

Fuji Sanroku Railway Co., Ltd.

Oct. 23, 2024

Disruptive Behavior by Passengers on the Fujikyu Railway

Thank you for using the Fujikyu Railway, operated by Fuji Sanroku Railway Co., Ltd. Recently, a video (hereinafter referred to as “this video”) filmed by passengers on the Fujikyu Railway was posted on a social media site showing persons engaged in dangerous acts, such as dancing in the aisle of a train, as well as acts disturbing other passengers (hereinafter collectively referred to as “these nuisance acts”). We would like to inform you of our position and response regarding this matter as follows.

We will continue to make our best efforts to ensure the safety and security of our passengers as our top priority. We appreciate your understanding.

I Regarding these nuisance acts and this video

1. We will not tolerate dangerous acts, acts that disturb other passengers, or acts that interfere with the safe operation of our trains on board any of our trains.
2. We have requested the social media site operator to delete this video.
3. We have reported these nuisance acts and this video to the competent police station. We are also considering further legal action.

II For passengers using the Fujikyu Railway

1. We sincerely apologize and regret that these nuisance acts and this video caused discomfort and anxiety to passengers who use the Fujikyu Railway. Going forward, we will take measures such as enhancing the patrols performed by conductors.
2. In the future, if you discover any behavior that interferes with the safe operation of a train or any other behavior that may inconvenience other passengers, please notify our staff immediately. Please understand that if a passenger is causing a nuisance, does not follow the instructions of the staff, or their behavior is deemed particularly malicious, we will take firm action, including reporting the matter to the police and taking legal action.