

Refunds

Getting a limited express ticket refunded

If you go to the counter where you purchased your ticket, or any Odakyu Line station, before the scheduled departure time of the train for which the ticket was purchased, then you can have your ticket refunded, with the deduction of a handling fee of 100 yen per ticket (400 yen per ticket for saloon tickets). However, in the case of trains which connect to the JR Gotemba Line, the handling fee will be 340 yen for refunds requested at least two days prior to the date of departure, and for refunds requested later than that then the handling fee will be an amount equivalent to 30% of the ticket price; if the amount equivalent to 30% of the ticket price is less than 340 yen, this will be rounded up to 340 yen.

Suspension of operation

In the event that operation is suspended, the entire amount of the limited express fare can be refunded; please apply for a refund at the counter where you purchased your ticket, or at any Odakyu Line station. Customers who purchased a limited express ticket through e-Romancecar or Romancecar@Club will have the fare automatically refunded, and do not need to go to a counter or Odakyu Line station to request a refund.

*In the case of tickets purchased through e-Romancecar, the ticket price will be refunded to the account belonging to the credit card which was used to make the purchase. Please note that the refund may not be paid into the account until the next account settlement date after the account settlement date immediately following the date on which the refund procedures were implemented.

*In the case of tickets purchased through Romancecar@Club, the limited express points used to make the purchase will be refunded. Please note that it may take 2–3 days to complete the refund procedure.

Delays

If the arrival or departure of a limited express train is delayed by one hour or more after the scheduled arrival or departure time (two hours or more in the case of trains which connect to the JR Gotemba Line), the entire amount of the limited express fare can be refunded; please apply for a refund at the counter where you purchased your ticket, or at any Odakyu Line station. Customers who purchased a limited express ticket through e-Romancecar or Romancecar@Club will have the fare automatically refunded, and do not need to go to a counter or Odakyu Line station to request a refund.

*In the case of tickets purchased through e-Romancecar, the ticket price will be refunded to the account belonging to the credit card which was used to make the purchase. Please note that the refund may not be paid into the account until the next account settlement date after the account settlement date immediately following the date on which the refund procedures were implemented.

*In the case of tickets purchased through Romancecar@Club, the limited express points used to make the purchase will be refunded. Please note that it may take 2-3 days to complete the refund procedure.