

March 03, 2016
Keisei Electric Railway Co., Ltd.

**Tourist Information Center (TIC) Certification
by Japan National Tourism Organization (JNTO)
Passenger Ticket Sales and Information Counter
for International Travelers to Japan
“SKYLINER & KEISEI INFORMATION CENTER”
has been certified as “Category 3”**

Keisei Electric Railway Co., Ltd. (Head Office: Ichikawa, Chiba; President: Norio Saigusa) “SKYLINER & KEISEI INFORMATION CENTER” general information counter for international travelers to Japan in Narita Airport Terminal 2・3 Station has been certified as “Category 3” on February 15 (Mon.), under the TIC (Tourist Information Center) Certification Program by Japan National Tourism Organization (JNTO).



“SKYLINER & KEISEI INFORMATION CENTER” (Left photo : Outside; Right photo : Interior)

TIC (Tourist Information Center) Certification Program has been introduced based on Japan Tourism Agency’s “Guidelines of Operation and Administration for Tourist Information Counter” and Japan National Tourism Organization (JNTO) operates the certification system as part of the efforts to welcome international travelers to Japan. Japan National Tourism Organization (JNTO) is responsible for inviting and classifying centers into 3 categories or partner facility according to their locations and functions.

The “SKYLINER & KEISEI INFORMATION CENTER” – now certified as “Category 3” -- offers support in English, Chinese and Korean. This center provides assistance in sale and exchange of special passenger tickets intended for international travelers to Japan. This center has been established on December 1, 2015 as an information counter for international travelers, offering guidance on tourist spots throughout the country. This is the first time for our company to receive the “Category 3” Certification. Within the Chiba Prefecture, we are the third to receive this certification, after Narita International Airport Tourist Information Center (Terminal 1・2).

We at Keisei Electric Railway strive to provide a convenient, comfortable and safe trip for international travelers in Japan.

We have provided an overview on the next page.

“SKYLINER & KEISEI INFORMATION CENTER”

TIC (Tourist Information Center) Certification Program “Category 3” Certification

| | |
|------------------------------|---|
| 1. Certified facility | “SKYLINER & KEISEI INFORMATION CENTER” |
| [Location] | On the premises of Narita Airport Terminal 2・3 Station (1-1, Aza-Furugome, Furugome, Narita City, Chiba Prefecture) |
| [Opening] | December 1 (Tuesday), 2015 |
| [Services] | 1) Sale of passenger tickets and SKYLINER tickets 2) Sale and exchange of special passenger tickets only for international travelers to Japan 3) Provision of traffic and tourist information across Japan 4) Installation of personal computers for customers 5) Provision of free Wi-Fi 6) Sale of travel insurance, exchange/delivery of currency and sale of travel products |
| [Opening hours] | 7:00 to 21:00 *Travel insurance will only be sold from 7:00 to 19:00 |
| [Languages] | 4 languages (Japanese, English, Chinese and Korean) |
| [Number of Employees] | 3 employees available at all times |

2. Certification Organization

Japan National Tourism Organization (JNTO)

3. System Summary

- TIC (Tourist Information Center) Certification Program has been introduced in year 2012 based on the “Guidelines of Operation and Administration for International Travelers Information Counter (drafted in January 2012, revised in August 2014)” by Japan National Tourism Organization (JNTO).
- Japan National Tourism Organization (JNTO) is responsible for inviting and classifying the centers into 3 categories and partner facility according to their locations and functions.

4. Certification Classification

Category 3

[Reference: Main standards of each category under the certification program]

| Category | Main standards |
|------------------|--|
| Category 3 | <ul style="list-style-type: none"> • English-speaking staff are on duty full-time. • In addition, service is available in English and other 2 languages, full time. • Tourist guidance on a national level. • Open year-round. • Wi-Fi available. • Gateway functions and location with many international visitors. |
| Category 2 | <ul style="list-style-type: none"> • English-speaking staff are on duty full-time. • Guidance including neighboring prefecture is provided. |
| Category 1 | <ul style="list-style-type: none"> • Even if no full-time staff with foreign languages skills is on duty, service in English can be provided in some way. • Guidance within the city/ prefecture is provided. |
| Partner facility | Even when these facilities are non-tourism facilities, they are willing to assist foreign tourists with local information in a fair and neutral manner. |