

To passengers using mobility scooters:
Make sure to read this before using JR Central lines

Accessible trains and mobility scooters you can use

- Your mobility scooter's size should not exceed 70cm in width and 120cm in length and height. (These are the same dimensions required for manual and other types of wheelchairs.)
- Mobility scooter users can board conventional line carriages that are both vestibule-free and step-free.
*Limited express train carriages and some rapid or local train carriages that have vestibules or steps cannot accommodate mobility scooters. Meanwhile, you can board some carriages that are equipped with small steps. For details, inquire JR Central's telephone information center (service is provided in Japanese)*1.
- The space that mobility scooter users can access on the Tokaido-Sanyo Shinkansen is limited to the multi-purpose room of Series N700 carriages. In addition to being within the dimensions mentioned above, mobility scooters that can be accommodated are only those with both of the following capabilities:
 - (a) Capable of maneuvering right angles (i.e. Mobility scooters that meet both conditions (1) and (2))
 - (1) Can turn a 0.9m-wide, right angle within five adjustments
 - (2) Can turn a 1.0m-wide, right angle without making any adjustments
 - (b) Capable of turning 180 degrees
 - Can turn 180 degrees within a space that's less than 1.8m wide

Your mobility scooter has these capabilities if the vehicle's body is labeled with a sticker indicating turning capabilities ("Turning Capability ○○○"), a sticker indicating a star count ("Turning Capability ★★★"), or an "Advanced Mobility Scooter Sticker" issued by the Japan Assistive Products Evaluation Center or other institutions. Please note in advance that if these labels are not on your mobility scooter, we will check with you whether your wheeled aid has the capabilities in question.

Accessible stations

- Mobility scooters can only be used between stations (including transition stations) that are installed with special equipment. Access hours may be limited depending on the station.

Contacting us when using JR Central lines

To passengers boarding conventional lines:

- You might require assistance in getting around the station or in boarding and detraining; therefore, we encourage you to notify us in advance. Please let us know as soon as you arrange your trip.
- Contact or inquire us at the service counter of the station you are departing from or by calling JR Central's telephone information center (service is provided in Japanese) *1.
- After you contact us, we will arrange staff and make adjustments with the station you are heading to. If we need time for the arrangement, we might contact you separately about the results.

Passengers boarding the Tokaido-Sanyo Shinkansen:

- The space that mobility scooter users can access on the Tokaido-Sanyo Shinkansen is limited to the multi-purpose room of Series N700 carriages. To use a multi-purpose room, please apply directly or via phone to the station service counter between 10:00 of the day one month before your departure up to two days before your departure. Before departing, purchase your ticket at the station you made your application at.
*Please check the Tokaido-Sanyo Shinkansen timetable for operating time and used carriages of Shinkansen trains.
- For phone applications, call “our application number for JR Central area passengers who use wheelchairs”^{*2} (service is provided in Japanese) if you are departing from a Shinkansen station. When departing on a conventional line, contact JR Central’s telephone information center (service is provided in Japanese) ^{*1}.
- We will take your application as much as possible up to the day before or on the day of your departure; however, we encourage you to sign up early because if seats are fully booked, you may not be able to board your train of choice.

Rules to follow when using our stations

- Mobility scooter-accessible stations are designed to enable passengers to self-navigate through station premises. As a general rule, we ask passengers to navigate through such stations on their own.
- Safely maneuver your mobility scooter at slow speed (do not exceed 2km/h) and with due caution.
- To ensure safety, maneuver your mobility scooter away from the edge of the platform. When waiting for your train, stop your mobility scooter in parallel to the track and make sure to apply the brakes.
- When using our stations, please follow instructions given by station staff.

Other precautions

- You may not be able to board trains during crowded periods or when train service is disrupted.
- Please note in advance that if the train you were planning on boarding changes its number of carriages or suspends services, you may have to get on a later train that can accommodate you.
*If a train that was planning on employing Series N700 carriages changes its carriages to a different model, you will have to board a later train that employs Series N700 carriages and has a vacant multi-purpose room.
- When using JR Central lines, we encourage you to come to the station early.
- Passengers who cannot use the lavatory or navigate inside trains alone are asked to be accompanied by an assisting individual. We ask such individuals to provide support in stations and on trains, and offer guidance in emergencies.
- Passengers are responsible for dealing with accidents, disputes, damage to property, and so forth caused by maneuvering their mobility scooters while using JR Central facilities. JR Central will not accept any liability therein.
- Other general handlings are to be based on conditions of carriage.

*1 JR Central’s telephone information center (service is provided in Japanese)

<http://jr-central.co.jp/info/fee.html>

*2 Our application number for JR Central area passengers who use wheelchairs

<http://railway.jr-central.co.jp/pwd/wheelchair/tel.html>

List of mobility scooter-accessible stations (As of April 1, 2018)

*Contact JR Central's telephone information center (service is provided in Japanese) when using JR Central lines.

*These stations may not be accessible due to construction projects or other reasons.

Name of line	Mobility scooter-accessible stations	Precautions for using these stations
Tokaido Shinkansen	Tokyo	
Tokaido Shinkansen	Shinagawa	
Tokaido Shinkansen	Shin-Yokohama	
Tokaido Shinkansen	Odawara	
Tokaido Shinkansen	Atami	
Gotemba Line	Matsuda	The North Exit is not accessible.
Gotemba Line	Gotemba	
Gotemba Line	Shimo-Togari	*Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.
Tokaido Line/Tokaido Shinkansen	Mishima	<ul style="list-style-type: none"> • The South Exit is not accessible to Tokaido Shinkansen users. • The North Exit is not accessible to Tokaido Line users. • You can't transfer between the Tokaido Shinkansen and Tokaido Line.
Tokaido Line/Gotemba Line	Numazu	• The Antre ticket gate is not accessible.
Tokaido Line	Katahama	*Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.
Tokaido Line	Hara	*Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.
Tokaido Line	Yoshiwara	*Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.
Tokaido Line/Minobu Line	Fuji	
Tokaido Shinkansen	Shin-Fuji	
Minobu Line	Fujinomiya	• You can only board trains departing from or arriving at track numbers 2 and 3.
Minobu Line	Nishi-Fujinomiya	
Tokaido Line	Shin-Kambara	*Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.
Tokaido Line	Okitsu	*Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.
Tokaido Line	Shimizu	
Tokaido Line	Kusanagi	
Tokaido Line	Higashi-Shizuoka	
Tokaido Line/Tokaido Shinkansen	Shizuoka	• The Parche ticket gate is not accessible.
Tokaido Line	Abekawa	*Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.
Tokaido Line	Mochimune	<ul style="list-style-type: none"> • You can board trains departing from or arriving at track numbers 2 and 3. *Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.
Tokaido Line	Yaizu	
Tokaido Line	Nishi-Yaizu	
Tokaido Line	Fujieda	
Tokaido Line	Rokugo	*Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.
Tokaido Line	Shimada	
Tokaido Line	Kanaya	*Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.
Tokaido Line	Kikugawa	
Tokaido Line/Tokaido Shinkansen	Kakegawa	
Tokaido Line	Aino	*Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.
Tokaido Line	Fukuroi	• You can only board trains departing from or arriving at track numbers 2 and 3.
Tokaido Line	Iwata	
Tokaido Line	Toyodacho	*Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.
Tokaido Line	Tenryugawa	*Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.
Tokaido Line/Tokaido Shinkansen	Hamamatsu	• The May One ticket gate is not accessible.
Tokaido Line	Takatsuka	*Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.
Tokaido Line	Maisaka	*Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.
Tokaido Line	Araimachi	<ul style="list-style-type: none"> • You can board trains departing from or arriving at track numbers 2 and 3. *Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.
Tokaido Line	Washizu	*Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.
Tokaido Line	Shinjohara	*Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.
Tokaido Line	Futagawa	*Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.
Tokaido Line/Iida Line/Tokaido Shinkansen	Toyohashi	
Tokaido Line	Gamagori	
Tokaido Line	Koda	*Check with Okazaki Station in advance about using mobility scooters. .
Tokaido Line	Aimi	*Check with Okazaki Station in advance about using mobility scooters.
Tokaido Line	Okazaki	
Tokaido Line	Anjo	• You can only board trains departing from or arriving at track numbers 1, 2, and 3.
Tokaido Line	Mikawa-Anjo	

Tokaido Shinkansen	Mikawa-Anjo	
Tokaido Line	Higashi-Kariya	
Tokaido Line	Noda-shimmachi	
Tokaido Line	Kariya	
Tokaido Line	Aizuma	*Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.
Tokaido Line/Taketoyo Line	Obu	
Taketoyo Line	Higashiura	*Check with Handa Station in advance about using mobility scooters.
Taketoyo Line	Kamezaki	*Check with Handa Station in advance about using mobility scooters.
Tokaido Line	Kyowa	
Tokaido Line	Minami-Odaka	
Tokaido Line	Odaka	
Tokaido Line	Kasadera	
Tokaido Line	Atsuta	
Tokaido Line/Chuo Line	Kanayama	
Tokaido Line/Chuo Line/Kansai Line/Tokaido Shinkansen	Nagoya	
Tokaido Line	Biwajima	
Tokaido Line	Kiyosu	
Tokaido Line	Inazawa	
Tokaido Line	Owari-Ichinomiya	
Tokaido Line	Kisogawa	
Tokaido Line/Takayama Line	Gifu	<ul style="list-style-type: none"> • The ticket gate on the third floor is not accessible. • You will be asked to take the elevator outside the ticket gate to navigate between the ticket gate and platform
Tokaido Shinkansen	Gifu-Hashima	
Tokaido Line	Nishi-Gifu	
Tokaido Line	Hozumi	
Tokaido Line	Ogaki	
Tokaido Line	Tarui	
Tokaido Shinkansen	Maibara	
Tokaido Shinkansen	Kyoto	
Tokaido Shinkansen	Shin-Osaka	
Iida Line	Toyokawa	
Takayama Line	Unuma	*Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.
Takayama Line/Taita Line	Mino-Ota	
Chuo Line	Chikusa	• The underground ticket gate is not accessible.
Chuo Line	Ozone	• The South ticket gate is not accessible.
Chuo Line	Shin-Moriyama	
Chuo Line	Kachigawa	
Chuo Line	Kasugai	
Chuo Line	Jinryo	
Chuo Line	Kozoji	
Chuo Line/Taita Line	Tajimi	
Chuo Line	Tokishi	
Chuo Line	Mizunami	
Chuo Line	Ena	*Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.
Chuo Line	Nakatsugawa	
Taita Line	Kani	*Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.
Kansai Line	Hatta	*Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.
Kansai Line	Haruta	*Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.
Kansai Line	Kanie	• The eastbound platform is open between 5:50-9:00 (only accessible for boarding from the West Exit ticket gate)
Kansai Line	Kuwana	
Kansai Line	Yokkaichi	
Kansai Line/ Kisei Line	Kameyama	
Kisei Line/Meisho Line	Matsusaka	• The Meisho Line is not accessible.
Sangu Line	Iseshi	• The JR-side ticket gate is accessible.
Sangu Line	Toba	<ul style="list-style-type: none"> • The JR-side ticket gate is accessible. *Station staff is absent during certain time periods such as early morning or late-night hours. Please check in advance.