

Fukuoka City Subway Guide



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Usage Guide and Precautions for Using "Passenger Tickets"



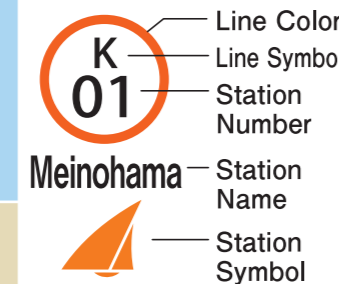
Fukuoka City Subway

<https://subway.city.fukuoka.lg.jp>

福岡市地下鉄 路線図

Fukuoka City

Subway Route Map



Travel times for typical destinations

- Fukuoka Airport → Hakata (5 minutes)
- Fukuoka Airport → Tenjin (11 minutes)
- Tenjin → Hakata (5 minutes)



Subway Routes

- There are three available routes: The Airport Line, the Hakozaki Line, and the Nanakuma Line. The Airport Line operates between Meinohama and Fukuoka Airport, the Hakozaki Line operates between Nakasu-Kawabata and Kaizuka, and the Nanakuma Line operates between Hashimoto and Hakata.
- You can transfer* between the Airport Line and the Hakozaki Line at Nakasu-Kawabata Station. Do not exit through the ticket gate when transferring.
- Some trains run directly between Kaizuka and Nishijin/Meinohama without the need to transfer.
- You can transfer between the Airport Line and the Nanakuma Line at Hakata Station. Do not exit through the ticket gate when transferring.

Subway Entrances

- The Fukuoka City Subway logo, station number, and station logo can be found at every subway entrance.



Fukuoka City Subway logo station number station logo

Manners When Riding the Subway



When you are on an escalator or are inside of a subway car, please make sure to keep a firm grip on any suitcases you are carrying.

Please refrain from speaking loudly inside of subway cars.

Please leave plenty of space around the subway car exit.



Please keep any luggage you are carrying strapped to the front of your body or please carry it by hand.

Priority Seating
Please offer these seats to people who are disabled, elderly, pregnant or carrying infants

Priority space for wheelchair users and stroller users.

●Subway Information Services

Subway Helpline

+81-(0)92-734-7800

Foreign Language Services



Passenger Service

English, 中文, 한국어, Tiếng Việt, မြန်မာ, Español, Français, Italiano, Deutsch, Русский, नेपाली, Português, မြန်မာ, हिंदी, বাংলা, Tagalog, සිංහල, bahasa Indonesia, Монгол, Мелайу, বাংলা, اردو

Telephone interpretation service is available. Please feel free to ask us any questions. (Free of charge)

電話通訳サービス実施中 (英語・中国語・韓国語・ベトナム語・タイ語・スペイン語・フランス語・イタリア語・ドイツ語・ロシア語・ネパール語・ポルトガル語・ミャンマー語・ヒンディー語・クメール語・タガログ語・シンハラ語・インドネシア語・モンゴル語・マレー語・ベンガル語・ウルドゥー語)

●We also offer passengers with phone language interpretation services for a total of 21 different languages, such as English, Chinese, Korean, etc., at the reception counters located at all subway stations and our 6 customer service center locations. <Operating hours> These services are available during subway operating hours. With that said, however, at our customer service centers, these services are only offered during service center operating hours.

●Fukuoka City Subway Website



FUKUOKA CITY SUBWAY



<https://subway.city.fukuoka.lg.jp>

●Fukuoka City Subway Operation Information



@FSubway_Info

●Using the Subway

Purchasing a ticket

●Ticket vending machines are available in all stations.

Press ① for English.

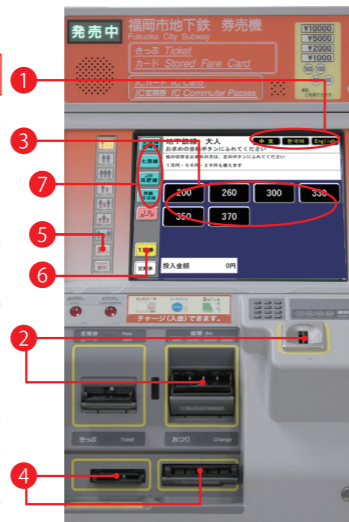
●Fare buttons illuminate according to the sum of money inserted into the slot ②. Machines do not accept ¥1 or ¥5 coins.

●Find your destination on the overhead map and confirm the printed fare. Press the corresponding 'fare' button ③.

*To buy a child ticket, press ⑤. To buy a one day pass, press ⑥, then press ③ (the fee selection button).

*To use the JR Chikuh Line or the Nishitetsu Kaizuka Line, first press button ⑦ (the line selection button), then press button ③ (the fee selection button).

●When finished, be sure to collect your ticket and change from the tray ④.



Using the automated ticket gates

Passenger tickets (regular ticket, day pass)

Insert your ticket into any automated gate. Upon successful validation, the gate will open. Don't forget to retrieve your ticket at the other end.



"Hayakaken" IC cards

Firmly press the "Hayakaken" card against the card reader and the gate will open.

Automated ticket gate IC card reader for Hayakaken

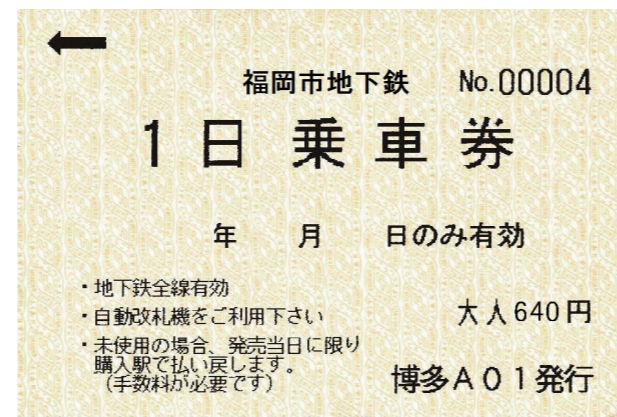
Boarding subway cars

Please confirm your destination and platform by checking the destination and departure times displayed on the information boards found on the concourses and platforms. Trains going to Fukuoka Airport and Kaizuka stop at the same platforms between Meinohama Station and Tenjin Station, so be careful not to get on the wrong train. The last station is also displayed on subway cars.



●One Day Pass

- This pass allows for unlimited travel on all Fukuoka City Subway routes for a period of one day. (Meinohama to Fukuoka Airport, Nakasu-Kawabata to Kaizuka, and Hashimoto to Hakata.) Valid only on date of purchase.
- Showing your day pass at select businesses will qualify you for discounts. Please ask customer service for more information.



●"Hayakaken" Card Usage Area

It can be used for all lines for the Fukuoka City Subway (Airport Line, Hakozaki Line, and Nanakuma Line), as well as for areas across the country in which reciprocal usage services are provided (areas in which the card is compatible).

Usage Details

- Can be used for transit systems for trains and buses, etc.
- Can be used as electronic money for purchases made at stores and vending machines (excludes "PiTaPa").



Symbol mark for transit system IC cards indicating compatibility with reciprocal services provided in regions throughout the country

●Types of "Hayakaken" Cards

Types of cards	Applicable users	Sales locations
"Hayakaken" non-personalized card	Adult	●Subway station ticket vending machines with a "Hayakaken" logo (at all stations) ●Commuter pass sales counters (at each of the following stations: Meinohama, Nishijin, Tenjin, Hakata, Kaizuka, and Betsu)
"Hayakaken" personalized card	Adult, child, and discounted	●Subway station ticket vending machines with a "Hayakaken" logo (at all stations) ●Commuter pass sales counters (at each of the following stations: Meinohama, Nishijin, Tenjin, Hakata, Kaizuka, and Betsu)

- You will be required to provide an official form of identification (passport, etc.) for identity verification purposes if purchasing a child "Hayakaken" card.
- For the "Hayakaken" personalized card, customers will be required to register their name, gender, date of birth, and phone number upon purchase.
- In order to receive a refund for any remaining balance on a "Hayakaken" personalized card, you will be required to provide a form of identification.
*We ask that you exercise caution when purchasing a "Hayakaken" personalized card, since we will not be able to refund you your balance if the name that is written on your card differs with the name given on your identification form.
*Since it will take time for us to provide you with a refund for your balance on your "Hayakaken" personalized card, we ask for your kind understanding. We are also required to charge you a processing fee in order to provide you with a refund for your balance on your "Hayakaken" card.
- It is also possible for you to load your commuter pass onto a "Hayakaken" personalized card
- You may also use money that you have deposited to the card to purchase one day passes or regular passenger tickets (please note that it is not possible to purchase commuter passes using money that has been deposited on such cards).
- Please note that for a portion of the cards, there are special design cards, etc., for which it is not possible to convert it to a personalized card or for which loading of commuter passes is not possible.

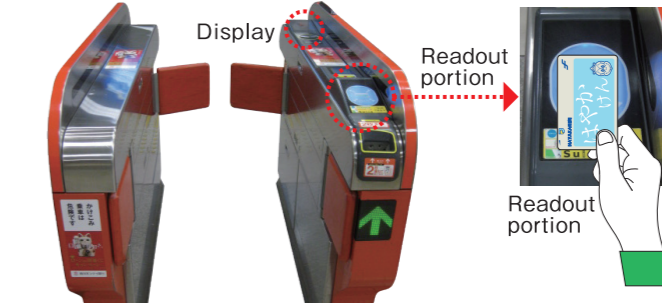
What is a deposit?

When newly purchasing a "Hayakaken" card, the money that we collect from the customer is referred to as a "deposit." We shall return your deposit in exchange for the card once you are no longer in need of the "Hayakaken" card.

●How to Use the "Hayakaken" Card on the Subway

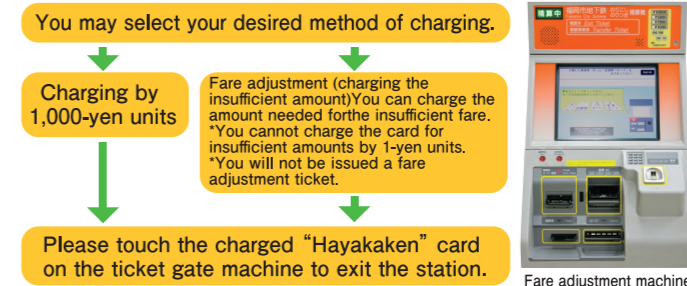
Please firmly touch the "Hayakaken" card onto the readout portion of the ticket gate machine.

*You may also use any cards from across the country that can be used in areas in which reciprocal services are provided (areas in which compatible cards can be used).



If you have insufficient funds when trying to exit a station

Please charge the card or make payment (charging the insufficient amount) at a fare adjustment machine with a "Hayakaken" logo to exit the station.*You can also charge cards from across the country that can be used in areas in which reciprocal services are provided.



Precautions when using the ticket gate or performing fare adjustment

- Please do not insert the "Hayakaken" card into the ticket gate machine insertion slot.
- You are not allowed to use the card at the ticket gate machine together at the same time with other passenger tickets or other IC cards.
- In the following cases, you may not be able to use your card at the ticket gate machine. •Cases where 1 year has passed since the last time you used the card → Please notify a station attendant or staff member at the commuter pass sales counter. •Cases when using a "Hayakaken" card for which proper entering or exiting processing was not performed → Please notify a station attendant.*You are not allowed to use a different IC card to perform fare adjustments.

●Usage Guide and Precautions for Using "Passenger Tickets"

- You may purchase child fare tickets for children younger than 12 years old.
- Tickets cannot be used at stations other than the one they were purchased at.
- Tickets are only valid on the date on which they were issued.
- We are required to charge you with a fixed processing fee in order to provide you with a refund for tickets or "Hayakaken" cards.
- We are unable to provide you with any refunds for tickets once you have entered the ticket gate.
- If you make a stopover using a ticket, your ticket will be invalidated and collected.
- Please do not bend or tear your ticket.
- We cannot be held liable for any loss or damage, etc., that is caused to any tickets.
- If you have already entered a ticket gate using an IC card and you wish to exit from the same station without riding the subway, we will be required to collect a fare that is equivalent to the starting fare.