

# Online Booking - Infos

## Online booking is convenient and affordable!

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- Easy! -- Check and book your tickets via smart phone whenever you want
- Cheap! -- Cheaper than regular fares with online exclusive discounts
- Useful! -- Urgent bookings welcome until 2 hours before departure, at reasonable prices

You can easily make a booking from your smartphone or PC. It is recommended because the price is low, the availability is easy to check, and the date and time can be easily compared. You can make a booking from the ticket booking button on the lower left for a smartphone or from the booking box on the left for a PC.

## Fares etc.

There are three types of fare system: BEST, GOOD, and PRIME. You can choose according to the conditions.

\* For customers who are eligible for senior discounts, telephone reservations may be cheaper. If you make a reservation on the Internet, the settlement amount will be the final amount.

## Fukuoka ↔ Busan

	BEST	GOOD	PRIME
Change of booking	×	×	○

Validity period	Valid only for booked ride		1 year from settlement date
	Cancellation 2 hours before departure time of booked ride		
Refund fee	50%	30%	10%
	Cancellation 2 hours before departure time of booked ride		
	100% (No refund)		

- The lowest fare that satisfies the search conditions at the time of availability is displayed.
- The fare varies depending on the number of available seats. The amount and vacant seat at the time of inquiry may be exhausted before the booking is completed.
- There may be lower fares after booking is completed, but you cannot change the price after purchase.
- [Fees other than fares](#) will be required separately.

Boarding procedures (check-in) and immigration at each port close 30 minutes before the departure time.

You will not be able to board after the closing time, so please come to the terminal with plenty of time to spare.

Please complete check-in at least 45 minutes (Hakata port) / 60 minutes (Busan port) before the departure time, as it may take time to complete procedures when crowded.

# Conditions

## Reservation period

You can purchase from the booking start date to the boarding date (2 hours before departure time).

## Payment Method

Credit card payment is required at the time of booking.

## Change of booking

- The passenger information (name) cannot be changed at all. New booking is required after cancellation and refund at the prescribed fee.
- Change of booking can only be made through Reservation Information Center and check-in counters up to two hours before the departure time of the booked ride, only for the changeable

fare (PRIME). We will not adjust the difference in the amount of fares (including taxes and fees) accompanying the change, except in cases where there is a change in age category.

- No change of fare (BEST / GOOD) is not allowed. New booking is required after cancellation and refund at the prescribed fee.
- Customers who wish to upgrade to Business Class will receive no charge (additional charge only) at the Reservation Information Center or check-in counter regardless of the fare type (BEST / GOOD / PRIME). However, in the case of downgrade, a new booking is required after cancellation and refund at the prescribed fee.

## Cancellation / refund of booking

- Cancellation after payment will incur [a prescribed fee](#) for “fares (including business class surcharges)”.
- Refunding of various expenses is available at no commission.
- If canceled by 23:59 on the day of the booking (settlement date) (Japan Standard Time: 9 GMT + 9), no fee will be charged. However, a cancellation fee of 2 hours before the departure time of the booked ride (or after the check-in of the ride has started) will be charged the prescribed fee.
- Refunds will be made within 30 days after the expiration of the validity period based on the customer's declaration.
- Refund may take one month or more depending on the circumstances of the credit card company.
- If you do not board the booked ride two hours before the departure time of the booked ride (or before the check-in of the ride), you will not be refunded as a no-show.
- Click [here](#) to cancel.

## Attention and guidance

- The applicable age of the fare is based on the date of boarding. If the age on the date of departure is different from the age category selected at the time of purchase, it is necessary to adjust the fare difference(including taxes and fees).
- For round-trip reservations, the applicable age is based on the boarding date at the time of departure. However, if the age category is different between the departure and return routes, the difference between only for taxes and fees needs to be adjusted.
- Schedule may change without notice even after booking is completed.
- If a schedule change occurs on a booked ride, changes and cancellations will be accepted without charge, but there is no compensation, so please be forewarned.
- Please note that waiting for cancellation is not available for online reservations.

## Information required for online booking (for all passengers)

- Full name (Roman letters on passport)
- Country of Citizenship

- Sex
- Date of birth (AD)
- Passport number (optional)
- Phone number (applicant only)
- Email address

\*Customers are responsible for travel documents (passports, visas, etc.), so please make sure to check in advance and prepare accordingly.

\*When entering the country, prior procedures such as apply for electronic travel certification (K-ETA, etc.), pre-registration of quarantine information, obtain a valid vaccination certificate or negative certificate, etc may be required. Please make sure to check the latest entry requirements before travelling.

\*If you are using a wheelchair or stroller, are pregnant, have physical disabilities, or are not accompanied by an adult and are under 6 years of age, separate documents and accompanying guests are required. Please contact us in advance.

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