

Before Departure

Departure

At the Airport

After Arrival during your stay in Japan

Returning Home

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.

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.

3 Go to Visit Japan Web for smooth entry

Quarantine

1. Each visitor (including infants) needs to answer the "Questionnaire for Quarantine" from [Visit Japan Web](#).
2. Register the Valid Vaccination Certificate or the Covid-19 Negative Test Certificate.
3. Get a QR code.



Immigration & Customs

-Register relevant information for immigration and customs and get another QR codes.

*From 1st November, you **cannot use MySOS**. Please use Visit Japan Web.

*If you have already registered vaccination certificate on MySOS

You can still use MySOS until 13th January 2023. Please present the MySOS blue screen when checking in for your flight to Japan or after arrival.

*If you have already completed the questionnaire on MySOS

You can still register a vaccination certificate or a COVID-19 negative test certificate to be reviewed/processed until 13th January 2023.

4 Buy Travel Insurance

*Medical expenses can be very high for foreign visitors to Japan who get injured or become ill during the stay.

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



1 Show your QR code from the "Questionnaire for Quarantine" at Quarantine office



*If you don't have a smartphone, you may present a printed copy of the dedicated screen or a certificate.

2 Show your QR codes on Visit Japan Web at Immigration and Customs



*If you don't use Visit Japan Web, you may submit required paper documents (such as immigration card and customs declaration) on site.

Follow safety instructions and enjoy your trip in Japan!

JNTO* provides the following information:

[Preventive Measures](#)



[FAQ](#)



[Information in Case of Illness or Injury](#)



Follow measures of your country

Coronavirus Hotline

A [Prefectural Consultation Services for Foreigners](#)



B [MHLW* Coronavirus Hotline](#)
(Please contact here when A is not available)
0120-565-653

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

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.

***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.

