

Trial run of “hands-free travel” for International Travelers to Japan
“Hands-free Travel Service Counter for International Travelers to Japan”
Opens at Keisei Ueno Station for a limited time only

Keisei Electric Railway Co., Ltd. (headquarters: Ichikawa, Chiba; President: Norio Saigusa) and H.I.S. Co., Ltd. (headquarters: Shinjuku Ward, Tokyo; Chairman and CEO: Hideo Sawada) will jointly open a “Hands-free Travel Service Counter for International Travelers to Japan” in the concourse of Keisei Ueno Station. The service counter will be open on a proving-test basis from January 16 (Mon.) to March 15 (Wed.), 2017.

The Service Counter is the latest in a series of joint initiatives by Keisei and H.I.S. In eight countries and regions, including Thailand, Taiwan, Hong Kong and China, overseas affiliates of H.I.S. issue the “Keisei Skyliner & Tokyo Subway Ticket”, a discounted plan passenger ticket, and the “Skyliner Coupon”, a discounted ticket voucher. Intended for use by foreign travelers visiting Japan, these special packages are intended to provide smooth, convenient transfer from Narita Airport to central Tokyo.

In anticipation of Chinese New Year, celebrated in February, the two partner companies will open the “Hands-free Travel Service Counter for International Travelers to Japan” in Keisei’s downtown terminal station, Keisei Ueno Station. The service counter will be open for a limited time only. For Keisei, the service counter is aimed at improving service for customers using the Skyliner and other Keisei rail lines for access to Narita Airport. Like the station’s coin-operated lockers installed years earlier, the facility’s purpose is to respond to the demand among foreign visitors to Japan for opportunities to travel without carrying luggage. For its part, H.I.S. will use the service counter as a satellite of its “H.I.S. Tokyo Tourist Information Center” in Ueno, thereby expanding its service network. Both partners expect the service counter to improve travel services for inbound travelers.

The staff of the “Hands-free Travel Service Counter for International Visitors” will be able to offer services in English, French and Chinese, and possibly as many as four other languages: Thai, Spanish, Tagalog and Hindi. Services will include “temporary holding of hand luggage”, which will enable visitors to leave their luggage behind on short trips; a “same-day delivery service”, which delivers luggage to visitors’ accommodations anywhere in the 23 cities of Tokyo and Urayasu; and an “ordinary delivery service”, serving destinations throughout Japan. Other services will include “hotel booking, sales of tickets for tour buses and the like”, and a “Wi-Fi router rental service”.

For details on the “Hands-free Travel Service Counter” for International Travelers to Japan, please see the following page.

“Hands-free Travel Service Counter for International Travelers to Japan”

1. Location Concourse of Keisei Ueno Station (1-60 Uenokoen, Taito-ku, Tokyo)

2. Period of operation Mon., January 16 to Wed., March 15, 2017

3. Hours of operation 9:15 a.m. to 5:45 p.m. daily

4. Services

1) Temporary holding of hand luggage

The service counter holds hand luggage temporarily during brief sightseeing and shopping trips.

- Fee: ¥900/item (Incl. tax. Coats and umbrellas may be complimentary.)
- Size and weight: For each item, length, width and height must total no more than 250cm (length no more than 200cm) and weight must be 30kg or less.
- Method of use: Overnight storage permitted

2) Same-day delivery service

- Delivery area: Hotels within the 23 cities of Tokyo ¥1,800/item (tax incl.)
Hotels in or near Urayasu / Haneda Airport: ¥2,500/item (tax incl.)
- Hours of reception:
Luggage dropped off by noon is delivered by 6 p.m. of the same day.
Luggage dropped off by 5:45 p.m. is delivered 11 p.m. of the same day.
- Size and weight: For each item, length, width and height must total no more than 160cm and weight must be 25kg or less.

3) Ordinary delivery service

- Delivery area: Anywhere in Japan, ¥2,000/item (tax incl.)
- Reception hours: Daily until 4 p.m.

4) Hotel booking

Booking is available for 7,376 ryokan and hotels throughout Japan.

5) Booking of tour buses for foreign visitors

The service counter can arrange bus tours organized by H.I.S. as well as those organized by other companies.

6) Booking of optional tours for foreign visitors

In addition to sightseeing tours as above, the service counter offers over 8,000 plans for optional tours (for sports activities, cultural experiences, etc.) throughout Japan.

7) Wi-Fi router rental service

- 7GB: 1 day: ¥700 3 days: ¥2,000 5 days: ¥3,000 1 week: ¥4,000
- Unlimited: 1 day: ¥900 3 days: ¥2,500 5 days: ¥4,000 1 week: ¥5,500