

Setting up of a “Ticket Reservation Office (Midori-no-madoguchi)” for foreign passengers visiting Japan at Kansai Airport station

July 24, 2014

West Japan Railway Company

In order to make the use of the “Kansai Airport station,” which serves as a gateway to western Japan, as convenient and easy as possible for foreign passengers visiting Japan, we have strived to expand our range of services including the presence of Chinese-speaking staff assigned to provide assistance at the station.

As the grand opening of “The Wizarding World of Harry Potter™” at Universal Studios Japan® is expected to attract more international visitors to Japan from abroad, we will be ready to set up a new “Ticket Reservation Office (Midori-no-madoguchi)” at the “Kansai Airport station” to sell products intended for foreign passengers visiting Japan. We continue to strive to expand and improve the services we offer, so that we can help more passengers enjoy tour of western Japan.

In the Kansai Airport station, a new “Ticket Reservation Office” (approx. 80 m²) will be upstairs, above the existing “Ticket Reservation Office,” and will be staffed with English-/Chinese-speaking Taiwanese and/or Chinese attendants who are (supposed to be) responsible for selling products intended for foreign passengers visiting Japan.

- Starting date : August 1, 2014 (Friday)
- Business hour : 10:30 to 18:30 (varies depending on the times of the year)
- Duty : Selling or exchanging the following products intended for foreign passengers visiting Japan:
 - ICOCA & HARUKA
 - JR-WEST RAIL PASS
 - JAPAN RAIL PASS
 - DETECTIVE CONAN Hiroshima & Miyajima RAIL PASS, etc.
- Other : Providing space under the stairs leading up to the new “Ticket Reservation Office” to keep or hold baggage such as suitcases.

Present office



Upstairs entrance

