

Consumer Hotline for Tourists

Dial

03-5449-0906

if you need assistance.

Mon. - Fri. 10:00 a.m. - 4:00 p.m. (closed weekends, national holidays, and Dec. 29 - Jan. 3)



The Consumer Hotline for Tourists offers telephone consultation that overseas visitors to Japan can use if they experience consumer issues while visiting Japan. Feel free to call this hotline if you encounter consumer issues involving stores, restaurants, bars, transportation, or lodging during your visit.

▶ The Consumer Hotline for Tourists handles consumer issues only. It cannot provide tourist information or answer questions related to lost items, accidents, or illness or injury.



case 1

A product you purchased was broken.



case 2

You were charged an exorbitant amount at a restaurant or bar.



case 3

You were charged high repair costs for a rented car.



case 4

Your hotel room was not what you had reserved.



NCAC

国民生活センター

NATIONAL CONSUMER AFFAIRS CENTER OF JAPAN