

## Special Delivery and Pick Up Arrangement During the 2020 Chinese New Year Holidays

### JR and Europe Rail Pass/Train Ticket Mail Delivery

Region/Country*	Last Order^	Dates Affected
Mainland China	20 Jan	Bookings made between 21 Jan-12 Feb
Hong Kong	21 Jan	Bookings made between 22 Jan-1 Feb
Taiwan	21 Jan	Bookings made between 22 Jan-2 Feb
South Korea	21 Jan	Bookings made between 22-5 Feb
Vietnam	19 Jan	Bookings made between 20 Jan-2 Feb
Malaysia	20 Jan	Bookings made between 21 Jan-31 Jan
Indonesia	20 Jan	Bookings made between 21 Jan-30 Jan
Singapore	22 Jan	Bookings made between 19 Jan-4 Feb

\* Bookings from regions and countries other than the above will not be affected

^ Customers shall receive the JR MCO and/or Europe Rail Pass/train ticket on time if order is placed on or before this date

### JR Pass Pick Up

Region/Country	Pick Up Time
Hong Kong	<b>Klook Central Office Counter</b> - Services suspended until 10 Feb  <b>Hong Kong International Airport Counter</b> - 24-28 Jan: Pick up services for JR Pass will not be available
Malaysia	<b>KL International Airport Counter</b> 24 Jan: Closed from 11:00pm onwards 25 Jan: 6:00am-11:00pm 26 Jan: 6:00am-11:00pm 27 Jan: 6:00am onwards
Taiwan	Operating time as usual
Thailand	Operating time as usual

### Europe Rail Pass Pick Up

Region/Country	Pick Up Time
Hong Kong	<b>Klook Central Office Counter</b> - Services suspended until 10 Feb
South Korea	<b>Incheon International Airport Counter</b> - 21-31 Jan: Pick up services for Europe Rail Pass will not be available