

One of the largest  
airport visitor centers in Japan!

27 April 2017

A new service facility on the arrival level in Terminal 1  
to improve inbound customer convenience:

## Visitor Service Center

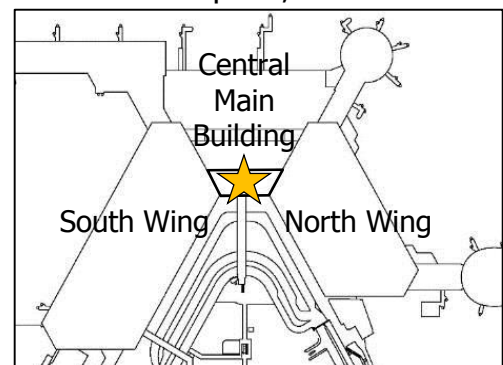
Narita International Airport Corporation (NAA) is delighted to announce plans for the opening of the **Visitor Service Center**, a new facility on the arrival level in Terminal 1 designed to improve convenience for the increasing number of visitors to Japan by providing one-stop information and services to offer a greater sense of reassurance and comfort during their stay in Japan.



Illustration of the completed facility (view of entrance from the arrival lobby)

- Facility name
  - Visitor Service Center
- Location
  - 1st floor, Central Main Building, Terminal 1
- Area
  - Approx. 1,300 m<sup>2</sup>  
(one of the largest airport visitor centers in Japan)
- Scheduled opening date
  - Around autumn 2017: Interior refurbishment of the entire area completed.
  - \* New central counter to be installed and Service outlets relocated along the layout change are due to open in advance in August.

Location Map: 1F, Terminal 1



## ■ Design concept

# TripTailor

The concept behind this facility is to assist visitors with a tailor-made travel experience in Japan to suit individual preferences and objectives.



Illustration of the completed facility  
(Central counter (new))



Illustration of the completed facility  
(Mobile phone rental counters and promotion corner)

## ■ Overview of facility and services

The center will serve as a one-stop source of various information and services that will offer a greater sense of reassurance and comfort to visitors staying in Japan.

### Central counter (newly installed)

The central counter will offer visitors a smooth means of taking care of everything from obtaining Japanese tourism information and preparing travel plans to suit their needs, to arranging accommodation and tours, and purchasing tickets.

Staff will also be on hand to take requests to join in tours for transit passengers, etc. under the Narita Airport Transit & Stay Program.

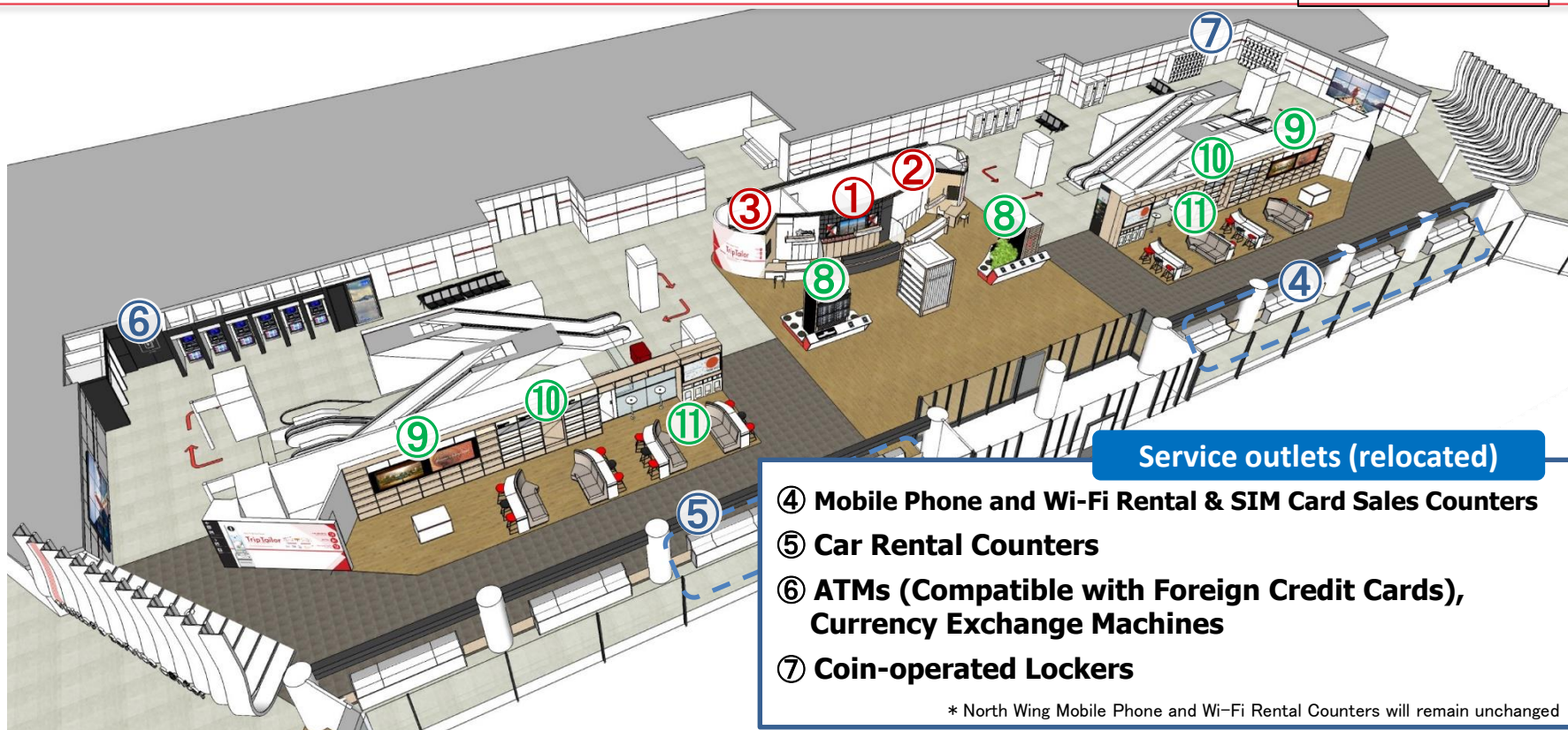
### Service outlets (relocated)

Mobile phone and Wi-Fi rental counters, car rental counters and other service counters, as well as ATMs, will be reorganized into locations based on the type of service they offer in order to provide greater convenience and more functions to visitors to Japan as well as for other customers. This will also make them easier to find and use even for first-time visitors to Narita.

### Providing tourist information and Japanese hospitality through spatial design

Visitors will be able to obtain tourist information covering the entire country available in various formats from the cutting-edge information terminal equipment, and from the promotion and pamphlet corners, etc.

Interior decorations will feature a contemporary Japan design expressing our hospitality to customers from abroad arriving in Japan, and the area will be transformed into a zone representing the starting point for the journey through Japan for each of our visitors.



## Service outlets (relocated)

- ④ Mobile Phone and Wi-Fi Rental & SIM Card Sales Counters
- ⑤ Car Rental Counters
- ⑥ ATMs (Compatible with Foreign Credit Cards), Currency Exchange Machines
- ⑦ Coin-operated Lockers

\* North Wing Mobile Phone and Wi-Fi Rental Counters will remain unchanged

## Central counter (newly installed)

- ① **Tourist Information Center**  
Provision of Japanese tourism information and travel plan recommendations
- ② **Travel and Ticket Sales Outlet** NEW  
Hotel reservations, sales of domestic tours, tickets, excursion passes
- ③ **Narita Airport Transit & Stay Program Reception Counter**

## Providing tourist information

- ⑧ **Information Terminal Equipment Corner** NEW  
Visitors can freely search sightseeing and transport Information themselves
- ⑨ **Promotion Space** NEW  
Space for promotions aimed at visitors to Japan
- ⑩ **Pamphlet Corner** NEW  
Pamphlets on general tourism and anime tourism locations throughout Japan
- ⑪ **Seating Space**  
Battery charger equipped seats for travel planning in comfort