

(2023/4/19)

Notice About reservation method and boarding method of “Kobe-Kansai Airport Bay Shuttle ticketless boarding system.”

1 Date of operation of the new boarding reservation system.

2023/3/20~

	Kobe Airport side	Kansai Airport side
Internet reservation	10:00~ (However, due to maintenance work, reservations are not accepted between 9:00 and 10:00)	
Window reservation	10:00~	11:00~
Boarding ticket gate	12:30 departure	13:15 departure

2 Features of the new boarding reservation system.

(1)Reservation are made with cashless payment!!

By internet reservation, you can make a reservation 24 hours a day from your own PC or smartphone, and you can pay in advance by credit card.

(2)Ticketless boarding!!

If you make a reservation from the Internet, you can board the ship directly with a ticket what is QR code in your email. (However, depending on the ticket purchased, you may be asked to stop by the ticket counter.)

If you perform facial recognition registration, you can board with a facial recognition terminal.

3. Major Changes in "Reservation Method" and "Boarding Method" (Summary)

Boarding reservations and boarding methods will change. Please be informed that below information about changes.

(1) About reservation method

Reservation method	Current boarding system (2023/3/19)	New boarding system (2023/3/20~)
Internet reservation	<ul style="list-style-type: none"> From 90 days to 1 hour before departure Same day payment possible 	<ul style="list-style-type: none"> From 90 days to 1 hour before departure Advance credit card payment required
Telephone reservation	<ul style="list-style-type: none"> From 90 days to 1 hour before departure Same day payment possible 	<ul style="list-style-type: none"> From 90 days to 5 days before Same day payment not possible (Payment must be made within 2 days from the reservation date) Advance payment is required at a convenience store or ticket counter If you pay at a convenience store, a payment fee of 220 yen will be charged. Excluding boarding Fee. No refund
No reservation	<ul style="list-style-type: none"> If there are vacant seats on the day, boarding is possible. Local payment 	<ul style="list-style-type: none"> If there are vacant seats on the day, boarding is possible. Local payment

(2)About boarding method

Boarding method	Current boarding system (2023/3/19)	New boarding system (2023/3/20~)
check in	No	Yes
Boarding ticket	paper ticket	QR code
ticket gate	pick up a paper ticket	· Authentication by electronic terminal ·QR code ·facial recognition

(3)Various fees

Various fees	Current boarding system (2023/3/19)	New boarding system (2023/3/20~)
Refund fee	No	Accepts requests up to 1 hour before the reserved flight. Collect 220 yen per ticket
Cancellation fee without boarding the ship	No	Full amount will be collected if it is over 1 hour before the reserved flight