

Tips for Travellers

TOKYO

Accommodation

All rates incur a 5% consumption tax.

Keio Plaza Inter-Continental Tokyo

2-2-1, Nishi-shinjuku
Shinjuku-ku
Tokyo 160-8330
Tel: 0081 3 3344 0111
Fax: 0081 3345 8269
Email: not found
Website: <http://www.keioplaza.com/index.html>
Rate: From ¥19500

Shibuya Excel

Shibuya Mark City Bldg
1-12-2 Dogenzaka
Shibuya-ku
Tokyo 150-0043
Tel: 0081 3 5457 0109
Fax: 0081 3 5457 0309
Email: not found
Website: www.tokyuhotels.co.jp/en/TE/TE_SHIBU/index.shtml
Rate: From ¥20790

Shinagawa Prince Hotel

4-10-30 Takanawa
Minato-ku
Tokyo 108-8611
Phone: 0081 3 3440 1111
Fax: 0081 3 3441 7092
Email: Not found
Website: www2.princehotels.co.jp/app_room/epiq0010.asp?hotel=007
Rate: From ¥10600

Transport

Narita International Airport (www.narita-airport.or.jp) is commonly referred to as Narita airport. The airport has two terminals. Air New Zealand and Qantas operate out of Terminal 2. Japanese carriers also operate out of Terminal 2.

The Tourist Information Centre is located on the first floor of Terminal 2. It is open seven days a week, 9.00am to 10.00pm. There is English speaking staff. Phone 0476 34 6251.

Necessity of reconfirming your onward tickets will depend on the airline. However, we recommend that you reconfirm your tickets regardless, especially when you fly with Asian (excluding Japanese) airlines.

Transport from the airport

The train is often the fastest way into Tokyo from the airport.

The Narita Express (N'EX) takes about one hour to travel to Tokyo Station. The cost is ¥2940. All seats on this train are reserved. The cheaper options are the Keisei Express and Limited Express, travelling from the airport to Ueno and Nippori stations (fare ¥1000, 75-90 minutes). In addition, the Keisei Skyliner (fare ¥1920, 60 minutes) provides a slightly faster option to the same stations. However it should be noted that these stations are less central.

The average taxi fare from the airport to Tokyo is about ¥20,000, which makes this form of transport too expensive for most travellers.

Limousine buses (<http://www.limousinebus.co.jp/e/>) travel from the airport to Tokyo City Air Terminal, major hotels and Tokyo train stations. A timetable is located behind the bus ticket counter in the airport arrival lobby after exiting the Customs Hall. Travel time into Tokyo is usually about 1.5 hours, although the journey can take up to three hours, depending on the time of day and traffic. The fare to the Tokyo City Air Terminal is ¥2900 (travel time 55 minutes) and to Tokyo Station ¥3000 (travel time 80 minutes). The bus also travels to Haneda Airport. Travelling time is 75 minutes and the fare is ¥3000.

Trains

Trains/subway is the cheapest and usual way to travel in the city.

The trains run from 5.00am to about midnight.

Tickets are usually bought at ticket machines inside the train station.

There is usually a map and fare schedule above the ticket machine. If you are unsure, purchase the minimum-fare ticket and pay the balance at the station where you disembark.

JR East Infoline provides information on train fares and schedules. Phone: 03 3423 0111.

The Passnet Card is a pre-paid card that allows a traveller to change train (not including JR lines) without having to buy a ticket each time. The card is available at all train stations (excluding JR stations) in ¥1000, ¥3000 and ¥5000 denominations. They can also be used to transfer between above the ground trains and the subway.

Avoid using 'silver seats', which are reserved for the elderly and disabled.

The Yamanote Line forms a loop around central Tokyo.

Taxis

Taxis can be hailed on the street or boarded at a taxi stand (takushii noriba) in front of a train station.

The taxi is unoccupied if the illuminated sign on the dashboard is red. If the sign is green, it is occupied. Enter by the rear left door, which is opened and closed by the driver automatically.

Taxis drivers do not usually speak English. If they do not understand your instructions, show the driver a map to your destination or ask to be taken to the train or subway station nearest to your destination. Wherever possible, it is recommended that you use a map provided by the company you wish to visit.

Taxi charges – ¥660 for the first 2km and ¥80 for every 274m (or ¥80 for every 100 seconds if the speed is less than 10km/hr). 30% plus regular rate from 11.00pm to 5.00am.



The fare is displayed on a meter near the driver. Expressway tolls are additional, averaging ¥700 in the city.

There is no tipping.

Telephone numbers for taxi companies (may not have English speakers) are:

- Kyodo Musen – Phone: 03 3916 8111
- Tokyo Musen – Phone: 03 3330 2111
- Tokyo M.K. – Phone: 03 5547 5551
- Hinomaru – Phone: 03 3814 1111

Buses

The bus route system is complex and travel can be slow.

As with the train and subway system, fares, timetables and signs are usually in Japanese only.

Stops are announced. You can signal that you want to get off by pushing one of the buttons along the windows.

On municipally owned buses in central Tokyo a flat rate of ¥210 is charged regardless of the distance you travel.

The fare is payable as you board the bus. Change is provided up to ¥1000.

Telephone numbers and codes

- To make a direct international call, dial the access number of the domestic telephone company and the prefix code 010 to indicate international calls followed by the New Zealand country code (64) and number.
- Person to person and collect calls can be placed through KDDI by dialling 0051.
- New Zealand mobile phones will not work in Japan.
- Many of the top hotels can arrange the temporary hire of a mobile phone.

Payphones & prepaid telephone cards

- To make a call from a public telephone you need either ¥10 or ¥100 coins or a telephone card.
- Telephone cards can be purchased from Nippon Telegraph and Telephone (NTT) customer service counters and convenience stores. They can also be purchased at vending machines installed in some phone booths.
- Insert the cards face-up with the white arrow pointed towards the machine.
- You can make international calls from most IC card public telephones and some digital public telephones, but note each ¥1000 card will only last for a few minutes.
- Public phones do not give change when you are using ¥100 coins.
- Domestic area codes always start with zero

Tips for Business

- Japanese follow strict rules of etiquette.
- The exchange of business cards (meishi) is mandatory. You should carry your meishi with you at all times as they are handed out in meetings and social settings.
- The giving and receiving of cards is regarded as an important and solemn gesture, therefore cards should be presented formally, received with due respect and examined carefully. Take the card from your jacket pocket, not your trouser/skirt pocket.



- Tips - use two hands, Japanese side up (if applicable), with the name clearly visible and the right way up from the recipient's perspective. Never put a card away that you have just received, this can signal you are not interested in pursuing the relationship. Examine each card carefully and keep it on the table until the meeting is over – putting it away is a sign that the meeting is over.
- Patience is a virtue in Japan as most decisions are reached by consensus. Japan is all about building relationships and information is often more freely exchanged in informal social environments.
- Punctuality is very important in Japan.
- "Face" is still a big issue in Japan and one should avoid criticising or contradicting one's superior or colleagues in front of others, especially in front of outsiders.
- It is normal to have pauses in conversations – it is part of the Japanese way of communicating.
- Nowadays it is common for Japanese businesspeople to shake hands. Follow the lead of your host. If someone does bow to you, bow back.
- While it is a social custom to give small gifts to business and social acquaintances, the importance of this is diminishing.
- With titles, the suffix "san" can be used instead of Mr, Mrs or Ms, i.e. Suzuki – san, rather than Mr Suzuki. As a general rule, first names should not be used when addressing business contacts.
- The Japanese demand a very high standard of quality. Once they lose confidence in something it is unlikely to be regained.
- Keep in mind that 'hai' does not mean "Yes, I agree with what you are saying", but "Yes, I understand what you are saying".
- Formal business attire is recommended for meetings. Visitors to this market should also take into account seasonal weather changes, including the very hot and humid summer months and cold winters.

Useful phrases

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| ▪ I need a taxi | Taxi o yonde kudasai |
| ▪ I need the bill | Okanjoh o onegai shimasu |
| ▪ I do not understand | Wakari masen |
| ▪ Good morning | Ohayo gozaimasu |
| ▪ Good afternoon | Konnichiwa |
| ▪ Good evening | Konbanwa |
| ▪ How do you do | Hajime mashite |
| ▪ Goodbye | Sayonara |
| ▪ Please | xx shite kudasai / dohzo |
| ▪ Thank you | Arigatou gozaimasu |
| ▪ I am sorry | Sumimasen |
| ▪ I am unwell and need a doctor | Kibun ga warui node oishasan o yonde kudasai |
| ▪ Pleased to meet you | Dohzo yoroshiku |
| ▪ Please take me to xxx - | xxx e onegai shimasu |
| ▪ Does this train stop at xxx | Kono densha wa xxx ni tomari masuka? |

Tips from the industry

If you have any tips that you can share with your fellow industry members, please email them to educationnz@educationnz.org.nz

Information correct as at 7 September 2006.
