

English Language Edition



HOW TO ENJOY TOKYO!

Manners & Customs Handbook

*Good Manners
for an Enjoyable Trip*



TOKYO
METROPOLITAN
GOVERNMENT

How to Use This Booklet

We are frequent repeaters to Japan. In this booklet, let us in Japanese manners and customs we have observed. Our advice categories that may most likely relate to your stay in Japan one while practicing what we advise!

Arriving in Japan



We'll be back again



Moving to your destination

1. Transportation

P.3



Moving around town

5. In public places

P.16



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ce is stated under five major
Make your visit an enjoyable



Relaxing in a hotel

2. Accommodation facilities / Taking a bath

P.6



Enjoying shopping

4. Shopping

P.13



Enjoying food

3. Restaurants

P.10



This booklet contains basic manners and customs to be kept in mind as well as things to be aware of, which relate to Japanese cultures. For details of each category, please confirm them as illustrated.

This section introduces typical questions and difficulties you may encounter in relation to transportation. Enjoy traveling around our city while giving consideration to those around you!

When boarding trains



Wait until arriving passengers have left the train before getting on board.



The proper manner is to wait beside the train door so that you don't stand in the way of arriving passengers.

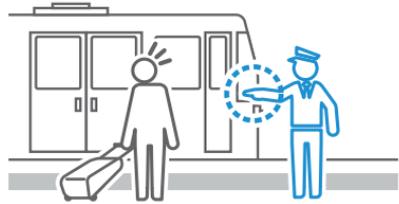
Taking photos in the station area

Be careful of accidents when taking photos on platforms and other areas in the station.



Taking photos close by a train is very dangerous.

Pointing by station staff



Station staff often points in the direction of an approaching train as a safety warning.



He does not point at passengers or you who are waiting on the platform.

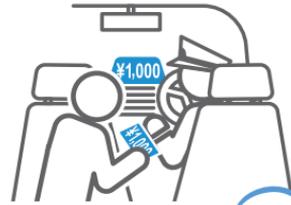
● How to use a taxi

Get a taxi at a taxi stand or stop a cruising taxi by raising your hand.



The red Japanese characters stand for "Empty Car." Taxi doors open and close automatically.

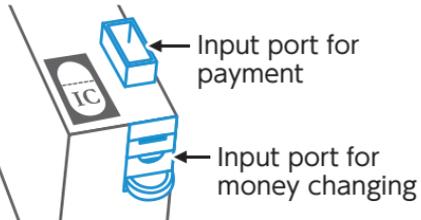
● Tipping a taxi driver



Remember tipping is not customary in Japan.

● How to pay a bus fare

There are two ways: pay the fare when boarding or when getting off.



There are two types of money input ports: One for payment and another for money changing.

● How to get off a bus



When getting off a bus, in many cases you simply signal the driver by pressing a nearby get-off button as your bus approaches your intended bus stop.



There are also buses that automatically stop without the need to press such a button. Confirm this once on board.

Using a cell phone or smartphone



Refrain from talking on a cell phone or smartphone while on board a train or bus.

Do not talk in a loud voice in a train or bus.

While on board



Refrain from eating or drinking in a commuter train or a regular route bus.



When crowded, please hold your backpack in your arms or put it on a shelf.

Lost and found



If you have forgotten something while getting around, be quick to contact the transportation system you used or even the police.



Lost and found

Priority seats



If the train or bus you are using has become crowded, be kind to give a seat to anyone who may be handicapped.



Targets: The elderly, the physically disabled, expecting mothers, ones with a baby or infant, etc.

This section introduces typical questions and difficulties you may encounter when utilizing accommodation facilities or taking a bath. Note especially that traditional Japanese facilities have unique manners and rules to abide by. You will enjoy your visit even more by understanding these basic manners and rules!

Accommodation payment system



The more guests, the higher the accommodation charge becomes.



In many cases, traditional Japanese accommodations are charged by the number of guests and not on a per-room basis. When making a reservation, confirm the payment system of the facility you stay at.

Tea and sweets provided in a guest room

Complimentary



In many cases, the tea and sweets provided on a guest room table are complimentary.



Typically, you will be charged for items in a guest room refrigerator.

* When you check out, do not take any guest room items with you other than basic amenities.

Facilities where you need to take off your shoes to enter



At some traditional Japanese accommodations, you are requested to take your shoes off before entering.



If toilet-only slippers are provided at the lavatory, change into these slippers before using the toilet.

○ Tatami-matted room



Do not enter a tatami-matted room wearing shoes or slippers.



“Tatami” is a traditional Japanese flooring material.

○ Items that emit a strong odor



When it comes to things that produce a strong odor such as incense or certain spices, be careful of using them inside your guest room.



○ Bedmaking



At a ryokan or other traditional accommodations, the staff may enter your room to prepare bedding.

If you are concerned about the staff coming into your room for bedmaking while you are out, it's advisable to tell them not to do so beforehand.

○ Operating hours

Typically, there are set hours for check-in and check-out as well as opening and closing times for in-house restaurants.



Confirm such hours in advance.

Onsen hot-spring baths and public bathhouses



KAKEYU is the Japanese custom to rinse the body with hot water.

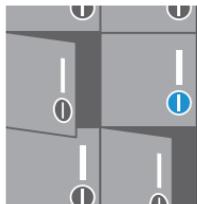
Make sure to pour hot water over your body to rinse yourself off (= KAKEYU) before entering the tub. Also, never unplug the tub to drain the hot water.



In the dressing room



It is your responsibility to take care of your belongings. Put the clothes you have taken off as well as any valuables in a locker.



Lock



Keep your locker key around your wrist while enjoying bathing.

When using a communal bath



The basic rule is to take a bath totally unclothed.



* There are cases when those with a swimsuit on or with a tattoo are not allowed to bathe in a communal bath. Ask the staff beforehand whether doing so is acceptable or not.

Bathtub

Do not swim, jump around or dive into the communal bathtub.



Also, it is not proper to soak a towel or rinse unwashed hair in the tub.

After taking a bath



After taking a bath, dry your body in the bathroom before entering the dressing room.

Inside the bathroom

Do not wash clothes in the bathroom or in the tub.



To wash clothes, you are advised to use a laundromat or the laundry service available in the accommodation facility you are staying in.

Shower curtain



When using an indoor unit bath provided in your guest room, it is advisable to use the shower curtain.



Put the skirt of the shower curtain inside the tub.



This section introduces typical questions and difficulties you may encounter at restaurants. Note that ordering and payment methods may vary according to the type of establishment!

Food taboos and allergies



In Japan, the number of restaurants that accommodate those who have food taboos or are allergic to particular food ingredients is increasing.



使用食材表示



List of Ingredients Used

Some restaurants post a pictogram listing food ingredients used that are allergenic or related to food taboos.

If you are concerned about such a problem, check with the restaurant before you make a reservation or place an order.

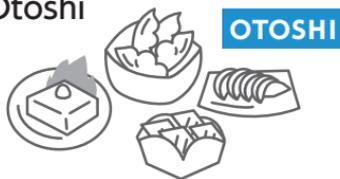
Water and oshibori (moistened hand towel)

As you are seated at a table, a shop assistant usually offers a glass of water and an oshibori (moistened hand towel).



A glass of water, which is basically free, is often offered for consumption within the restaurant.

Otoshi



Some drinking establishments like izakaya (gastropubs) have the custom of automatically serving a small dish called otoshi when you order an alcoholic drink.



Otoshi is a small appetizer dish, which is added to the bill in many cases.

Japanese eating etiquette ①



In Japan, it is considered to be good manners to eat with a bowl in one hand and your chopsticks in the other.

**Slurp,
Slurp,
Slurp**



It is common for Japanese to eat *soba* and *udon* noodle dishes while slurping.

Japanese eating etiquette ②



It is considered good manners to consume food completely without leaving any thing half-eaten.

Also, try not to soil the table or floor. Enjoy a soil-free meal.

The number of items to order



It is common for Japanese to order more than one item.

Restaurant rule for bringing in food or taking it home

Most Japanese restaurants don't allow customers to bring in food or drink or take uneaten food home.



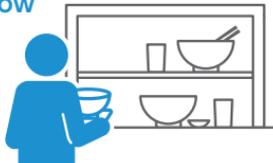
If you don't know it for sure, ask a shop assistant.

Self-service eateries

At some restaurants, it is a rule for customers to return used dishes and wipe off table crumbs by themselves.



Dish or tray return window



If you don't know for sure, ask a shop employee.

Payment

At the cashier



At your table



Ask the shop attendant as to whether you should pay at your table or at the cashier.



Tipping is not customary in Japanese restaurants.

Cancelling a reservation

Sorry, but I'd like to cancel my reservation.

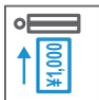


If it has become impossible to keep a reservation, make sure to call the shop for cancelling.



Food-ticket vending machines

Some eating establishments operate by selling food tickets at a ticket vending machine.



1. Put money in



3. Get a ticket



2. Push the button



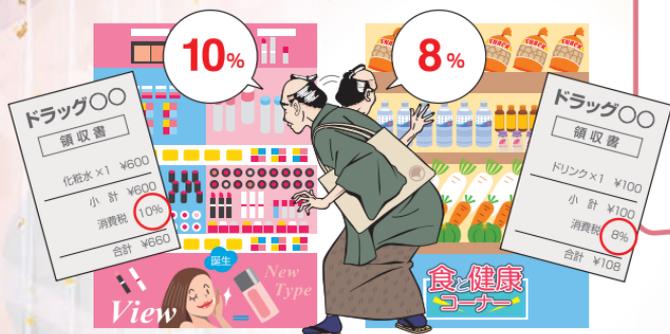
4. Get the dish

Typically, a food ticket vending machine can be found at the shop entrance.



This section introduces typical questions and difficulties you may encounter while shopping. Enjoy shopping while using good manners so as not to bother other shoppers!

Declared values



There are two types of consumption tax: 10% and 8%. 8% is applied mainly to food and beverage products, excluding alcoholic beverages and eating out.



Prices are listed with tax included.

* The consumption tax rate used in the above example is as of June 30, 2021.

Tax exemption



There are two types of tax exemption: (1) Tax-free (for consumption tax) and (2) Duty-free (for consumption tax, customs duty, liquor tax, tobacco tax, etc.).

Symbol mark for tax-free shops



Japan. Tax-free Shop

Tax-free shops can be found on various streets and shopping districts while duty-free shops are located in the departure area of international airports.

Price discounts

50% OFF, please.

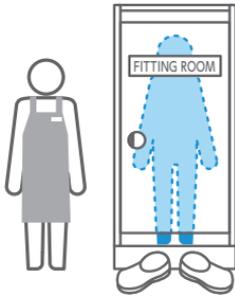
Sorry, we cannot do that.



In Japan, there are very few shops that allow bargaining over prices between the seller and shopper.



Trying it on



Ask a shop assistant before trying a piece of clothing on.

Some shops set a limit to the number of items you can bring into the fitting room.

Clothing sizes

Sizes of clothing in Japan are typically expressed in S, M and L.



Men's sizes (cm)

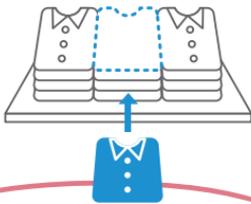
	Height	Chest girth	Waist
S	162-168	85-91	71-77
M	167-173	89-95	75-81
L	172-178	93-99	79-85
XL	177-183	97-103	83-89

Example: JASPO Standard sizes

Size notations may vary according to brand and maker.

* 1inch=2.54cm 1foot=30.48cm

Product examination



In case you don't want to purchase a product you have picked up and examined, return it to its original place.

Try not to touch the products unnecessarily.



Unpacking a product before payment



Do not unpack an article you wish to purchase before payment is completed.



If you want to confirm the package content before payment, ask a shop clerk.

Plastic bags



Most stores charge for plastic bags. Bring your own bags.

Smoking and drinking



Smoking and alcohol consumption are prohibited if you are under 20.

under 20 years old



Payment...①

There are shops where credit cards and electronic payment are not honored. So, prepare some cash just to be safe.



Honored



Not honored



Typically, at shops where these payment methods are honored, symbol marks indicating such are posted at the shop front or beside the cashier.

Payment...②



There is also no custom of tipping when shopping.

No, we thank YOU.



Thank you.

In Japan, express your thanks in words instead of by tipping.



This section introduces typical questions and difficulties you may encounter in public places. Whether on the street or in tourist areas, enjoy your visit while giving proper consideration to those around you!



● Littering

No littering in public places!



Properly dispose of litter in bins which are separated and marked according to the type of garbage. If no garbage bins are available nearby, please take your garbage with you.

● Waiting in a line / How to use an escalator



Cutting into a line or allowing family members or friends to do so is considered improper!



When using an escalator, hold the handrail and do not walk up or down. If you are in a hurry, it's better to use stairs.

● Rest rooms

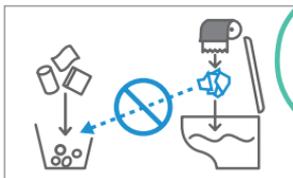


NO



GOOD

Use the traditional Japanese toilet bowl in the proper direction.



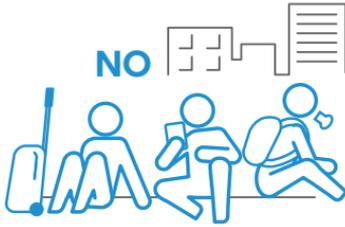
Do not throw used toilet paper in the trash but flush it properly.

In Japan, there are two types of toilets: western-style and traditional Japanese-style.





● Taking a break



Do not sit down by the roadside or at other improper city locations.



● Smoking



In public areas, smoking indoors is prohibited in principle while, outdoors, some districts prohibit smoking on the street or in parks. If you want to smoke, do so at designated smoking areas.



● Taking photos



Try to refrain from taking photos when there are people around.



Do not attempt to step into off-limits or dangerous areas to take photos.

● Wi-Fi

Free Wi-Fi access points are available in various public places.



Confirm how to use because usage varies according to type.
*Do not use your smartphone while walking.

Useful Websites



GO-TOKYO <https://www.gotokyo.org/en/index.html>

Filled with the latest information on sightseeing in Tokyo.
Please be sure to visit our website.

EAT  **東京** TOKYO

<http://www.menu-tokyo.jp/index.php?lang=en>

Find the restaurant in Tokyo that best suits your tastes!



TOKYO FREE Wi-Fi

<http://www.wifi-tokyo.jp/>

This is a public wireless LAN (Wi-Fi) service that foreign visitors or public facility users can use free of charge at the Tokyo Metropolitan Government offices, public gardens, museums, etc.



Tokyo Medical Institution Information Service "Himawari"

<https://www.himawari.metro.tokyo.jp/qq13/qqport/tomintop/other/fks230.php>

This website allows you to locate medical institutions in Tokyo that can offer medical services in 16 foreign languages in addition to Japanese.
[Languages available: English, Korean, Chinese (simplified)]



Tokyo Metropolitan Government Disaster Prevention Website



<https://www.bousai.metro.tokyo.lg.jp/>

This website disseminates evacuation and other disaster-related information while calling your attention to disaster preparedness and introducing safety initiatives taken by the Tokyo Metropolitan Government.

Safety tips

<https://play.google.com/store/apps/details?id=jp.co.rcsc.safetyTips.android> : **Android**



Supervised by the Japan Tourism Agency, this application provides foreign visitors with important disaster information. Using push notification service, it issues warnings such as earthquake early warning, tsunami warning, emergency weather warning, volcanic eruption warning and so on.



iOS : <https://itunes.apple.com/jp/app/safety-tips/id858357174?mt=8>

Emergency Contacts

To call the police
(for accidents and crimes)



TEL.110

To call an ambulance (for injury
and illness) or fire engine (fire)



TEL.119



Tourism Division,
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