

## Q&A

**Q** Are there membership fees and annual dues with JR Hotel Members?

**A** No, there are no membership fees or annual dues.

**Q** Can I register as a member on the Internet?

**A** Yes, you can. Please see page 6 for the application process. You will need to have the front desk staff issue you a Membership ID when you visit your hotel of choice.

**Q** How many people can register as a member?  
Can I have someone register for me?

**A** Only single individuals can register as a member. You cannot have someone register for you.

**Q** The transit IC card with my Membership ID has been changed. What should I do?

**A** The 17-digit number on the back of the transit IC card is your JR Hotel Members number. Take the necessary procedures to change your JR Hotel Members number at your hotel of choice. The next time you visit your hotel of choice, inquire with the staff about changing your Membership ID. Additionally, your JR Hotel Members' Point balance will be carried over.

**Q** What should I do if I have lost my Membership ID?

**A** You should promptly contact your closest hotel of choice. When you have lost a transit IC card, you should take the procedures specified by the IC card issuing company for lost cards.

**Q** When do I receive my JR Hotel Members' Points (JRHM Points) ?

**A** You will receive your points at noon the day after your check-out from a hotel or use of a restaurant.

**Q** Can I receive JRHM Points from booking a stay through a travel agency?

**A** No, you cannot. You can only receive points by booking through the official booking websites or by telephone.

**Q** Can I check my JRHM Point balance?

**A** Your points are printed out on the receipt you receive when you pay at your hotel of choice (some exceptions apply). Additionally, you can also log in to the JR Hotel Members member page to check your point balance.

**Q** How long do JRHM Points remain valid?

**A** Your points remain valid until December 31st two years after the date you acquired them.

\*The period of validity for your points will not be extended on the last day you used them.

Period of Validity for JRHM Points

	1st year		2nd year		3rd year		4th year		
	1/1	12/31	1/1	12/31	1/1	12/31	1/1	12/31	
Your points and their period of validity by year	Day points acquired		Point period of validity (3 years maximum)						
			Day points acquired		Point period of validity (3 years maximum)				

\*When you use your points, the points you acquired earlier will be automatically used first.