

January 06, 2017  
Keisei Electric Railway Co., Ltd.

**Tourist Information Center (TIC) Certification by JNTO**  
**Passenger Ticket Sales and Information Counter for**  
**International Travelers to Japan at Narita Airport Terminal 1 Sta.**  
**“SKYLINER & KEISEI INFORMATION CENTER”**  
**has been certified as “Category 3”**  
**The second center to earn TIC certification, following**  
**certification of the center at Narita Airport Terminal 2 • 3 Station!**

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 1 Station has been certified as “Category 3” on December 31 (Sat.), 2016, 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 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. 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” at Narita Airport Terminal 1 Station, certified as “Category 3” on December 31 (Sat.), 2016, offers support in English, Chinese and Korean. In addition to sale of special passenger tickets intended for international travelers to Japan, and exchange of vouchers for same, the Center serves as a general tourist advisory facility, offering information and advice on tourist spots throughout Japan. The Center began operation on December 1, 2016.

The present “Category 3” certification is the second such certification for Keisei, as it follows JNTO certification of the “SKYLINER & KEISEI INFORMATION CENTER” which opened last fiscal year at Narita Airport Terminal 2 • 3 Station.

Keisei Electric Railway is striving to improve services so foreign visitors can enjoy their stay in Japan with more convenience and peace of mind.  
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 1 Station  
(1-1 Goryo Bokujo, Sanrizuka, Narita City, Chiba Prefecture)
- [Opening] December 1 (Thursday), 2016
- [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, sale of travel packages and tickets, sale of travel goods and exchange/delivery of currency
- [Opening hours] 7:00 a.m. to 9:00 p.m.  
\*Travel insurance will only be sold from 7:00 a.m. to 7:00 p.m.
- [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"> <li>• English-speaking staff are on duty full-time.</li> <li>• In addition, service is available in English and other 2 languages, full time.</li> <li>• Tourist guidance on a national level.</li> <li>• Open year-round.</li> <li>• Wi-Fi available.</li> <li>• Gateway functions and location with many international visitors.</li> </ul>
Category 2	<ul style="list-style-type: none"> <li>• English-speaking staff are on duty full-time.</li> <li>• Guidance including neighboring prefecture is provided.</li> </ul>
Category 1	<ul style="list-style-type: none"> <li>• Even if no full-time staff with foreign languages skills is on duty, service in English can be provided in some way.</li> <li>• Guidance within the city/ prefecture is provided.</li> </ul>
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.

## Reference: Certified facility of Keisei Electric Railway as “Category 3” at Narita Airport Terminal 2 • 3 Station

On February 15, 2016, the “SKYLINER & KEISEI INFORMATION CENTER” at Narita Airport Terminal 2 • 3 Station has been certified as “Category 3”, with the details as below.

- ①Name: “SKYLINER & KEISEI INFORMATION CENTER”
- ②Location On the premises of Narita Airport Terminal 2 • 3 Station  
(1-1, Aza-Furugome, Furugome, Narita City, Chiba Pref.)
- ③Opening December 1, 2015
- ④Date of certification February 15, 2016
- ⑤Services (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, sale of travel products and  
exchange/delivery of currency
- ⑥Opening hours 7:00 a.m. to 9:00 p.m.  
\*Travel insurance will only be sold from 7:00 a.m. to 7:00 p.m.
- ⑦Languages 4 languages (Japanese, English, Chinese and Korean)
- ⑧Number of Employees 3 employees available at all times