



エアポートバス 東京・成田

FAQ

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.

Reservation is not available until further notice. Due to all bus services without reservation, For those who come from Tokyo Station and Tokyo metropolitan buses, please go directly to the bus stop. For those who come from Narita Airport, please go to the ticket sales counter.

(If you want to board from Tokyo Station with "cash""credit card", please purchase a ticket at the "JR Express Bus Ticket Office" and come to the bus stop.

If you like to pay in cash for tickets departing from Tokyo Station between 5:00am and 6:00am outside office hours, please come directly to the bus stop. Credit cards cannot be used.)

- 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 7:30 and 22:45 departing from Narita Airport Terminal3 at the ticket sales counter.
- 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).



Boarding the bus at Tokyo Station

- Q. What are the business hours for the JR bus ticket station at Tokyo Station?
- A. 6 : 00~24 : 00



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. We operate buses with a restroom.
We may operate buses without a restroom due to vehicle checkup and other reasons.