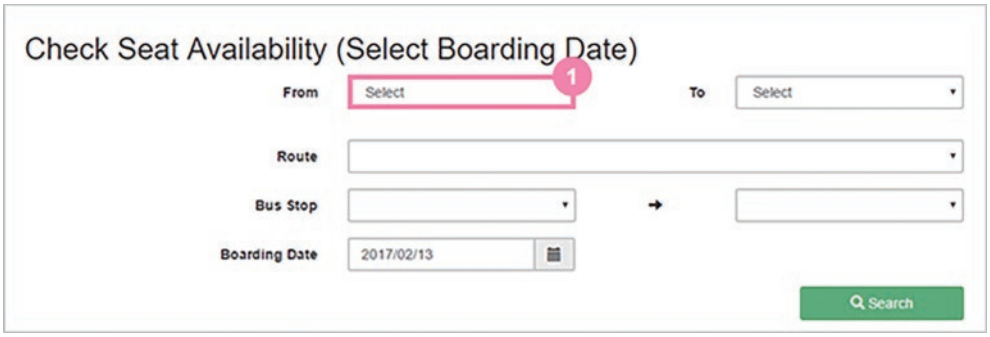
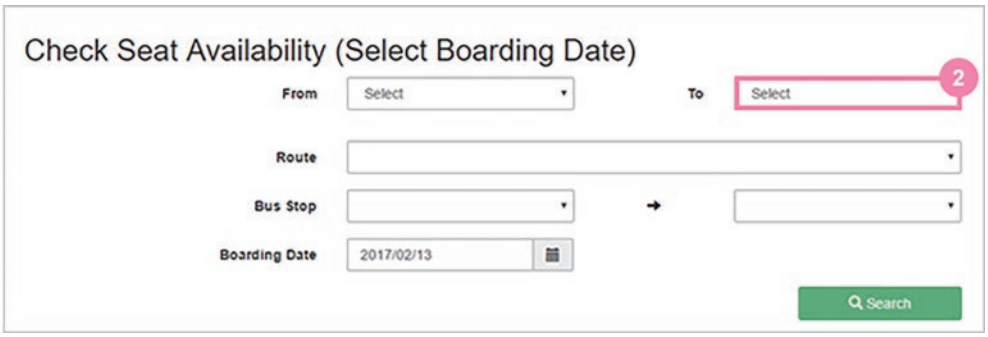
How to use Kousoku Bus Net

Buy tickets

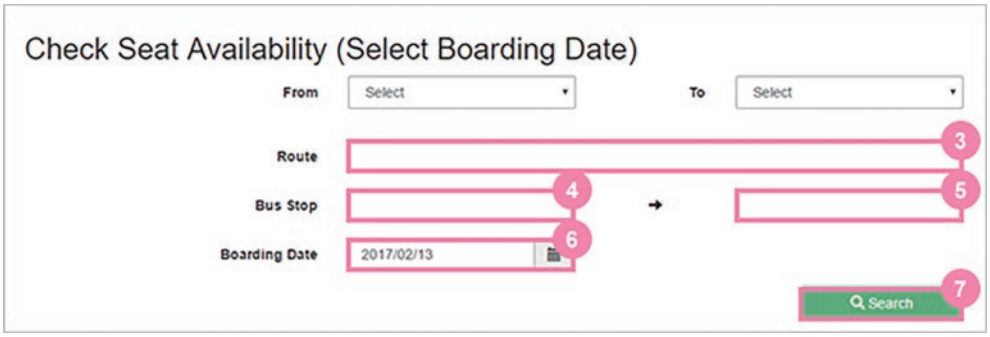
Home



1.Select a place of departure.



2.Select a place of arrival.



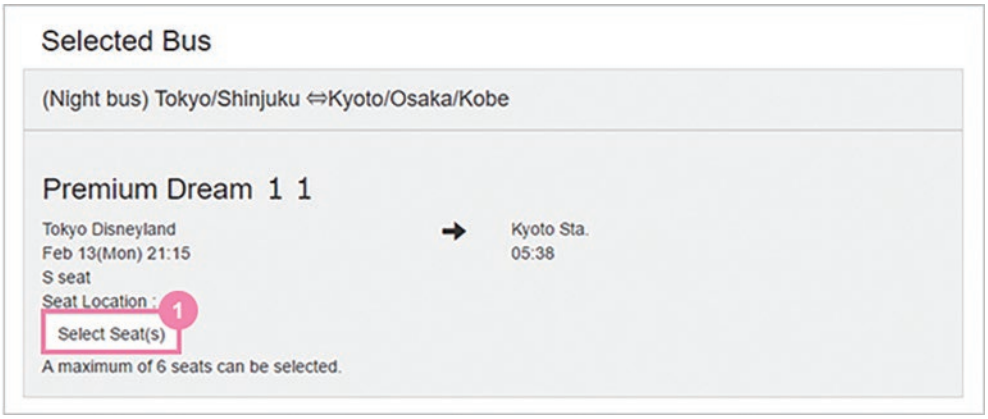
3.Select a route.
4.Select a departure bus stop.
5.Select an arrival bus stop.
6.Select a departure date.
7.Click the search button.

Check for vacancy



1.Click your desired bus from the routes displayed by search results.

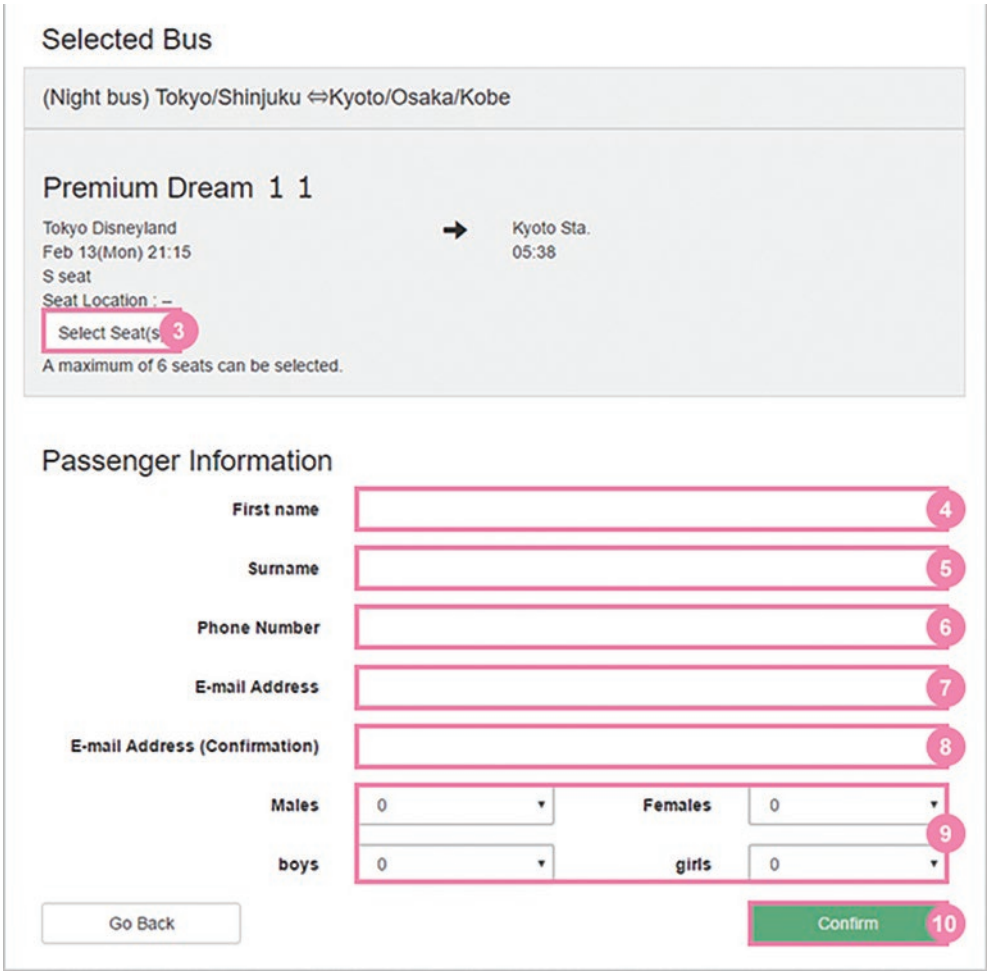
Enter customer information



1.Click the seat assignment button.

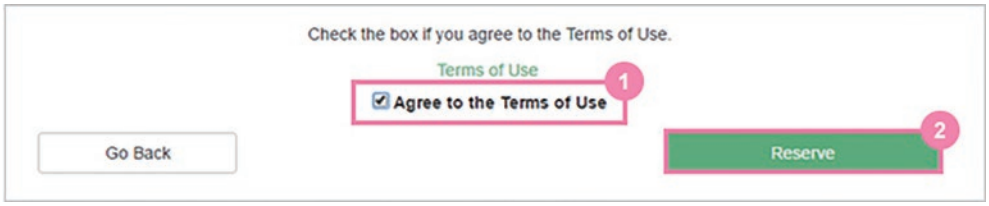


2.Click your desired seat number on the available seating list.



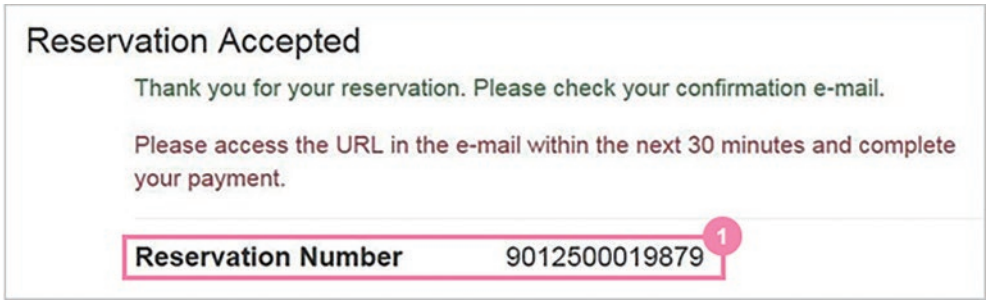
3.Confirm the seat number you selected.
4.Enter surname.
5.Enter last name.
6.Enter phone number.
7.Enter email address.
8.Enter the email address again. (for confirmation)
9.Enter the number of passengers.
10.Click confirm button.

Reservation Confirmation Page



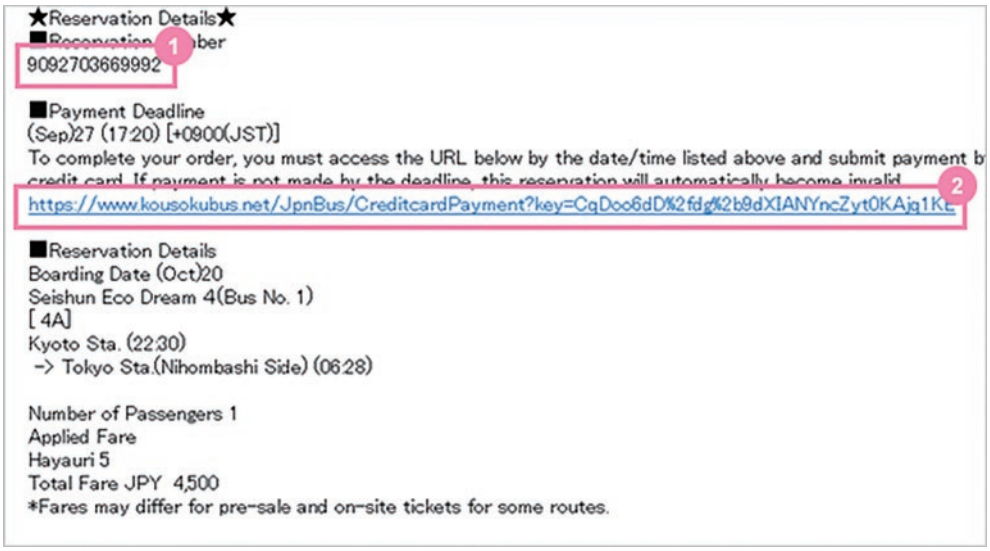
1.Tick a checkbox after confirming "Terms of Services".
2.Click "reservation" button.

Reservation Confirm Page



1.Confirm the "reservation number" displayed on the complete page.

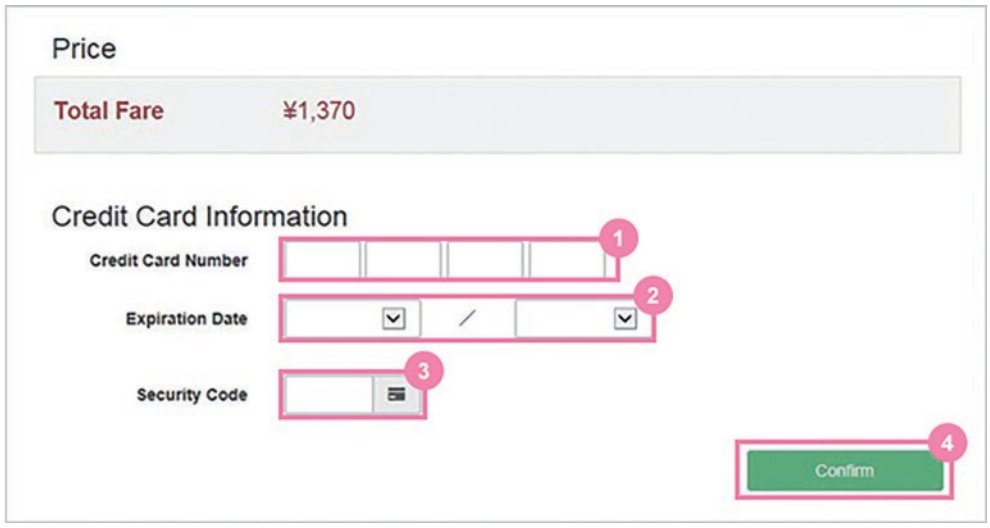
Reservation Complete Email



1.Confirm the "reservation number" displayed on the complete page.
2.Click the URL on the "payment screen" described in the reservati on complete email.

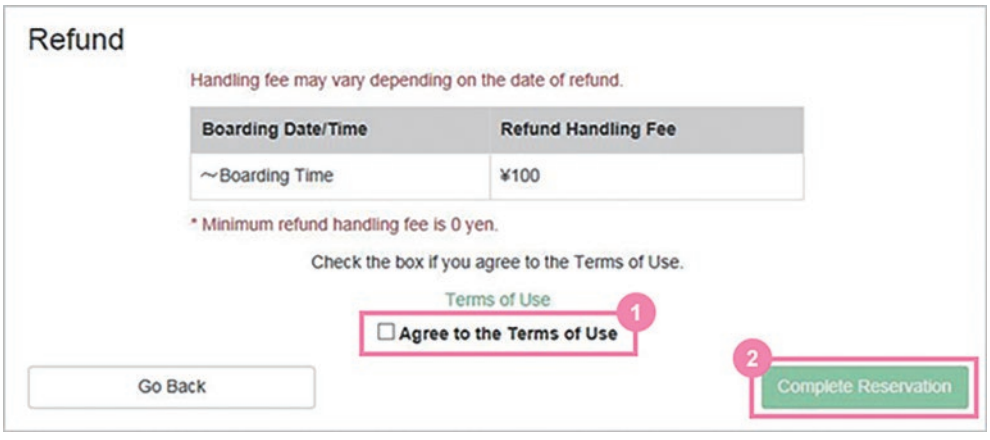
*If you fail to complete the payment within 30 minutes, it will be automa tically cancelled.

Payment Page



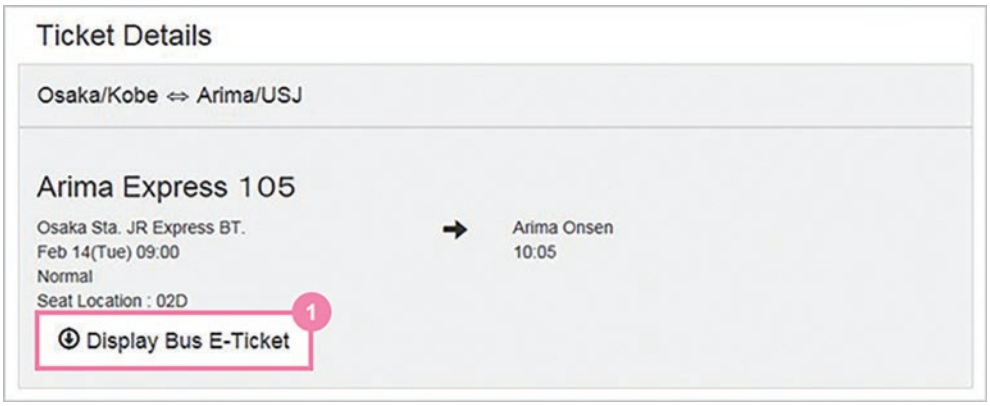
1.Enter your credit card number.
2.Enter the expiration date.
3.Enter the security code.
4.Click confirmation button.

Payment Confirmation Page



1.Tick a checkbox after confirming "Terms of Service".
2.Click payment confirm button.

Payment Complete Page



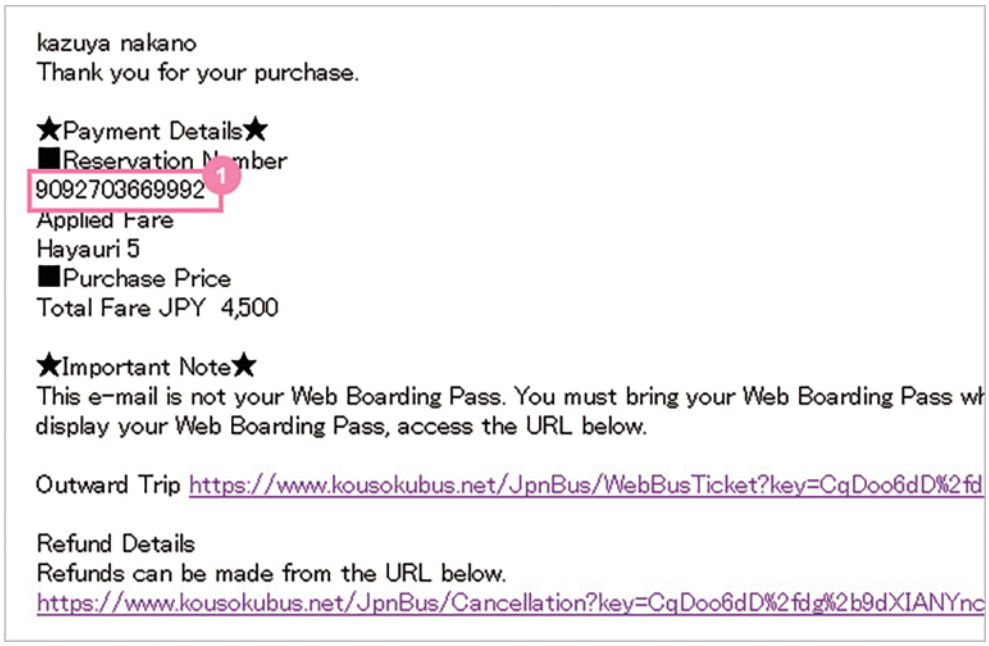
1.Click to display "Web purchase of tickets".

Web purchases of tickets



1.Confirm the "reservation number" displayed on the complete page.

Payment Complete Email


kazuya nakano
Thank you for your purchase.

★Payment Details★
■Reservation Number
9092703669992 1
Applied Fare
Hayauri 5
■Purchase Price
Total Fare JPY 4,500

★Important Note★
This e-mail is not your Web Boarding Pass. You must bring your Web Boarding Pass wh
display your Web Boarding Pass, access the URL below.

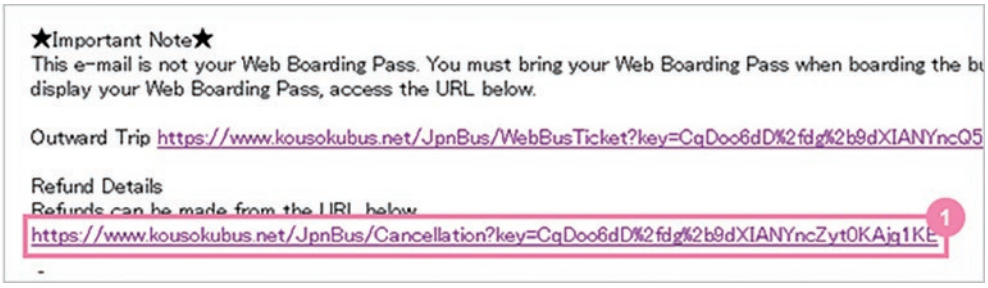
Outward Trip https://www.kousokubus.net/JpnBus/WebBusTicket?key=CqDoo6dD%2fd

Refund Details
Refunds can be made from the URL below.
https://www.kousokubus.net/JpnBus/Cancellation?key=CqDoo6dD%2fdg%2b9dXIANYnc

1.Confirm the "reservation number" displayed on the complete page.

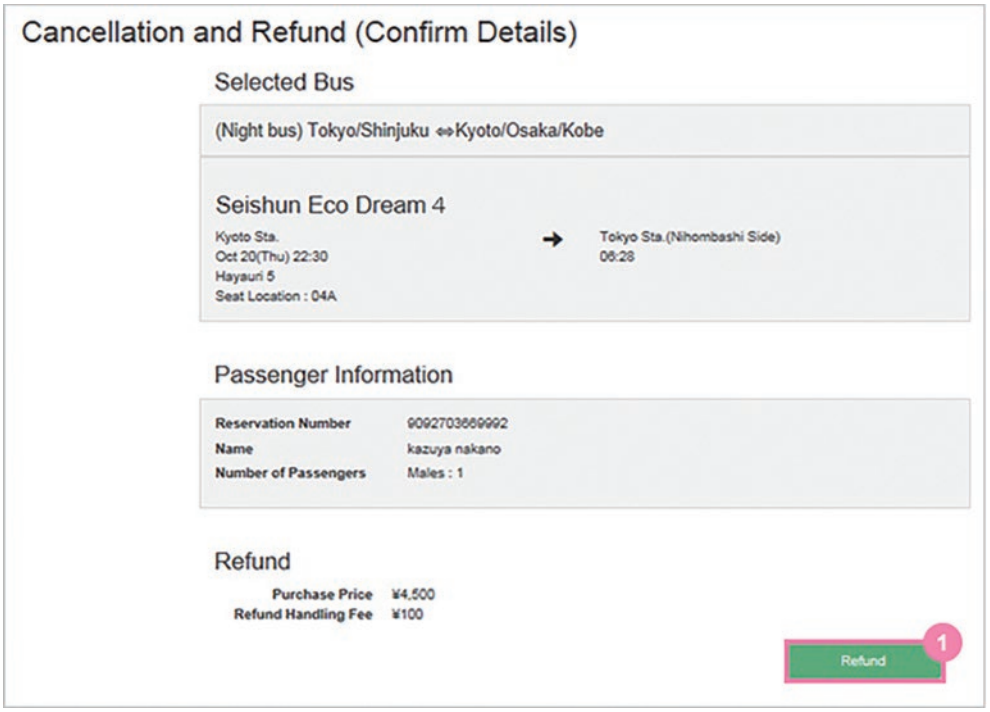
Refund of tickets

Payment Complete Email



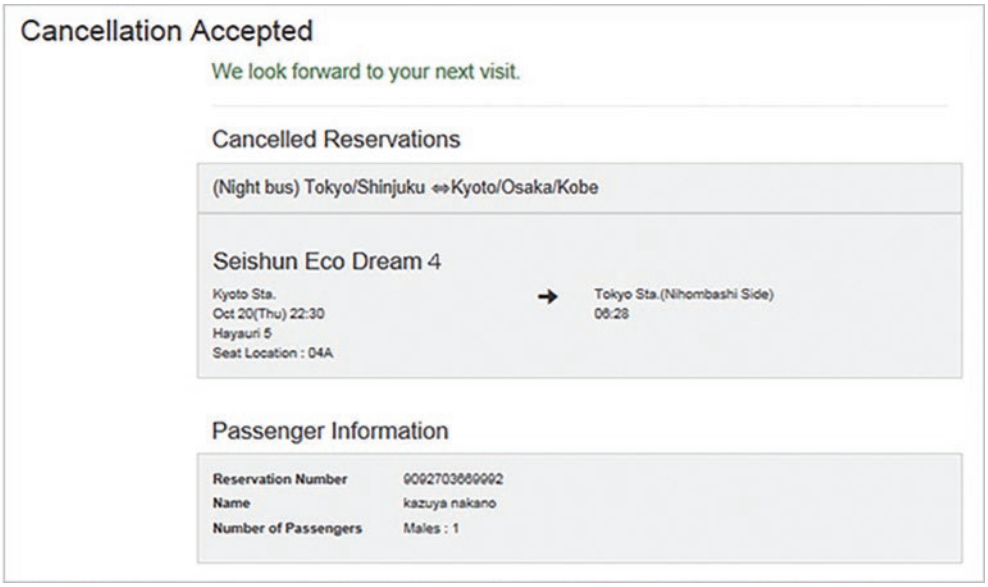
1.Click the URL on the "refund page" described in the payment complete email.

Refund Page



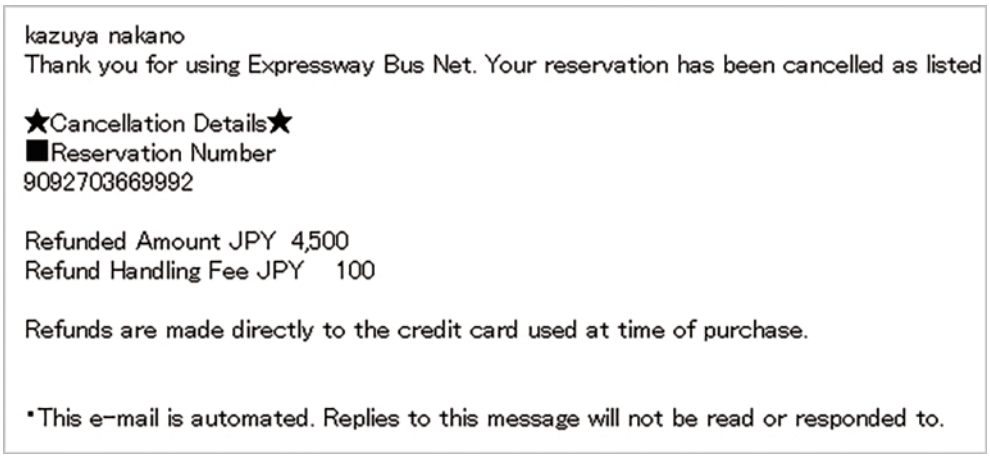
1.Click the "refund" button.

Refund Complete Page



The refund process will be completed when a refund complete page is displayed.

Refund confirmation email


kazuya nakano
Thank you for using Expressway Bus Net. Your reservation has been cancelled as listed

★Cancellation Details★
■Reservation Number
9092703669992

Refunded Amount JPY 4,500
Refund Handling Fee JPY 100

Refunds are made directly to the credit card used at time of purchase.

•This e-mail is automated. Replies to this message will not be read or responded to.

You will receive a refund confirmation email when the refund iscompleted.

Web purchases of tickets (via credit card)

Please complete ticket cancellation procedure via the internet up to 2 hours prior to departure of the service. If you would like to cancel your ticket before your departure time and after 2 hours before your departure time, please come to the bus ticket center. In this case, a service fee will be charged. (For details, please refer to the company website you purchased your ticket.)

Tickets issued at a ticket counter/ convenient store

Come to the Bus Ticket Center by your departure time.
Refunds are available at the Bus Ticket Center even for those who have purchased their tickets at a convenience store.
Commission will charge you on this occasion. (Green Ticket Counter does not handle refund procedure.)
Service fees for refunds are as follows.

One way/return tickets	100 yen or 20% (Caution) differs depending on route/fare/date of refund. Always confirm details at the time of purchase.
Ticket Books	210 yen

Note: Refunds of return tickets or ticket books after the service has begun will be for the sale amount minus the used one way fare (not discounted) and service fee.

For a return ticket after service has begun	Refund amount = sale amount - (one way standard fare + refund service fee)
For a ticket book after service has begun	Refund amount = sale amount - (one way standard fare x number of used tickets + 210 yen)

If you lose your ticket

Please purchase a replacement ticket at ticket counter of the original ticket purchase or at the bus company ticket counter. At the time of boarding the bus service, please show your ticket to an attending staff member or at the bus company ticket counter explaining it is a replacement of a lost ticket and receive a "ticket repurchase certificate" (if repurchasing the ticket at the ticket counter we will issue you with a ticket repurchase certificate on the spot).

If you find your lost ticket within 1 year, take it along with the ticket repurchase certificate to the bus company ticket counter. The amount noted on the ticket repurchase certificate minus the refund service fee will be refunded.

Boarding

・Print your own ticket beforehand and bring it with you on your departure day.
・We might have a long delay due to road conditions.
・Show up the bus stop 10 minutes before your departure time.

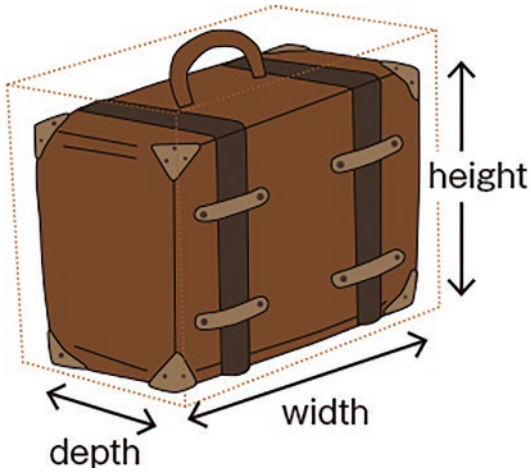
About luggage

What you are allowed to bring on a bus. (free)

Hand Luggage

Only one portable luggage is allowed to bring in and the sum of the width, depth and height must be within 100cm and weighs must be less than 10kg.

・Personal belongings such as umbrellas, canes, handbags are not included.



the sum of three sides	within 100cm (EX) Depth 20cm + Width 45cm + Height 35cm
gross weight	less than 10kg

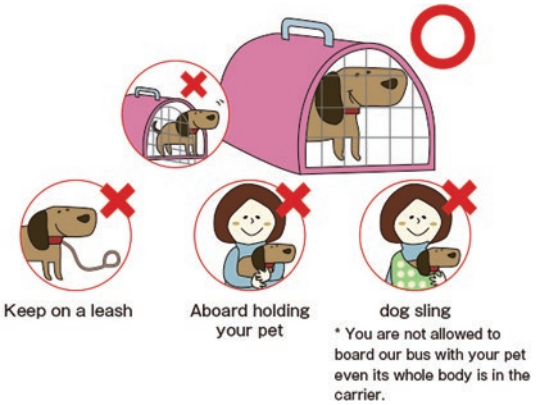
・The size must not exceed the sum of the three sides and the width, depth and height.
・The above size includes accessories such as handles, pockets, casters or others.

Be aware of trolley bags.
Due to the limited storage space, even the prescribed size bags might be refused to bring in.
*If the handle can't be put inside the luggage, the handle is counted as the size.

Pets

puppies, cats, little birds or other small animals (wild animals, snakes or others are not allowed)

・Only daytime buses allow you to bring in with your pet.
・Limited to the one whose whole body was kept in a case which should be about 90cm with the sum of width, depth and height.



Pets (not including dangerous animals) carried in a case measuring less than 90cm total height, width and length will be permitted on the vehicle during Daytime buss only.

Passengers with pets may be requested to disembark en-route if pets are removed from their case, or if noises or unpleasant odors create a disturbance for other passengers.
Passengers asked to disembark en-route will not be eligible for any refund of their fare.
We allow guide dogs for people with disabilities, such as guide dogs, hearing dogs and assistance dogs, which are accompanied with the people having a certificate prescribed by an ordinance of the Ministry of Health, Labour, and Welfare to bring on a bus

beverages

Beverages are allowed to bring on a bus.





・Buses sometimes shake, and be careful not to spill them.
・We kindly ask you to mind people surrounding you, when you eat and/or drink on a bus especially on a night bus.

What you are not allowed to bring on a bus

Any items that might pose a hazard to other passengers or damage our bus are not allowed to bring in the bus.



bikes
・Even pet carriers are not allowed to bring in.



sports equipment



hazardous materials



wild animals and snakes



unsanitary items,
odor-causing items



suitcases or others
exceeding the above size

・We kindly ask you to bring /store your personal belongings on your own.
・Guide dogs, assistance dogs and hearing dogs are allowed to board if accompanied by people with the disabilities.
・When you bring an extra large luggage on our bus, pay meticulous attention to it lest you disturb other passengers. We appreciate your understanding.
・For safety reasons, we kindly ask you to refrain from putting heavy or unstable shaped luggage on the net rack in the bus.
・We might refuse to bring in if it might disturb other passengers.

12.2013

Cautionary Notes

- All seats are reserved. Tickets etc. are to be purchased before boarding.
- Please note that arrival times may be delayed due to traffic conditions.
- Please note that rest stop locations may be changed due to traffic conditions.
- Please note that room for large luggage may not be available due to limited luggage compartment space.
- Please keep valuable items with you at all times.
- Please always have your seat belt fastened while traveling.
- As a courtesy, please refrain from using mobile phones in a way that may disturb other passengers while on the bus
- Please refrain from smoking on the bus. Your understanding is appreciated.
- For full conditions, please consult the ticket center or refer to the bus company web page.