

Useful information for travellers/visitors from New Zealand

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Accommodation

A non-profit-organization, the Welcome Inn Reservation Centre, lists reasonably-priced hotels for overseas visitors:

<http://www.itcj.or.jp/en/index.html>

For traditional accommodation see:

http://www.ryokan.or.jp/index_en.html

<http://www.japaneseguesthouses.com/index.htm>

Some popular online accommodation websites in English that have listings for Japan include:

<http://www.tripadvisor.com/>

<http://www.booking.com/>

Bowing

Japanese people bow (*ojigi*) for many reasons. A bow can be a way of greeting someone, acknowledging an individual, thanking a person, displaying gratitude, saying “I’m sorry,” or even asking for a favour. Japanese people will often shake hands with non-Japanese as a way of making others feel comfortable. Non-Japanese should extend the same courtesy by bowing to acknowledge that they have made an effort to learn the Japanese way.

When bowing to individuals who are on the same status level as you, you should bow at the same height. When bowing to someone who is higher than you on the hierarchical level, bow a little lower than that person to display deference. When bowing to a person and you are uncertain where you fit in with that person on the hierarchy level, always be conservative by bowing slightly lower than that individual. Just as “the customer is always right” in Western terms, the customer is the person to whom you bow lower in Japanese terms. When bowing, eyes should be lowered rather than looking at the person. Men should keep their hands at their sides while women should keep their hands in front of them.

Business-Card (*Meishi*) Etiquette

When business cards (*meishi*) are exchanged, it is the first step in establishing a relationship. Business cards are a reflection of both the individual and the organisation being represented. For that reason, *meishi* should be treated with the utmost respect.

Business-card etiquette dictates that you initiate the exchange if you are the person visiting, rather than hosting, the meeting. When you receive another person's *meishi*, you should receive it with both hands. Be sure to study it a few seconds before putting it down. Then either lay it on the table if you are sitting or place it in your business card case if you are standing. Ensure you have a business card holder into which the card you receive can be placed (ie don't put the card straight into your pocket). And also ensure that the card is not bent – most definitely never fold it in half. Remember that business cards should be treated with the greatest respect. Therefore, be sure not to write on a card or request another card if you are meeting with a person for a second time.

Business Hours

	Weekdays	Saturdays	Sundays & National Holidays
Banks	09:00-15:00	closed	closed
Post Offices	09:00-17:00	closed	closed
Dept. Stores	10:00-20:00	10:00-20:00	10:00-19:30
Shops	10:00-20:00	10:00-20:00	10:00-20:00
Museums	10:00-17:00	10:00-17:00	10:00-17:00
Offices	09:00-17:00	closed	closed

*Some main post offices are open seven days a week.

*Most department stores are closed for two to three weekdays a month.

*Most museums are closed on Mondays.

Chopstick Etiquette

Proper chopstick manners include maintaining good posture and bringing the chopsticks up to your mouth, rather than leaning in to the table and bringing your mouth down to the chopsticks. Chopsticks have many purposes. Besides being used for picking up food and taking it to your mouth, these utensils also may be used for cutting food into smaller, more manageable pieces. When you have finished using your chopsticks, they should be placed on the chopstick rest that you will find on the table. They can also be placed on the rest if you are still eating but resting between bites. Never pass food from one set of chopsticks to another, and never stick your chopsticks upright into your food and leave them there. These are both rituals carried out at funerals and as such are extremely inappropriate at the dinner table. If you can use chopsticks you will probably be complimented by your Japanese hosts. This is one of the most common compliments a foreigner can expect in Japan.

Cost of living

Despite the widespread belief that travel in Japan is expensive, Tokyo and other large Japanese cities are not any more expensive than other big cities worldwide. Previous surveys on price differentials from 2002 showed that the average price in Tokyo is only 1.06 times higher than the average price of London, 1.13 times higher than the average price of Paris and Frankfurt, and 1.24 times higher than the average price of New York.

100-yen shops and budget stores abound in Japan and sell extremely affordable necessities and reasonably priced gifts, and inexpensive restaurants serve meals that cost 1,000 yen or less.

Accommodation is also affordable, as there are many inexpensive hotel chains and ryokans.

Credit cards & ATMs

Cash-based transactions are the norm in Japan, but most stores and restaurants will accept VISA, MasterCard and American Express cards.

However, many ATMs do not accept credit cards issued outside of Japan, and credit card transactions are not always convenient outside of the big cities, so obtaining cash beforehand is recommended when travelling to the countryside.

Foreign credit and cash cards can be used at Post Office and Seven Bank ATMs throughout Japan.

There are over 26,000 Post Office ATMs in Japan and post offices which provide this service display stickers indicating which cards are accepted. Cards from the Cirrus, PLUS, Maestro and Visa Electron networks can be used. Accepted credit cards include VISA, MasterCard, American Express and Diners Club.

Over 12,000 Seven Bank ATMs are placed at 7-Eleven convenience stores throughout Japan and the service is available 24 hours a day in English, Korean, Chinese and Portuguese. Cash cards from the PLUS and Cirrus networks can be used. Accepted credit cards are VISA, MasterCard, American Express, JCB and China UnionPay.

It is, however, advised to contact each credit card company beforehand and check the location of each ATM and its availability as these conditions vary from machine to machine.

If you should lose your credit card, traveller's cheques, or your airline ticket, contact the issuers directly to arrange for replacements. We recommend that you keep a list of toll

free numbers for the issuers of your cards and tickets separate from those items themselves.

Drivers' License

If you wish to drive in Japan, you must possess one of the following driving permits:

- 1) A Japanese Driver's License
- 2) An International Driver's License (90 member countries) based on the Treaty of Geneva (1949)
- 3) A Driver's License of Switzerland, Germany or France (however, you must inquire about conditions to the institution issuing the driving permit)

Greetings and Introductions

Western cultures expect a firm handshake, but this is not the case in Japan. Use a lighter grip and let go of the other person's hand much sooner than you would if you were shaking hands with someone from another country. Also, be sure to stand a minimum of two arm's lengths from the person.

When addressing another person by name, the last name or family name should always be used, preceded by "Mr", "Mrs", or "Miss". You might want to make the effort to do it the Japanese way, which is to address the person by his or her last name, followed by san – the equivalent of "Mr", "Mrs", and "Miss". For example, Mr Shioda would be Shioda san.

Guide service: professional guides or guide-interpreters

Guide-interpreters may be hired through hotels as well as land operators. Licensed guides are available for interpretation in English, French, Spanish, German, Chinese, Italian, Portuguese, Russian, and Korean.

As of May 2006, there were licensed guides, of whom about 800 were members of the Japan Guide Association (Tel. 03-3213-2706. Fax. 03-3213-2707) and 550 were members of the Japan Federation of Certified Guides (Tel. 03-3380-6611. Fax. 03-3380-6609).

Charges for guide-interpreters services depend on the level of expertise required and the length of the assignment. Average rates are in the range of 25,000yen - 45,000yen

per day. In addition, transportation, meal and accommodation costs for the duration of the assignments are borne by the person engaging a guide-interpreter.

Electricity

The voltage used throughout Japan is uniformly 100 volts, A.C. There are two kinds of frequencies in use; 50 Hertz in eastern Japan and 60 Hertz in western Japan (including Nagoya, Kyoto and Osaka). A convertible type of electrical appliance such as a hair dryer, travel iron and shaver will therefore be handy; otherwise a step-down transformer is required to convert the voltage. There are no columnar-shaped plugs or 3-pin plugs used in Japan but 2-flat-pin plugs are used instead. It is therefore advised to purchase a plug adapter beforehand. A Japanese plug looks like this:



Fax and internet

Fax machines are available at most hotels and convenience stores.

Japan has an advanced internet infrastructure, with high-speed broadband and wi-fi services available in most areas. Some hotel phones and grey public telephones have modular sockets for computer network access.

Immigration Procedures

Similar to practice in a number of other countries, from 20 November 2007 Japan Immigration requires arriving foreign nationals to be fingerprinted and photographed at the port of entry. The new requirement applies to all foreign nationals (including visitors, re-entry permit holders and permanent residents) except "special permanent residents", persons under 16 years of age, diplomatic or official visa holders, and persons invited to visit Japan by the head of a national administrative organisation. Further information including an explanatory video is provided on the [Immigration Bureau website](#).

Re-entry permit holders can register themselves in advance to enable use of automated gates at Narita Airport to help expedite passage through the Immigration inspection points. For further details, see the following user guide and application form provided by the Immigration Bureau:

["Users' Guide to the Automated Gates \(For Foreign Nationals\)"](#)

[Application Form for User Registration of the Automated Gates \(For Foreign Nationals\) \[pdf\]](#)

APEC Business Travel Card holders are able to use special lanes at international airports in Japan. The APEC Business Travel Card enables business people from participating member economies with streamlined procedures for entry to APEC member economies. For details on the card and how to apply, refer to the links below.

Japan Ministry of Foreign Affairs:

<http://www.mofa.go.jp/policy/economy/apec/abtc/index.html>

Business Mobility Group:

<http://www.businessmobility.org/key/abtc.html>

For short-term business visitors:

<http://www.businessmobility.org/travel/displayForm.asp?id=9&fid=1>

For temporary business residents:

<http://www.businessmobility.org/travel/displayForm.asp?id=9&fid=2>

For general information on immigration procedures and visa information, visit the Embassy of Japan in New Zealand's [homepage](#).

Language

Even if you don't speak any Japanese, finding your way around Japan isn't too difficult. English is widely spoken throughout the country, particularly in major cities and tourist centres.

Public transportation announcements are frequently made in both Japanese and English, and signs generally include decipherable roman characters or an English explanation.

Japanese language pronunciation and vowels are very similar to the Maori language. You might like to try:

Konnichi wa

Hajimemashite

Watashi no namae wa <Name> desu

Arigato Gozaimasu

Hello

Nice to meet you

My name is <name>

Thank you

Yoroshiku Onegaishimasu

Used at the beginning / end of meetings to signify gratitude

Watashi wa <Object> ga suki desu
Sumimasen

I like <object>
Sorry or excuse me

Medical services

Japan has an advanced medical services infrastructure, and in most urban areas you will be able to find a major hospital or clinic with at least some ability to communicate with you in English. Travellers with pre-existing conditions are strongly encouraged to carry copies of any prescriptions, along with enough medicine, if any, for the duration of your stay. All visitors should also carry proof of medical insurance, either private or public, as well as a list of any medications or substances to which you have a known allergy, along with a notation of your blood type.

In Japan, common over-the-counter drugs and prescription medicines are available only at drug stores, most of which have a pharmacist on duty, and not at convenience stores or supermarkets. You are generally permitted to bring into the country such over-the-counter and prescription medications as are generally available overseas, in quantities sufficient for personal use. There are some restrictions on medications containing stimulants, even if available over-the-counter elsewhere. See the Japan Customs website (<http://www.customs.go.jp/english/index.htm>) for more information. The strength and composition of common drugs, including pain relievers and cold remedies, may differ from New Zealand standards; consult with a pharmacist on duty, or a doctor if you are visiting one.

Japan has no requirements for pre-travel inoculation against known diseases, but if there is an outbreak of avian flu, SARS, or another epidemic disease in New Zealand at the time, you may be asked to visit the Health Office at the airport upon your arrival.

Many large hotels have access to on-call medical services; some may have an in-house doctor or clinic - ask at the front desk. If your illness requires hospitalization or other more advanced care, there are facilities around the country prepared to handle foreign visitors. The AMDA International Medical Information Centre provides telephone services to foreigners in Japan in several languages. They can provide introductions to medical facilities with staff who speak the patient's language, and also explain the health care system to callers.

AMDA International Medical Information Centre

Tel: Tokyo 03-5285-8086(office)

Tel: Tokyo 03-5285-8088(consultation)

Tel: Osaka 06-4395-0555

Tel: Machida 042-799-3759

Homepage: <http://homepage3.nifty.com/amdack/english/>

Ambulance services are provided by the fire department; dial '119' from any phone to request an ambulance.

Mobile phones

You can use your mobile phone number in Japan using SoftBank Mobile and NTT DoCoMo's 3G (3rd generation) service areas. Simply bring your own SIM card and insert it to a rental phone or your own 3G handset. For more details, please check with your local mobile phone service provider, SoftBank Mobile, or NTT DoCoMo.

Rental phone service is also available. You can find rental shops at Narita Airport and Kansai Airport. For further information please contact any of the following companies.

NTT DoCoMo International Roaming Centre
TEL: 03-3830-1453 or toll free 0120-654-100
<http://roaming.nttdocomo.co.jp/index.html>

SoftBank Global Rental
<http://www.softbank-rental.jp/>

SoftBank Mobile
<http://www.softbankmobile.co.jp/corporate/en/index.html>

PuPuru(Japanese Mobile Phone Rentals)
<http://www.pupuru.com/foreign/en/index.html>

JAL ABC RENTAL PHONE
<http://www.rental-mobile.com/en/domestic/index.html>

G-Call: Compare and Save with G-Call
<http://www.g-call.com/e/rental/dom/rental.php?id=530>

National holidays

January 1st
2nd Monday of January
February 11th
March 21st
April 29th
May 3rd
May 4th

New Year's Holiday
Coming-of-Age Day
National Foundation Day
Vernal Equinox Day
Greenery Day
Constitution Memorial Day
National Holiday

May 5 th	Children's Day
3rd Monday of July	Maritime Day
3rd Monday of September	Respect for the Aged Day
September 23 rd	Autumnal Equinox Day
2nd Monday of October	Health and Sports Day
November 3 rd	Culture Day
November 23 rd	Labour Thanksgiving Day
December 23 rd	The Emperor's Birthday

New Zealand Embassy in Tokyo

The official New Zealand Government representation in Japan is based in the capital city, Tokyo. The New Zealand Ministry of Foreign Affairs & Trade, New Zealand Trade & Enterprise, and the New Zealand Immigration Service are all located at the following address should you need to get in touch:

20-40 Kamiyama-cho, Shibuya-ku, Tokyo 150-0047
 Phone: 03 3467 2271
 Fax: 03 3467 2278
 Website: www.nzembassy.com/japan

Hours: Monday-Friday 09:00 – 17:30 (For assistance outside these hours and in the case of an emergency, please ring the Embassy's main line to receive the contact details for the after hours duty officer). For a map to the Embassy, see the Embassy website above.

Postal service

Postcards and stamps are available from post offices, convenience stores and kiosks at train stations all over the country. Post boxes are located by street crossings, buildings and public facilities. The opening slot of the post box may differ depending on the size of mail that the post box is designed to accept.

International mail can be classified into letter post (letters, aerogrammes and postcards), parcel post, and EMS (Express Mail Service).

Foreign parcel post can be sent between Japan and most other nations. The maximum weight for a single package is usually 20 kg but it depends on the destination. The type of contents of a parcel accepted, however, and the maximum measurements of a single parcel differ by destination.

EMS is the fastest way to send documents and parcels to over 100 countries and

territories worldwide. A tracking system, providing prompt information on a package's delivery status, is available for 35 countries.

Private delivery services such as DHL and Federal Express provide fast and efficient services between Japan and other nations. Your choice of service depends on the kind of item you want to send. Please ask your hotel front desk to assist you in posting mail or packages via these couriers.

Some central post offices are open seven days a week.

Postal Service Website:

<http://www.post.japanpost.jp/english/>

Public telephones

Public telephones are harder to find these days due to the prevalence of mobile phones. They accept 10 yen and 100 yen coins, and/or telephone cards.

A local call (within Tokyo's central 23 Wards and some other metropolitan cities) costs 10 yen per minute. If you put in two 10-yen coins and speak for less than one minute, one of the coins will be returned to you. No change is given for partial use of a 100 yen coin.

Prepaid telephone cards cost 1,000 yen from vending machines, kiosks at train stations, and convenience stores. Charges for inter-city calls vary according to the distance. Domestic calls are cheaper at night and on Saturday, Sunday & national holidays.

A direct overseas call can be made from a public telephone displaying an International and Domestic Telephone sign. These phones are not widespread, but can be found at airports, hotels, and other key facilities. Direct dial calls can be made via a telephone company using the company's access number.

A credit card call can be made from a telephone with an International and Domestic Telephone sign. Insert a 100 yen coin (returned when you finish the call) and input an access number. The telecom business is fiercely competitive and so rates and systems change often.

Rail travel

There is a variety of unlimited ride passes for trains, including the Japan Rail Pass (<http://www.japanrailpass.net/eng/en001.html>) which covers a huge area of the country.

Using this pass, unlimited travel is possible on Japan Railway (JR) lines including the Shinkansen (bullet train, but excluding the Nozomi train).

An Exchange Order is necessary to acquire a Japan Rail Pass and can be purchased from overseas offices of JTB International, the Nippon Travel Agency Co., Ltd., the Kinki Nippon Tourist Co., Ltd. and the Tokyu Tourist Corporation, as well as from their affiliated travel agencies in other countries. Exchange Orders are also available from overseas offices of JAL.

You can purchase tickets and make reservations from abroad. The English web site of JR East (<http://www.jreast.co.jp/e/index.html>) has a reservation site for the Narita Express (a limited express train that runs between Narita International Airport and metropolitan Tokyo) and the Tokaido/Sanyo Shinkansen Line.

It takes approximately 2 1/2 hours to Kyoto and 3 hours to Osaka via the Shinkansen train 'Hikari' from Tokyo. If you need to get there in a hurry, the Shinkansen train 'Nozomi' is 15 minutes faster to Kyoto and 30 minutes faster to Osaka.

In the capital, the JR Yamanote-sen loop line circles the central area of downtown Tokyo. A trip around the whole circle takes approximately one hour, with trains departing about every two to four minutes in each direction. JR rates start from 130 Japanese yen.

The subway system in Tokyo is also an efficient way to travel. Subway fares start at 160 Japanese yen for Tokyo Metro (TRTA) and Toei (Metropolitan) lines, and both increase with the distance travelled.

Almost all train and subway stations have vending machines for tickets and automatic ticket-checking machines at their entrance/exit gates.

Seating Etiquette

Seating etiquette dictates that the highest-level person hosting a meal sits at the centre of the table. The most important guests will be seated to the host's immediate right. The least important guest will be seated near the entrance or door. When sitting down, be sure to place both of your feet on the floor, rather than having the soles of your shoes showing or crossing your legs.

Shoe Etiquette

Whether you are invited to the home of a Japanese person or to a restaurant, or you are staying at a Japanese inn (a ryokan), you will be taking off your shoes more in one day

than you do in a week at home. For that reason, prepare to take socks or stockings that are clean and conservative, and avoid anything that is worn. There will be many signs that you should remove your shoes. You may see shoes lined up at the entrance (pointing toward the door). You may also see people approaching you who are wearing slippers rather than shoes. If you are offered a pair of slippers, be sure to put them on to replace your shoes. As you follow others into a room, be sure to step over the threshold. Also, notice if others remove their slippers when they enter a room with rice mats, known as tatamis. If they do, follow suit. Once you are in a room with rice mats on the floor, be sure to avoid walking on the outside border of the mats.

Lastly, be careful to notice if any slippers are placed in front of a bathroom door. Most times, a red pair of slippers in this location means that you should put them on and wear them while you are in the bathroom. One size will fit all. Be sure to remove them upon leaving the bathroom and replace them with the ones you were offered upon your arrival. If slippers were not made available upon your arrival, remain in your socks.

Taxis

Taxis are widely available and can usually deliver customers to addresses written in Japanese or on business cards. Usually if the red light in the lower left corner of the windshield is lit, then the cab is free and it can be flagged down. The passenger capacity of small and midsize taxis is four. The rear door on the left side of a taxi opens and closes automatically; do not open it yourself. Pay the fare before exiting the taxi at your destination.

To book a taxi, try one of these services:

Nihon Kotsu

<http://www.nihon-kotsu.co.jp/en/>

English hotline: 03-5755-2336

Hinomaru Kotsu

<http://www.hinomaru-taxi.com/english/request/index.html>

Call centre: 03-3814-1111

For taxi vans and larger vehicles try:

SS Center

Tel: +81 3 5459 0030

Fax: +81 3 5459 0044

Email: info@sscenter.co.jp

Theft & accidents

To report a crime, accident, or other emergency, dial '110' from any telephone. In Tokyo, an English-language line to the Metropolitan Police is available from Monday through Friday, 8:30 a.m. to 5:15 p.m., at 03-3501-0110.

Your best resource for contacting the police, getting directions if you are lost, or for reporting a lost or stolen item, is your nearest "Koban," or police box. This network of "mini police stations" is unique to Japan, and they can be found in virtually every neighbourhood throughout the country; there are over 1,200 Koban in Tokyo alone. While not all Koban are staffed 24 hours a day, most of the police boxes located in heavily populated areas will have an officer on duty. In the most popular tourist areas such as Ginza or Shinjuku, there may be someone who can help you in English, and they may have forms and other documents available in English as well.

Look for the KOBAN sign, with its distinctive red light, whenever you need police help with:

1. Reporting a loss, theft, or other crime
2. Reporting an automobile accident
3. Directions to businesses and attractions
4. Other emergency-related questions

If you are unable to find a police box, ask at your hotel or other local business. Most people will know where the nearest one is located in their neighbourhood.

If you should lose your credit card, traveller's checks, or your airline ticket, contact the issuers directly to arrange for replacements. We recommend that you keep a list of toll free numbers for the issuers of your cards and tickets separate from those items themselves.

If you lose your passport, you will need to contact the New Zealand Embassy in Tokyo to arrange a replacement (always carry a copy of your passport in your luggage and separate from your other documents; keep a copy at home, as well, in case your luggage is lost or stolen). See the FAQ section of the New Zealand Embassy's homepage www.nzembassy.com/japan for further instructions.

Tipping

Tipping is not customary in Japan, but is welcomed at your discretion. Note: An automatic service charge is included in most restaurant bills.

Toasting Etiquette

If you would like to propose a toast, the appropriate term is *Kampai*, which is the equivalent of “Cheers”. After this toast, those around you will repeat your toast and clink and clank glasses before enjoying sake, whiskey, or beer. Always wait for a toast to be made and the person hosting the meal to take the first sip before you drink your own beverage. If a toast is proposed to you, be sure to reciprocate with a toast of your own.

Tourism Websites

Useful tourism websites that you might like to check before planning a trip to Japan include:

<http://www.jnto.go.jp/eng/>

<http://www.japantravelinfo.com/top/index.php>

<http://en.wa-shoi.com/>

These websites often list upcoming events and festivals happening around Japan, cultural information, and useful tips when booking accommodation and transportation.

Travellers' cheques

We would generally recommend against carrying Travellers Cheques as these are no longer widely used in Japan and may not be accepted by establishments other than major hotels and banks, as establishments must have currency exchange capabilities in order to accept these. *Travellex* offer a convenient pre-paid pin-protected travel money card called “cash passport” which is generally accepted at Visa ATMs. For further details about the “cash passport” see www.cashpassport.co.nz.

Travel to and from major airports

1) To central Tokyo from Narita Airport:

You can reach central Tokyo either by the JR Narita Express train, limousine bus, or the Keisei Dentetsu railway.

It's approximately 60 minutes from the airport to Tokyo Station, which is at the centre of Tokyo, using the JR Narita Express. The fare for the JR Narita Express is 2,940 yen

and the Japan Rail Pass is valid. The Keisei Dentetsu Limited Express (Sky Liner) travels between Narita Airport and Ueno in downtown Tokyo in about 60 minutes, with a fare of 1,920 yen. Regular express trains on the Keisei line take a bit longer at around 75 minutes, but the fares are lower at only 1,000 yen.

Limousine buses (www.limousinebus.co.jp/en) also have many direct lines to major stations and hotels, and travel times vary from 60 to 90 minutes depending upon traffic and final destination. Fares for the limousine buses are approximately 3,000 yen. No advanced reservations are available for limousine buses departing from Narita Airport however, an advanced reservation is necessary when returning to the Airport. On arrival at Narita Airport tickets can be purchased at the Limousine Bus Ticket Counter located in the arrival lobbies of Terminal 1 and 2. Buses will depart from just in front of the Arrival Lobby at each Terminal. Air New Zealand is located in Terminal 2. Advance reservations for the limousine bus service when returning to Narita Airport can be made at the Reservation Centre by phoning +81 3 3665 7220.

If you are travelling with many bags or heavy luggage the Limousine bus service is probably the more preferable option.

2) To Haneda Airport from Narita Airport

There is a variety of transportation available from Haneda airport to downtown Tokyo with various fares and times. The limousine bus and Airport Limited Express are recommended, as there is no need to change vehicles. There are about 3 to 5 bus services every hour between the airports, except early morning and evening. It costs 3,000 yen, and each trip takes about 80 minutes. There are 1 or 2 Keisei Dentetsu Railway Airport Rapid Express trains every hour, which take about 110 minutes. The fare is 1,560 yen.

3) To central Osaka from Kansai International Airport

JR Limited Express Haruka, the Nankai Dentetsu Railways RAPIT Limited Express and the limousine bus are the major means of transportation to the center of Osaka. Haruka will take you to JR Shin-Osaka Station, located at the centre of Osaka, in about 45 minutes. The fare is 2,980 yen and the Japan Rail Pass is valid. If you use RAPIT, you can reach Namba Station in about 30 minutes at a fare of 1,390 yen. The express train takes about 40 minutes but the fare is only 890 yen. The limousine bus has a number of services to major stations and hotels and the fare is 1,300 yen. Travel time varies depending on traffic, but 60 minutes is the average time.

Useful phone numbers

New Zealand Embassy: (03) 3467-2271

Fax: (03) 3467-2278

Email: nzemb.tky@mail.com

Address: 20-40 Kamiyama-cho, Shibuya-ku, Tokyo 150-0047

Media Officer: (03) 5479-9654

Emergency after-hours consular enquiries:

Call the main number (+81 3 3467-2271) outside office hours. A recorded message will provide emergency contact numbers.

Please note that most of the organizations listed below also have English-speaking staff.

Police: 110

Lost and Found: (03) 3814-4151

General Information: (03) 3501-0110 (Japanese/English)

(03) 3503-8484 (English & other foreign languages)

Fire/Ambulance: 119

Hospital Information: (03) 5285-8181

The Japan Help-Line: (0120) 461-997

Tourist Information Centres:

Tokyo: (03) 3201-3331

Narita Passenger Terminal 2: (0476) 34-6251

Narita Passenger Terminal 1: (0476) 30-3383

Kansai: (0724) 56-6025

Flight Information:

Haneda: (03) 5757-8111 (Japanese/English)

Narita: (0476) 34-5000 (Japanese/English)

Kansai: (0724) 55-2500 (Japanese/English)

JR East Infoline: (03) 3423-0111 (Japanese/English/Chinese/Korean)

Lost & Found:

Tokyo Metro subway lines: (03) 3834-5577

JR lines: (03) 3231-1880

Taxis: (03) 3648-0300 (Japanese)

Toei buses & subway: (03) 3812-2011

Road traffic information: (0570) 011-0111 (Japanese)

Highways: (03) 3506-0111

Subway Information Service: (03) 3837-7046

Water

Tap water is generally safe to drink in Japan.

0052198