

# What is Alternate Route Service?

振替輸送とは？

Alternate route service is a system under which, if train operation is disrupted on the section of route that you hold a ticket for, you can use your ticket (and transfer voucher, where applicable) to travel to your destination by another route using another line designated by the railway company. Please note that the scope of permitted usage varies depending on the section of route that you hold a ticket for.

振替輸送とは、お客さまがお持ちの乗車券区間で、列車の運転に支障が発生した場合に、他路線への指定された経路を、乗車券および振替乗車票により、う回して目的地までご利用いただける仕組みです。また、お持ちの乗車券の有効区間によりご利用いただける範囲は異なります。

OK

## Alternate route service can be used with these types of tickets.

振替輸送をご利用いただけます。



Regular ticket



Hakone Freepass



Enoshima-Kamakura Freepass



Fuji Hakone Pass



PASMO commuter pass

Commuter pass which includes the section where operation is disrupted (対象区間のパスモ定期券)

NO

## Alternate route service cannot be used with these types of tickets.

振替輸送をご利用いただけません。

Suica/PASMO or other IC card



PASMO®



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### Furthermore, alternate route service is not offered in the following situations.

- \*Your ticket does not cover travel in the section where operation is disrupted
- \*You do not have a ticket for your destination
- \*You want to use a route or method of transport that is not included in the designated alternate route service sections

Please pay the required fare or charge in order to use an alternate route.

その他、下記の場合は振替輸送対象外となります。

- お持ちの乗車券が支障区間を含まない場合
- 目的地までの乗車券をお持ちでない場合
- 当社が指定した振替輸送区間外の経路・交通手段をご利用された場合

う回される路線で運賃・料金をお支払いの上ご利用ください。

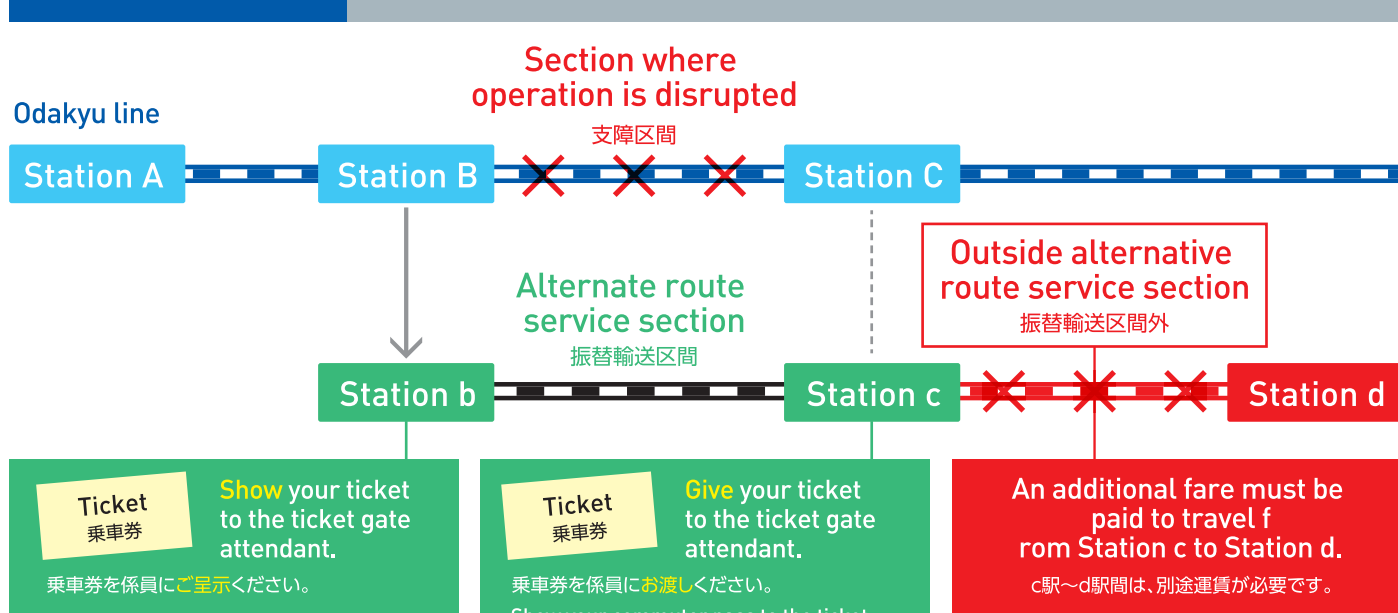
## EXAMPLE

例

The section of route that you hold a ticket for:

Station A to Station C

お客さまがお持ちの乗車券区間：A駅～C駅



\*If you have a transfer voucher, please have both ready. 「振替乗車票」をお持ちのお客さまは、併せてご呈示ください。

\*In the case of alternate route service using bus transport, please be sure to take a transfer voucher. バスが振替輸送対象の場合は、「振替乗車票」をお受け取りください。

For details of which routes alternate route service can be used for, please visit the official website for up to date operation information.

振替輸送の対象となる路線につきましては、ホームページ上の最新運行情報からご確認ください。

## Alternate Route Service Q&A

振替輸送に関するQ&A

Q1

### When is alternate route service implemented?

振替輸送は、いつ実施されるの？

Alternate route service is implemented when a railway company that is experiencing disruption to train operation determines that it will take some considerable time to restore normal operation.

列車の運転に支障が出た鉄道会社が、復旧するまでに時間がかかると判断した場合に実施されます。

Q2

### Can you choose which route to take when using alternate route service?

どの路線も自由に乗れるの？

No, you can't just use any route you want. Alternate route service can only be used for routes designated by the railway company and provided by another company.

As the exact routes will vary each time, please be sure to check before using the service.

どの路線でも乗れる訳ではありません。他の路線の指定された経路に限ります。

ご利用いただける路線は、その都度異なりますので、ご確認の上ご利用ください。

Q3

### How do you use alternative route service?

どのように利用するの？

Present your ticket to the ticket gate attendant at the station of the railway where you wish to use alternate route service. If you have a transfer voucher, please present that to the attendant too. Please note that the service cannot be used with just a transfer voucher.

振替輸送の対象となる他の路線の駅で、対象となる乗車券を係員にご呈示ください。振替乗車票をお持ちの場合は併せてご呈示ください。なお、振替乗車票のみでは、ご利用いただけません。

Q4

### Do you need to pay an additional fare to use alternate route service?

運賃は必要なの？

If you have an applicable ticket, then you can utilize that ticket to use alternate route service, and you don't need to pay an additional fare.

Even if you have an applicable ticket, if you wish to travel beyond the section for which alternate route service is available, then you will need to pay the fare for that additional travel.

\*If using a reserved-seat car or Green Car etc. when fare payment is required, you will need to pay an additional surcharge.

対象となる乗車券をお持ちの場合は、振替輸送をご利用いただけますので、運賃は必要ありません。

対象となる乗車券をお持ちの場合でも、有効区間を越えるご乗車の場合、その区間の運賃をいただきます。

※料金を必要とする特急、座席指定列車、グリーン車等をご利用の場合、別途料金をお支払いください。

Q5

### Can I use an IC travel card such as Suica or PASMO for alternate route service?

SuicaやPASMOなどのIC乗車券で利用できるの？

Unfortunately, you can't. The basic concept of alternate route service is that the customer can use another company's route to travel the section for which they have already purchased a ticket. With an IC card such as Suica/PASMO(excluding the section covered by a commuter pass), the fare is not collected until the customer reaches their destination (no money is collected at the station of departure, or during the journey), which means that it is not possible to confirm exactly which sections the customer traveled through.

申し訳ございませんが、ご利用いただけません。振替輸送は、お客さまにお買い求めいただいた乗車券の区間を、他の路線でご利用いただくものです。Suica/PASMO等のIC乗車券(定期券区間内を除く)で入場した駅や、乗車途中で運賃を収受していない状態では、乗車区間が確定しないためです。

Q6

### Can bus travel be used for alternate route service?

バスは利用できるの？

Depending on the railway company, and on the station, regular bus service may sometimes be used for alternate route service. In this case, you should collect a transfer voucher from the station of the railway company that has experienced the operation disruption. When using a regular bus for alternate route service, please give your transfer voucher to the bus driver. Please note that late-night express buses cannot be used for alternate route service.

鉄道会社・駅により、路線バスへの振替輸送を行っている場合があります。この場合は、支障の発生した鉄道会社の駅で振替乗車票をお受け取りください。路線バスへの振替輸送をご利用の場合、振替乗車票をバス乗務員にお渡しください。ただし、深夜急行バスはご利用いただけません。

Q7

### Can taxis be used for alternate route service?

タクシーは利用できるの？

Taxis cannot be used for alternate route service. Please note that if you take a taxi in this situation, you will need to pay the full cost of the taxi yourself.

タクシーは、振替輸送の対象ではありません。お客さまの負担となりますので、ご注意ください。