQ

Due to COVID-19 pandemic, the following may occur.

- Suspension of advance booking
- Partial suspension of the bus service
- Change of ticket counter opening hours

Please check the latest bus service on time table of Airport bus TYO-NRT website.



Luggage

- Q. How many suitcases are allowed?
- A. Luggage that is able to be stored in the trunk compartment is limited to 1 per customer (The total of the 3 measurements should be within approx. 158cm). We ask for your cooperation.
- Q. Are there any types of luggage that cannot be brought on to the bus and/or put
- A. Bicycles (including folding bicycles), skis, snowboards, surfboards, golf bags, large instruments, cardboard boxes, etc. and other articles that are not allowed based on the transportation clauses are not allowed on board or in the trunk compartment.



Reservations

- Q. Can I make a reservation through the phone?
- A. Reservations are not accepted through the phone.
- Q. Can I make a reservation for a bus departing from Ginza Station?
- A. Unfortunately, the following routes do not accept reservations.

- Buses for Narita Airport with non-reserved seating
(Other than routes departing from Tokyo Station Yaesu South Exit and Kajibashi Parking Lot with reserved seating)
(Routes for hotels around Narita Airport)
 - Buses departing from Narita Airport
- ※*Even if you do make a reservation, there are no exchanges for buses departing from Ginza Station, Shinonome Aeon-mae, Shinonome Shako, or Oedo Onsen.
We ask for your understanding.

- Q. I have finished reserving/paying, but have not yet received a confirmation email.
- A. spam folder. Please check there. (This is often the case when using free-mail systems. Confirmation emails have frequently been found in the spam folder.)



Boarding the bus at Narita Airport

- Q. What is the earliest bus I can buy a ticket for?
- A. Please purchase the scheduled ticket for between 9:20 and 21:40 departing from Narita Airport Terminal3 at the ticket sales counter.
(The ticket sales counter opening hours...9:00~22:00)
- Q. Can I use a payment other than cash at the Narita Airport ticket counter?
- A. Other methods of payment that are accepted are IC card, credit card, Union Pay card, and QR code (Alipay, WeChat Pay).
The ticket machine at Terminal 3 only accepts cash payment.



Boarding the bus at Tokyo Station

- Q. What are the business hours for the JR bus ticket station at Tokyo Station?
- A. 6 : 0 0 ~ 2 4 : 3 0
*ATTENTION: Due to prevention of COVID-19 pandemic,
ticket sales counter open from 6:00 to 0:00 until further notice.



Other

- Q. I will be taking an LCC flight. Do the buses arrive on time according to the schedule?
- A. Buses may be late depending on traffic.
Please be sure to leave yourself plenty of time when riding the bus.
- Q. Are there restrooms on board the buses?
- A. Not all buses are equipped with restrooms. Please check the timetable.