

November 8, 2017

Strengthening services to help foreign tourists in Japan!

Introducing Nikko Concierge in Tobu Nikko Station on Friday, November 10!

Tobu Railway's English-speaking staff will help you plan your trip. It will gradually expand its credit card service.

Tobu Railway Co., Ltd.
Tobu Station Service

Tobu Railway Co., Ltd. (head office: Sumida-ku, Tokyo; President: Yoshizumi Nezu) will cooperate with Tobu Station Service (head office: Sumida-ku, Tokyo; President: Masaaki Ogata) to **introduce Nikko Concierge in Tobu Nikko Station on the Nikko Line on Friday, November 10.**

This service is intended to strengthen assistance for foreign tourists in Japan. Similar to “Tobu Tourist Information Center Asakusa” (in Asakusa Station on the Tobu Sky Tree Line) and “Tobu Tourist Information Center Ikebukuro” (in Ikebukuro Station on the Tobu Tojo Line), guide stations for foreign tourists in Japan, our English-speaking staff are constantly available for sightseeing guidance. In addition, Nikko Concierge will also arrange trips, including reservations for accommodation facilities and tours starting from local spots in the Nikko area. It will also arrange multi-lingual guides around Nikko for customers who make reservations in advance.

Meanwhile, Tobu Railway will gradually expand credit card service at “Tobu Nikko Station Tourist Center,” allowing foreign tourists in Japan to enjoy more convenient services along with the introduction of Nikko Concierge..

We will continue to develop and strengthen the surroundings to vitalize the Nikko area, corresponding to openings of the luxury hot spring inn “Fufu” (provisional name) in the fall of 2019 and the Ritz Carlton Nikko in the summer of 2020. Please see the attachment for details.



Nikko Concierge (conceptual image)

Overview of Nikko Concierge

1. Name

Nikko Concierge

2. Place

Tourist Center of Tobu Nikko Station on the Tobu Nikko Line
(Address: 4-3 Matsubara-cho, Nikko, Tochigi, 321-1406, Japan)

3. Date of introduction

Friday, November 10, 2017

4. Operating hours

8:20 to 17:00 (Open daily)

5. Contact information

Email address for Nikko Concierge: nikko-concierge@tobu.co.jp

6. Contents of service

(1) Tourist guide

- Introducing tourist destinations and facilities in the Nikko area
- Guidance for the use of railway trains and buses
- * Nikko Concierge staff who speak Japanese and English are regularly stationed.

(2) Arranging for a guide

- Arranging multilingual guides (You must make your reservation in advance.)
- Planning and proposing itinerary

(3) Arranging tours that start from local spots

- Arranging tours starting from local spots that enable you to have a good time in the Nikko area

(4) Other

- Nikko Concierge will provide a range of consultation services, such as arranging accommodation facilities and restaurants in the Nikko area and introducing activities.