



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 into the trunk compartment?

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. Until when are cancellations accepted?

A. Cancellations are accepted until 1 hour before the first bus departs from the bus stop.

Q. I have finished reserving/paying, but have not yet received a confirmation email.

A. The confirmation email may have been sent to your 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.

Q. Can I make a reservation through the phone?

A. Reservations are not accepted through the phone.

Q. Where can I cancel my reservation?

A. Please cancel you reservation at the following website.

<https://www.kousokubus.net/BusRsv/ja/>

Refund procedures differ depending on method of payment. For more information, please visit the FAQ on the Express Bus website.

Additionally, there is a designated fee for cancelations. For more information, please visit the site where you made your reservation.

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.

Boarding the bus at Narita Airport

Q. What is the earliest bus I can buy a ticket for?

A. Please buy tickets for buses departing Narita Airport between 7:00 ~ 23:05 at the ticket counter. When riding buses that depart at times outside the above hours, please pay when boarding the bus.

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

Q. What will happen to the Keisei Express Bus Lounge?

A. Keisei Express Bus Lounge was closed in April 30th, 2020. We are extremely grateful for your patronage over the years.

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.