

Providing information to foreign travelers to Japan in the event of disasters

January 31, 2023

Visitor Experience Improvement

Japan Tourism Agency

○ Useful sources for foreign travelers to gather information themselves in times of disaster

① Websites and more

(1) Japan Safe Travel Information (English)

The Japan National Tourism Organization (JNTO) website for foreign travelers includes a page with disaster-related information.

(<https://www.japan.travel/en/japan-safe-travel-information/>)



(2) Japan Visitor Hotline (JNTO Call Center) (Support available in English, Chinese, Korean, and Japanese)

JNTO has a 24-hour hotline that can accept inquiries in English, Chinese, Korean, and Japanese. Tel: 050-3816-2787

(3) NHK World Japan (English)

A 24-hour English-language channel broadcasting the latest news from Japan and Asia.

Can be used as a source of information in English in large disasters such as earthquakes or typhoons

(<https://www3.nhk.or.jp/nhkworld/>)



(4) Japan Meteorological Agency (Available in 15 languages including English, Chinese, and Korean)

The JMA website provides information on weather, earthquakes, tsunamis, and volcanoes in 15 languages.

(<http://www.jma.go.jp/jma/kokusai/multi.html>)



(5) Japan Tourism Agency (English)

This website includes leaflets and other information for foreign travelers to Japan disseminated by JTA.

(<https://www.mlit.go.jp/kankocho/en/shisaku/kokusai/traveltojapan.html>)



② Apps and more

(1) JNTO Official Smartphone App (Available in English, Korean, and Chinese)

The Japan Official Travel App is a smartphone application for tourist information that sends users earthquake early warnings, weather emergency warnings, and other disaster information



(2) "Safety tips," an app providing information when disaster strikes

(Available in 15 languages including English, Chinese, and Korean)

The Safety tips app sends out information on disasters to foreign travelers to Japan and others



(3) JNTO (Japan Safe Travel) twitter (English) / Weibo (in Chinese)

The Japan Safe Travel (JST) account, run by JNTO, provides foreign travelers with necessary information on natural disasters when they occur. Account: @JapanSafeTravel

○ Useful sources for providing guidance to foreign travelers in a disaster

① Multilingual voice translation systems, such as VoiceTra (available in 31 languages)

VoiceTra is an app that translates spoken language.

※There are also items manufactured by the private sector using VoiceTra technology.
(http://gcp.nict.go.jp/news/products_and_services_GCP.pdf)



② The Prime Minister's Office of Japan Twitter Page (Japanese)

The Prime Minister's Twitter page provides information on government activities related to emergencies and crisis management.

③ Medical information

(1) List of medical institutions that are able to accommodate foreign travelers

(available in 5 languages including Japanese, English, Korean, and Chinese)

Users can search by department name or available language for medical facilities that provide care in foreign languages.

(http://www.jnto.go.jp/emergency/jpn/mi_guide.html)



(2) Guide book (available in 6 languages including Japanese, English, Korean, and Chinese)

Provides information on how to use Japanese medical institutions and includes a communication sheet that travelers can use by pointing out their symptoms.

(<http://www.jnto.go.jp/emergency/jpn/support.html>)



•So that foreign travelers to Japan can have a safe and secure stay even when a disaster occurs, we have prepared a leaflet that brings together information on websites, apps and other sources that we believe will be helpful to them, and we ask that you please use the leaflet to inform travelers.

<https://www.mlit.go.jp/kankocho/en/shisaku/kokusai/traveltojapan.html>



Japan Tourism Agency



Welcome to Japan. Travel safely. We are here to help.

欢迎来到日本！
请您在旅途中注意安全。
我们会竭尽全力帮助您。

歡迎來到日本！
請您在旅途中注意安全。
我們會竭盡全力幫助您。

일본에 오신 것을 환영합니다.
안전한 여행 되세요.
저희가 당신을 돕겠습니다.

Latest Travel Information and News

最新の旅游信息和新闻/最新の旅遊訊息和新聞/최신 여행정보 뉴스

Just In Case ...






JNTO Twitter & Weibo
@JapanSafeTravel (English/中文)
Follow "Japan Safe Travel" for safety tips and latest information on natural disasters.

Useful Travel Information



JNTO Official Website
www.japan.travel/en (English)
This is the official website of the Japan National Tourism Organization.
Disaster and traffic information can be accessed from Important Notice.

Get Latest News



NHK WORLD JAPAN
nhk.jp/world (English)
International broadcasting by Japan's public broadcaster.
Check the latest news regarding natural disasters and other unexpected events.

When You Are Feeling Sick



List of Medical Institutions
医疗机关/醫療機關/의료기관
www.jnto.go.jp/emergency (English/中文/한국어)
Search for medical institutions by a clinical department and a language.

Push Notifications of Disaster Information



Safety tips

(English/ 中文 /한국어)

Download this App to receive push notifications in case of earthquake, tsunami, etc.






JNTO Japan Visitor Hotline

旅客咨询热线/旅客諮詢熱線/일본 방문자 핫라인

050-3816-2787

(English/ 中文 /한국어)
(24 hours a day)

Police
警察 警察 경찰
110
(24 hours a day, at no charge)

Ambulances/ Fire Service
急救/消防 急救/消防 구급/소방
119
(24 hours a day, at no charge)



Safety tips: a push notification app



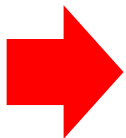
• "Safety tips" is a disaster information app for foreign travelers developed under the supervision of the Japan Tourism Agency which uses push notifications to send users information about disasters when they occur and what actions to take.

• Please let travelers know about the app so that they can obtain information promptly.

<https://www.mlit.go.jp/kankocho/en/shisaku/kokusai/traveltojapan.html>



• Push notifications when an earthquake occurs



Available in 15 languages

English, Chinese (simplified and traditional), Korean, Japanese, Spanish, Portuguese, Vietnamese, Thai, Indonesian, Tagalog, Nepali, Cambodian, Burmese, Mongolian

*The same languages are also supported in API integration

Android



iPhone



At normal times

Earthquake early warning push notifications

Staying safe

*The app is free of charge

•To ensure that foreign travelers to Japan can stay in Japan with peace of mind, we have prepared leaflets that compile basic measures for COVID-19, and we ask that you please use them to inform travelers.

<https://www.mlit.go.jp/kankocho/en/shisaku/kokusai/traveltojapan.html>

[New Travel Etiquette]

[Mask Wearing]



New Travel Etiquette for Visitors

Thank you for your cooperation with Japan's infectious disease control measures.

Please plan your trip during less crowded times.

Please refrain from traveling when you feel unwell.

Please practice preventive measures even if you are vaccinated.

Please check your body temperature and clean your hands at the entrance.

Please keep your conversation to a minimum when using public transportation.

Please refrain from talking when using public baths.

Please wear your mask when not eating or drinking.

New Travel Etiquette for Visitors

MASK WEARING IN JAPAN

INDOORS MASKS REQUIRED

Face masks are not required when you are not talking with others, and not at close range.

IN CROWDED AREAS

Approximately 2 meters*

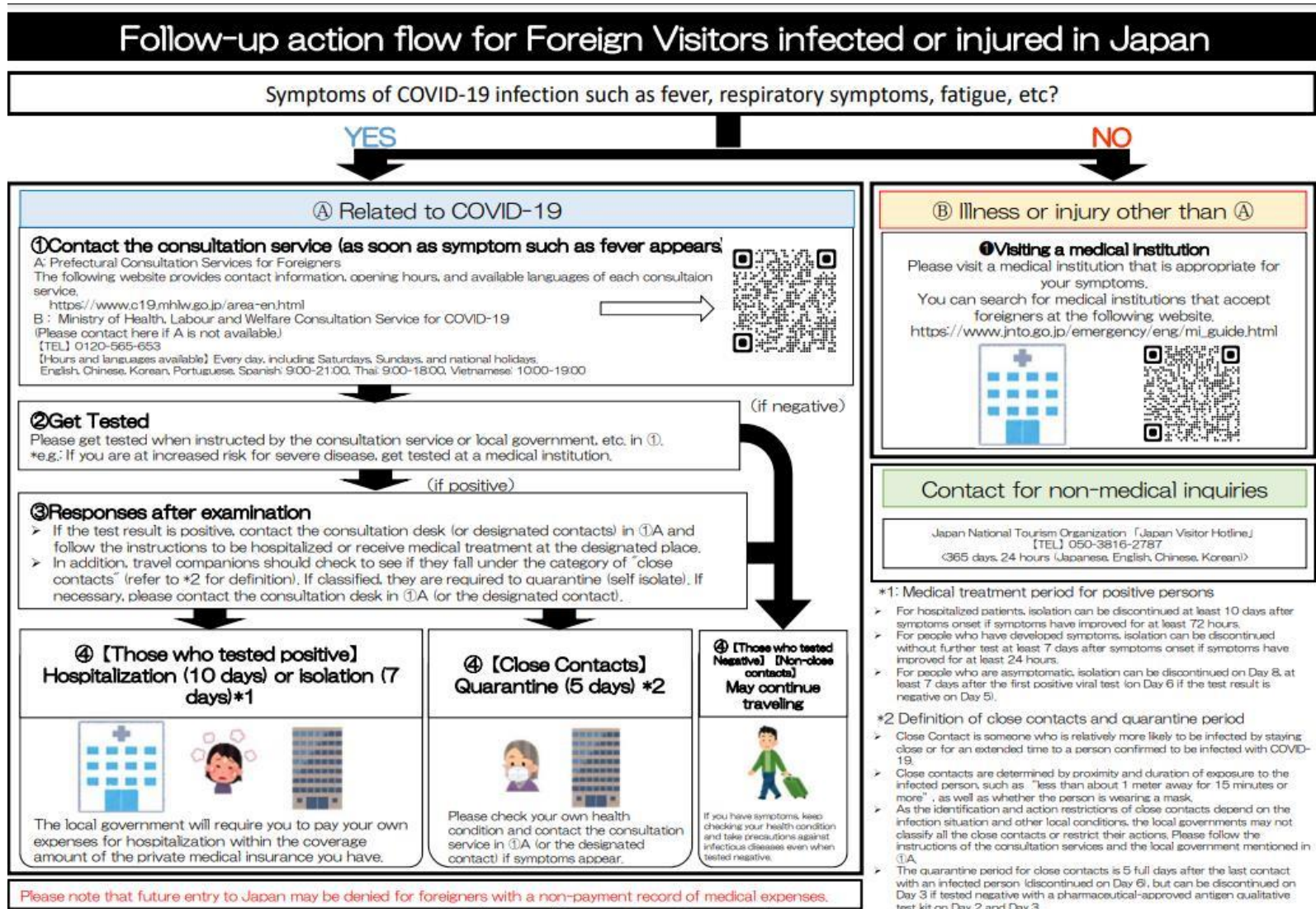
OUTDOORS NO NEED for MASKS

However, wear masks when talking with others at close range.*

Thank you for your cooperation.

- The way to seek medical care differs depending on whether a visitor has symptoms of COVID-19 or other medical issues.
- The Japan Tourism Agency and the Ministry of Health, Labour and Welfare have compiled a flow chart of the actions to take, and we ask that you please use it to inform travelers.

<https://www.japan.travel/en/practical-coronavirus-information/>



Please note that future entry to Japan may be denied for foreigners with a non-payment record of medical expenses.

* The flow may differ according to the municipality.

• To travel with peace of mind, purchasing private medical insurance with sufficient coverage in case of an emergency is necessary. The Japan Tourism Agency has prepared flyers and videos recommending that visitors to Japan purchase private medical insurance, and we ask that you please use them to inform travelers.

<https://www.mlit.go.jp/kankocho/en/shisaku/kokusai/traveltojapan.html>



Don't forget to prepare for your peace of mind!

You can purchase travel insurance from your smartphone or other devices after arriving in Japan.

In order to enjoy your trip with peace of mind, you need to purchase private medical insurance* that provides sufficient coverage.

*Please check the insurance conditions and medical services.

- ① Medical expenses may be very high depending on the symptoms, but you'll be prepared for those unexpected charges.
- ② If your insurance covers interpreting services, you'll be able to describe your symptoms accurately at the hospital, even if you can't speak Japanese.
- ③ If your insurance policy includes medical institution referral and arrangement services, you'll be able to get to the appropriate hospital.

Enjoy your trip to Japan to the fullest by purchasing insurance with sufficient coverage and services for medical expenses relating to COVID-19 and other infectious diseases.

*Be sure to check exactly what your insurance policy covers.

Visit this website for information on travel insurance you can sign up for after arriving in Japan. ▶
This website also contains helpful information in case of an emergency, such as what to be aware of when going to a hospital in Japan, and a list of hospitals that provide multilingual medical services.

<https://www.mlit.go.jp/kankocho/en/shisaku/kokusai/traveltojapan.html> JTA's Insurance Search

Japan Tourism Agency

⚠ Please be aware that foreign visitors who fail to pay their medical expenses may be denied entry into Japan in the future.



Get prepared, so you can leave your worries behind and enjoy Japan

In order to enjoy your trip with peace of mind, you need to purchase private medical insurance* that provides sufficient coverage.

*Please check the insurance conditions and medical services.

- ① Medical expenses may be very high depending on the symptoms, but you'll be prepared for those unexpected charges.
- ② If your insurance covers interpreting services, you'll be able to describe your symptoms accurately at the hospital, even if you can't speak Japanese.
- ③ If your insurance policy includes medical institution referral and arrangement services, you'll be able to get to the appropriate hospital.

Before you leave for Japan, purchase insurance with sufficient coverage and services for medical expenses relating to COVID-19 and other infectious diseases so you can enjoy your trip to the fullest.

*You can also purchase travel insurance from your smartphone or other devices after arriving in Japan. *Be sure to check exactly what your insurance policy covers.

Visit this website for helpful information in case of emergency, such as travel insurance information, what to be aware of when going to a hospital in Japan, and a list of hospitals that provide multilingual medical services. ▶

<https://www.mlit.go.jp/kankocho/en/shisaku/kokusai/traveltojapan.html> JTA's Insurance Search

Japan Tourism Agency

⚠ Please be aware that foreign visitors who fail to pay their medical expenses may be denied entry into Japan in the future.



• In addition to various tools that can be used once visitors are staying in Japan, the Japan National Tourism Organization (JNTO) has prepared a leaflet including the necessary procedures when visiting Japan. Please use the leaflet to inform travelers.

<https://www.japan.travel/en/practical-coronavirus-information/travelers/>

A Procedure for Visiting Japan

Last updated
9 December 2022



Before Departure	Departure	At the Airport	After Arrival during your stay in Japan	Returning Home
<p>1 Check Your Visa Requirement Pre Covid-19 visa exemption arrangements are resumed from 11th October. Please refer to MOFA* website for more details. Prescribed applications in the Entrants, Returnees Follow-up Systems (ERFS) are no longer required.</p> <p>2 Get a Valid Vaccination Certificate or a Covid-19 Negative Test Certificate All entrants must provide a Valid Vaccination Certificate or a Covid-19 Negative Test Certificate. A Covid-19 test must be conducted within 72 hours prior to your departure. Refer to the MHLW* website for details about a Valid Vaccination Certificate or the MHLW* website for a format of a Test Certificate. For more information on exception rules for children, please check the JNTO website.</p> <p>3 Go to Visit Japan Web for smooth entry</p> <p>Quarantine</p> <ol style="list-style-type: none"> Each visitor (including infants) needs to answer the "Questionnaire for Quarantine" from Visit Japan Web. Register the Valid Vaccination Certificate or the Covid-19 Negative Test Certificate. Get a QR code. <p>Immigration & Customs</p> <p>-Register relevant information for immigration and customs and get another QR codes.</p> <p>*From 1st November 2022, you cannot use MySOS. Please use Visit Japan Web.</p> <p>4 Buy Travel Insurance</p> <p>*Medical expenses can be very high for foreign visitors to Japan who get injured or become ill during the stay.</p> <p>Call Center regarding quarantine measures: +81-50-1751-2158 or +81-50-1741-8558 MHLW* operates a call center for quarantine measures. Available in English, Chinese, Korean and Japanese: 9 am - 9 pm (Japan Time) daily</p>	 <p>1 Quarantine Show your QR code from the "Questionnaire for Quarantine"</p>  <p>*If you don't have a smartphone, you may present a printed copy of the dedicated screen or a certificate.</p> <p>2 Immigration & Customs Show your QR codes on Visit Japan Web</p>   <p>Immigration Customs</p> <p>*If you don't use Visit Japan Web, you may submit required paper documents (such as immigration card and customs declaration) on site.</p>	<p>Follow safety instructions and enjoy your trip in Japan!</p> <p>JNTO* provides the following information:</p> <p>Preventive Measures  FAQ </p> <p>Information in Case of Illness or Injury </p> <p>Coronavirus Hotline</p> <p>A Prefectural Consultation Services for Foreigners </p> <p>B MHLW* Coronavirus Hotline (Please contact here when A is not available) 0120-565-653</p> <p>MHLW* operates a multilingual Covid-19 hotline. English, Chinese, Korean, Portuguese and Spanish: 9 am - 9 pm (Japan Time) daily Thai: 9 am - 6 pm (Japan Time) daily Vietnamese: 10 am - 7 pm (Japan Time) daily</p> <p>For Safe Travel / Further Help Japan Visitor Hotline: 050-3816-2787 JNTO* operates a hotline for tourist information and for assistance in case of emergencies. Available in English, Chinese, Korean and Japanese: 24 hours a day, 365 days a year.</p>	 <p>Follow measures of your country</p>	

*MOFA: Ministry of Foreign Affairs

*MHLW: Ministry of Health, Labour and Welfare

*JNTO: Japan National Tourism Organization

*All information here is gathered from the relevant authorities. Due to the regularly changing situation, it is essential for you to always check and follow the latest guidance.

JNTO is not liable for any trouble, loss, or damage arising from any acts performed under decisions based on this information.