

## JAPAN TRAVEL INFORMATION

### VISAS:

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Depending on the passport you hold, a visa may be required for entry to Japan and is not included in the tour price. Please visit the Japan Visa Application Centre website below to find out more. [https://www.mofa.go.jp/j\\_info/visit/visa/index.html](https://www.mofa.go.jp/j_info/visit/visa/index.html)

### INSURANCE:

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It is a condition of booking with us that you take out suitable travel insurance. You must provide us with the name of your insurer, policy number and their 24-hour emergency contact number when you book with us or as soon as possible thereafter. These details will be available to your national escort should they be required. Wendy Wu Tours will not be liable for any costs incurred by you due to your failure to take out suitable travel insurance from the date of booking.

### EATING IN JAPAN:

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Japanese cuisine is delicious, colourful and healthy. Meals are usually served with a bowl of rice and a bowl of miso soup and consist usually of fish, pickled vegetables and meat. Japan's other main staple is noodles, the most famous being Udon and Soba. All meals (excluding drinks) are included in our fully inclusive group tours from the groups' arrival until the day of departure.

Our schedule of meals is designed so that you can experience the local dishes; their individual flavours as well as different ways they are prepared and cooked throughout Japan. Food is an important element of Japanese culture. It is a time for families and friends to come together and much of family life revolves around the dinner table. Most food is eaten with chopsticks – Western cutlery is not always available at restaurants.

Breakfast will mostly be buffet-style but may be a set menu. Lunches are mostly pre-set options as is custom in many local restaurants. Dinner is usually buffet-style, featuring a wide selection of high-quality Japanese and Western dishes, but may occasionally be a set menu. We usually find this style of dining suits the wide and varied tastes of our customers on tour. These are also pre-booked in advance by your guides. This will provide greater flexibility and allow you to sample a broad range of local cuisines and dishes.

All beverages will be at your own expense and are readily available. Please note: if you have any dietary requirements, you must inform us before your tour starts, and please be aware that restaurants may not always be able to accommodate these. Gluten-free food may not be as readily available as in the UK/Ireland.

On some days where lots of sights are covered, dinner times may be early and your tour group may head directly to the restaurant after sightseeing without stopping at your hotel to freshen up.

## ACCOMMODATION:

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Your accommodation is selected for convenience of location, comfort or character, and can range from a business hotel in one city to a family-run guesthouse in a smaller town. In more remote areas, accommodation may be of a lower standard and may not have all Western amenities. In the Fuji area, hotels tend to be more traditional in style and culture. In this area, you may be asked to take your shoes off at the door and store them in a secure locker – this is very traditional Japanese culture. Please note that double bed requests can be made at the time of booking but cannot be guaranteed.

Hotels are generally rated as local three to four-star standard, but please note that there is no international classification system for hotels and differences in facilities and quality will exist between your home country and Japan.

Please note that in Japan, hotel rooms and bathrooms are renowned for being small. Standard single rooms are usually smaller than a standard double or twin room, contain one small double bed (or one single bed), and are designed for one person to use.

All group tour hotels have private western bathroom facilities, air conditioning, TV and a telephone. Hotels in Japan often do not have porters and you will be required to carry your luggage. If you experience any difficulty, please speak to your National Escort/Local Guide. Rest assured that all hotels used by Wendy Wu Tours are regularly inspected by our staff and our partners to ensure that standards meet your needs.

## PORTERAGE:

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Please be aware that portering is not included on our tours in Japan. You will therefore need to be able to handle your luggage within the hotel and when using transportation like trains and coaches.

## TRANSFERS:

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As we offer our customers a variety of airlines to suit your needs, passengers will arrive/depart in Japan at various times during the day. Depending on the number of customers arriving/departing on the same flight as yourself, the type of transfer to your hotel/ airport will vary.

You will always be met on arrival by English-speaking staff and transferred to your hotel either by:

- Direct shared bus (shared with other passengers, not just Wendy Wu Tours clients)
- Shared bus plus taxi from the nearest bus stop to the hotel (maximum 5-minute walk)
- Chartered coach (if there are more than 8 Wendy Wu Tours passengers arriving at the same time)

On the departure day, all passengers will be met by English-speaking staff at the hotel and transfer by one of the three ways above. For those passengers using a shared bus or shared bus plus taxi to the airport, the guide services end when they drop you off at the bus stop, and you will need to check in at the airport on your own. If you have paid extra for a private transfer, the above does not apply.

You will meet your National Escort at the welcome dinner or, if arriving late, the following morning after breakfast at the welcome meeting.

Please ensure your Wendy Wu Tours luggage tag is visible on your suitcase/hand luggage, as this may also assist your guide in identifying you. If at any stage you are unable to locate your representative, please contact our Japan ground operator on the number included in your final documents.

### TRANSPORT:

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**Coaches:** Coaches with air conditioning are used on our group tours for city sightseeing, short excursions to the countryside and longer transfers where necessary. Roads in Japan are extremely well maintained and are comparatively smooth compared with the rest of Asia. Coaches and mini buses do not have onboard toilet facilities; however, frequent bathroom stops are made for passengers comfort.

**Bullet trains:** Second-class reserved seats are booked for our groups on bullet trains; there will be toilet facilities on board. Due to the limited space on bullet trains, a separate luggage transfer service will be arranged for all suitcases (1 case per person). You will need to pack a separate overnight bag to carry on the train as your suitcase will not arrive until the following day after a bullet train journey. Your guide will indicate when you will need to prepare for this throughout your tour.

### DEVELOPMENT IN JAPAN:

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Japan is a developed country and as such matches the West in modernity and technological advances. Japan is an extremely safe country and takes great responsibility in maintaining high safety standards.

### GROUP SIZE:

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Most of our groups consist of 10 travellers or more and will be accompanied by a national escort. There will usually be no more than 28 travellers in each group although you may encounter other Wendy Wu tour groups while you are travelling.

All our departures are guaranteed to operate with a minimum of 8 travellers booked (unless cancelled due to factors beyond our control). A national escort will accompany each group of 10 or more. However, at our discretion, we may operate departures with a smaller group size as we try to operate advertised departures wherever it is viable to do so.

### **TIPPING POLICY:**

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Although tipping in Japan is not customary, if you feel you have received an excellent service, please feel free to tip your guide at your discretion.

### **CULTURAL DIFFERENCE:**

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Japanese society and culture are built on intricate social etiquette and customs. As foreigners, we are not expected to be knowledgeable about all etiquette, but it will make your time in Japan more enjoyable if you are respectful of local customs.

Some examples of scenarios you may encounter include removing your shoes and hats when entering a temple or house (some restaurants as well). You may be supplied with slippers at some places, but please come prepared with plenty of spare socks, and shoes that are easy to take off for the fairly regular occasions when they must be removed.

Your National Escort will advise you of some of these other customs at the beginning of your tour.

### **PUBLIC HOLIDAYS:**

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If you are travelling within the below Japan public holidays, please note that celebrations can last a couple of days and during these times some businesses will be closed. Coach, air and train travel may also be affected. Tourist attractions will be open; but may be crowded. Showa Day is on 29th April every year, which will start Golden Week which then runs from 29th April – 5th May, Constitution Memorial Day is on 3rd May, and Emperor's Birthday is on 23rd February every year.

### **SOUVENIRS:**

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We want to give you an opportunity to buy souvenirs, so we include some stops at museums or exhibitions which demonstrate a craft or product unique to that region with pieces available to buy. We understand that souvenir hunting is not for everyone, so we aim to take you to places which hold local interest. We trust you will enjoy these opportunities to learn about local arts and crafts and understand their historical and cultural importance.

### **LUGGAGE:**

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All travellers are limited to two items of luggage each: a suitcase with a maximum weight of 20kg and one piece of hand luggage with a maximum weight of five kilograms. It is essential that your luggage is lockable.

### PERSONAL EXPENSES:

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You will need to take some extra money to cover drinks, laundry, and souvenirs, plus any additional sightseeing that may be offered to you.

It is highly recommended that extra care and attention is paid when exchanging money when travelling to cities outside of Tokyo. We suggest exchanging your money before travelling to smaller towns, as exchange facilities can be very limited. Your National Escort will remind you to do this before departure.

### CLIMBING STEPS:

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Sightseeing at nearly all the palaces, fortresses and some temples involves climbing quite a number of steps. These palaces were built to provide defence against potential invaders so nearly all of them stand on top of a hill, while the interiors have layers of narrow hallways and steps to slow down the advance of enemies once they were inside. The steps tend to be quite large, not level and sometimes without handrails.

Buddhist temples or pagodas also tend to be built at an elevation, as this is the most auspicious position according to ancient beliefs. This means you sometimes need to walk further from the bus park to the entrance, and need to climb some steps inside.

People with knee or hip injuries who have poor balance or are otherwise unable to complete these activities independently should consider the suitability of this itinerary carefully.

### VACCINATIONS AND YOUR HEALTH:

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Wendy Wu does not give specific health advice, but we do recommend you see your doctor at least six weeks prior to travel for advice and to allow time for any necessary vaccinations. Please remember to take your itinerary with you.

For more information, we recommend you visit the NHS Fit for Travel website <https://www.fitfortravel.nhs.uk/home>

### AFTER YOUR BOOKING:

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Once you have booked with Wendy Wu Tours, you will receive an email with your confirmation invoice, along with a link to our website where you can find your visa information (if applicable) and other important information. Your final documentation pack will be sent to you approximately 2 weeks prior to departure.

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