

**Question:** When I try to book a bus online, I am unable to make a reservation. Is it fully booked, or is it a website error?

**Answer:** There are 4 reasons why you are not able to make a reservation:

1. The date you are trying to book for may be before the reservation period opens. Depending on the route, you can typically book tickets one to three months in advance. You can find the pre-booking period for each schedule on the respective schedule page. It may appear a message such as "There are no buses available for the selected date. Please select a different bus/plan" or "Search result 0 bus(es) found."

Sample screenshot from Highwaybus.com

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## - 02. List of Buses (Seat Availability) -

Select the bus you wish to reserve.

Select the departing and arriving bus stops, the boarding date, and the number of passengers, and click on the Seat Availability button.

**There are no buses available for the selected date. Please select a different bus/plan.**

Sample screenshot from Japanbusonline.com



Search result 0 bus(es) found. >>Search All Routes

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**Japan Bus Online**

2. The date you wish to travel on may already be fully booked. If all seats are taken, you will see indicators such as "x," "No Seat Available," or "Not Available." Please refrain from inquiring if such an indicator appears. If the bus is fully booked online, it will also be full at the ticket counter.

Sample screenshot from Highwaybus.com

Bus Number	5904						
Departure Time	2023/Nov/18(Sat) 06:20						
Arrival Time	2023/Nov/18(Sat) 09:38						
Seat Availability	x[ (No Seats Available) ]						
Facilities on board	Four rows of seats ,Lavatory on board						
Seat Type(Seat Availability/Adults Fare)	<table border="0"> <tr> <td><a href="#">Normal ?</a></td> <td><a href="#">Ladies Seat ?</a></td> </tr> <tr> <td>x4,300 JPY</td> <td>x4,300 JPY</td> </tr> <tr> <td>Select →</td> <td>Select →</td> </tr> </table>	<a href="#">Normal ?</a>	<a href="#">Ladies Seat ?</a>	x4,300 JPY	x4,300 JPY	Select →	Select →
<a href="#">Normal ?</a>	<a href="#">Ladies Seat ?</a>						
x4,300 JPY	x4,300 JPY						
Select →	Select →						

Sample screenshot from Japanbusonline.com

Please enter your information.

Nagano-Kyoto/Osaka Liner

Bookable Days of Operation

11/16/2023 ~ 12/16/2023

There are no available bus service for the date(s) you have selected. Please choose another date and try again.

<<< << <  > >> >>>

⊙ Please select the date and time you wish to travel.

11/21/2023(Tue)		
Departure First Stop Availability		Arrival Last Stop Fare(JPY)
Select	10:15 PM Nagano Sta Not Available	To Universal Studios Japan JPY 4,800~

3. The bus service for your desired route may have already ended. You can check the operating period and days on the respective schedule page. It may appear a message such as "There are no buses available for the selected date. Please select a different bus/plan" or "Search result 0 bus(es) found."

Sample screenshot from Highwaybus.com

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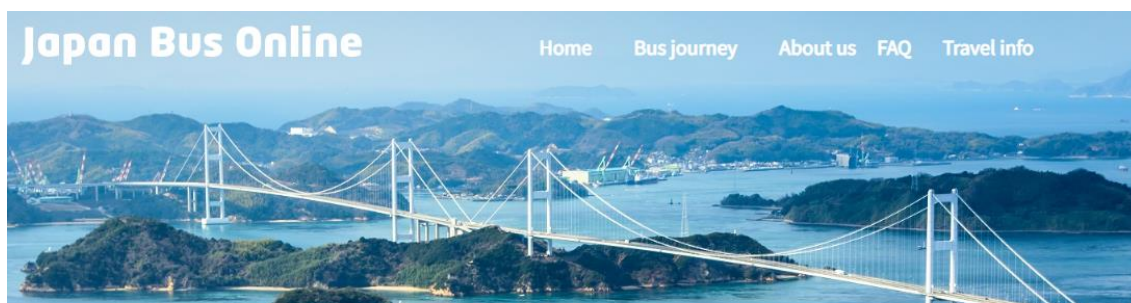
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4. If you are unable to make a reservation despite available seats, it is due to the seating configuration enforced by the reservation system. To ensure that individuals of different genders do not sit next to each other, we have certain seating restrictions. This means that even if there are available seats, you will not be able to make a reservation. Please note that this restriction does not apply to reservations made for the same group. The gender specified on the ticket will be strictly enforced, and passengers with a different gender on their tickets will be declined boarding. We are sorry, but we cannot help you with this issue due to the system configuration.

For inquiries related to online reservations, please contact the operating company of the reservation website directly:

- [Highwaybus.com](https://www.highwaybus.com)
- [Japanbusonline.com](https://www.japanbusonline.com)