

[Apology]
Incorrect Refund Amount Issued for Certain Skyliner Tickets Purchased Through Overseas
Online Travel Agencies

Thank you for your continued patronage of Keisei Electric Railway.

It has come to our attention that an incorrect refund amount was issued for certain Skyliner tickets sold by overseas online travel agencies to some customers who received refunds due to service cancelations or other reasons between Monday, March 30 and Thursday, July 30, 2026.

We sincerely apologize for any inconvenience caused to our customers. The details of this issue are provided below.

Period of occurrence: Monday, March 30 to Thursday, July 30, 2026

Affected products: Skyliner Coupons Skyliner Discount Tickets (one-way)

Issue: After exchanging a voucher for the aforementioned products purchased through overseas online travel agencies, when a refund was issued at a station on a Keisei line due to service cancelations or other reasons, 2,100 yen was refunded instead of the correct purchase price of 2,310 yen.

Assistance for customers: We kindly ask affected customers to contact the inquiry desk of the overseas online travel agency through which they purchased their ticket. After confirming the usage situation and other details and then completing the prescribed procedures, the difference will be refunded through the overseas online travel agency.

*Please note that refunds cannot be processed at stations on a Keisei line, Skyliner counters, or similar locations.

We will strive to prevent recurrence and further improve our services so that similar issues do not occur in the future. We sincerely appreciate your continued use of our railway lines.