

January 12, 2024
Central Japan Railway Company
West Japan Railway Company

Nozomi Trains to Operate with All Reserved Seats on the Tokaido and Sanyo Shinkansen during 2024 Golden Week Period

During the three major peak periods,^(*1) Nozomi trains will operate with all reserved seats (no non-reserved seats^{*2)} on the Tokaido and Sanyo Shinkansen.

During the year-end and New Year period in FY2023, when this measure was applied for the first time, non-reserved seats on Nozomi trains were switched to reserved seats, resulting in increasing the number of reserved seats in regular cars per train by approximately 30%. This enabled more customers to make seat reservations and also eliminated the need for customers to wait for a long time on the platform to ride in non-reserved seat cars, making their trip more comfortable.

Based on these results, we have decided that Nozomi trains will also operate with all reserved seats during the Golden Week period in 2024, which will be the next peak period among the three major peak periods, as described below.

We will use the “12 Nozomi Timetable” between Tokyo and Shin-Osaka as before and increase the number of train services directly linking the Tokaido and Sanyo Shinkansen sections in order to offer more train services and seats. In addition, with the EX Service,^(*3) reservations may be made up to one year in advance.

Once you have decided on your schedule for Golden Week, it is recommended to book a reserved seat so that you can travel with peace of mind.

*1 The three major peak periods are Golden Week, Obon, and the year-end and New Year holidays.

*2 Normally, a Nozomi train has non-reserved seats in Cars No. 1 through No. 3.

*3 The EX Service consists of “Express Reservation” (annual fee: 1,100 yen including tax) and “Smart EX” (no annual fee), which are online reservation and ticketless boarding services for the Tokaido, Sanyo, and Kyushu Shinkansen. For details, please see the Express Reservation website (<https://expy.jp/>) and the Smart EX website (<https://smart-ex.jp/>).

Please note that reservations one year in advance are limited to some seats and products.

1. Implementation period

April 26, 2024 (Fri.) – May 6, 2024 (Mon.)

2. Target sections and trains

All Nozomi trains operating on the Tokaido and Sanyo Shinkansen (between Tokyo and Hakata) during the above period

3. Others

(1) Responses to passengers with non-reserved seat limited express tickets, etc.

- During the period when Nozomi trains operate with all reserved seats, passengers with tickets that allow them to ride only in non-reserved seats (non-reserved seat limited express tickets, etc.), including the Shinkansen commuter passes “FREX” and “FREX Pal,” will not be able to be seated on Nozomi trains.
- During the above period, non-reserved seats will be available on trains other than Nozomi trains (Hikari, Kodama, Mizuho, and Sakura trains) as usual.
- * Passengers with non-reserved seat limited express tickets and other tickets can only board Nozomi trains if they stand in the deck area of regular cars. (If they are seated in a reserved seat on Nozomi trains, they will be required to pay the designated reserved-seat limited express fare.)
- * If non-reserved seats on trains other than Nozomi trains become crowded, passengers with non-reserved seat limited express tickets and other tickets may be advised to board a Nozomi train while standing in the deck area of regular cars. In that case, they may be asked to wait on the platform or to ride in a different car than the one they have lined up for. Thus, they may not be able to board a train smoothly. To ensure safe train operation, please cooperate with the guidance from the staff.
- * In the event of a major transportation disruption, Nozomi trains may operate with all non-reserved seats.

(2) Other responses

In addition to the above, we plan to respond to passengers with non-reserved seat limited express tickets and other tickets on trains and at stations almost in the same way as during the year-end and New Year period in FY2023. Specific information will be announced at stations and on our website as soon as it is available.

(3) Future responses

For the Obon and year-end and New Year periods in FY2024, we will determine the period when Nozomi trains will operate with all reserved seats and how services will be provided, based on what days of the week these holidays fall on, predicted passenger trends associated with it, and past results.