



YOUR TRAVEL GUIDE  
AND PHRASEBOOK

**JAPAN**



Geisha



## CONTENTS

Your Japan Holiday with Wendy Wu Tours	4
Joining Your Tour	5
Whilst on Tour	6
Public Holidays and Festivals	7
Tipping	7
Eating in Japan	8
Transport	11
Accommodation	13
Electricity	15
Luggage	15
Suggested Packing List	16
Money	18
Shopping	19
Customs and Duty Free	21
Keeping in Touch	21
Time Difference	22
Insurance	23
Safety and Security	23
Travel Advice	24
Travel Health	24
Personal Medical Kit	25
Travel with Consideration	26
Reading List	28
Customer Health and Safety Information	29
Climate Chart	33
Japanese Phrasebook	37

## YOUR JAPAN HOLIDAY WITH WENDY WU TOURS

Home to a unique heritage and rich, natural beauty, Japan is one of Asia's most enthralling countries. On a holiday to Japan, you will find a dynamic culture that effortlessly and intriguingly combines the ultra-modern and pop culture trends with deeply traditional values and a reverence of the past. Discover imperial treasures and tranquil temples in Kyoto and explore futuristic Tokyo. Head out into the country though, and you will discover another world, be it in the shadow of Mount Fuji or amongst the peaks of Mount Koya. The people are welcoming, the cuisine divine, the landscapes second to none, the culture rich – what more could a traveller want on their holiday in Japan?

Your Wendy Wu Tours experience begins before you travel and we are there every step of the way until you return home. Our customers are our priority, and we will do all we can to ensure your holiday is one to remember.

This Travel Guide provides you with practical advice and cultural information to help you prepare for your holiday. We are aware that this can seem like a lot of reading material, but we ask that you take some time to familiarise yourself with this information prior to departure and refer to the contents within throughout your travels.

Your *Tour Dossier* provides a straightforward description of the physical activities involved in each day's sightseeing. If there are any particular challenges, from the length of time spent on your feet, the duration of drives, train journeys and flights, to the standard of remote accommodation for our more adventurous tours; they will be explained there.

### **More about your holiday**

Almost everything will be different to what you may be used to. We have found that our passengers who embark with a sense of humour and adventure, who accept that things do not always go to plan, are those who find their experience most rewarding. Although Japan is a developed country, please note that health and safety standards overseas can differ from those we enjoy at home. However, all of our suppliers meet local and national safety standards as a minimum.

A typical day's sightseeing may include the bustle and noise of a city street, sights and smells of a local market and interacting with the locals. English is not widely spoken throughout Japan,



so your National Escort/Local Guides will be indispensable during your trip.

At Wendy Wu Tours, we are continually working with our suppliers to maintain and improve safety standards by seeking good practice in health and safety and we will do our best to ensure that your holiday is safe and trouble free. Part of the enjoyment of travelling abroad is experiencing a different way of life and cultures, but it may also mean experiencing different safety and hygiene standards than those we are used to at home. We want you to have an enjoyable holiday so we ask that you take extra care, use your common sense, as well as refer to notices and follow the advice from your National Escort/ Local Guides.

Our tours are graded as moderate or active and the grading of the tours are shown on the tour page in our brochure or on our website and in the Tour Dossier. For more information on the more active aspects of our tours, please refer to your Tour Dossier.

Our National Escort/Local Guides always endeavour to provide the highest level of service and assistance, but they cannot be expected to cater for passengers who are not fit enough to complete the itinerary.

## **JOINING YOUR TOUR**

### **Check-in information**

With most airlines, you can check in online 24 hours prior to departure. Make sure you have your passport information and airline reference number handy. Your airline reference number can be found on your e-ticket receipt. You will be able to select your seats and print your boarding pass. At the airport, go to the bag-drop area of your airline to check in your luggage. Please note that some airlines will allow you to pre-book seats more than 24 hours in advance but will usually charge a fee to do this, which needs to be paid to the airline directly by phone or via their website. Please refer to your airline's website for further information. We recommend you arrive at the airport 3 hours prior to departure, even if you have checked in, to make sure you clear security in good time.

If you do not have access to the internet, we again recommend that you arrive at the airport 3 hours prior to departure, where you can either use one of the available check-in desks or the self-service kiosks before taking your luggage to the bag-drop area.

### **Baggage information**

We recommend that you do not exceed 20kgs of checked baggage on your international flights as many of the domestic airlines within Japan have a luggage allowance of only 20kgs. As a guide, your main baggage should not exceed the following dimensions: 90cm x 75cm x 43cm (35.5ins x 29.5ins x 16ins), including the handle, pockets and wheels. Your cabin baggage should not exceed 55cm x 40cm x 20cm (22ins x 16in x 8ins)/ and have a maximum weight of 5kg. For further information please refer to your airline's website. If your tour involves a lot of train travel, we would recommend packing as lightly as possible.

### **Terminal information**

This is shown on your e-ticket. On arrival in Japan, you will be met by an English-speaking representative.

## **WHILST ON TOUR**

Every location on the itinerary will be visited with entrance fees to the main areas included, although the order may change depending on weather, traffic, last minute alterations or other conditions. If you wish to visit places that are not included in the itinerary, you may do so at your own cost. Please check in advance with your National Escort. After a day's sightseeing, you may sometimes be taken directly to dinner rather than have the opportunity to go back to the hotel to shower and rest first. Many public toilets in Japan are now western-style, but you can still come across squat toilets whilst out sightseeing, at train stations and at traditional Japanese restaurants.

### **Queuing for major attractions**

Be prepared for large numbers of other tourists, both foreign and domestic, at many of the attractions you will visit. The Japanese



travel extensively within their own country, and inbound foreign tourism has grown rapidly in recent years. Your National Escort/ Local Guides will queue for your entrance tickets but you may still need to wait to get into some attractions.

## PUBLIC HOLIDAYS AND FESTIVALS

Japan has 15 national holidays that celebrate people, nature and the country itself – Greenery Day is a particular favourite! Golden Week is the biggest holiday of the year and is a collection of four holidays within a week, which usually will give people one whole week off. The first holiday, Showa Day, falls on April 29, which is the start of Golden Week. If you are travelling during any of these holidays, expect everywhere to be busier than usual, shops and businesses to shut and travelling to be more difficult. The holidays generally fall around the dates listed in the table, though might change to accommodate weekends:

DATE	HOLIDAY
1 January	New Year's Day
2nd Monday of January	Coming of Age Day
12 February	Foundation Day
20 or 21 March	Spring Equinox
30 April	Showa Day
3 May	Constitution Day
4 May	Greenery Day
5 May	Children's Day
3rd Monday in July	Marine Day
3rd Monday in September	Respect for the Aged Day
23 or 24 September	Autumn Equinox Day
2nd Monday in October	Health Sports Day
3 November	Culture Day
23 November	Labour Thanksgiving Day
24 December	Emperor's Birthday

## TIPPING

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.

## EATING IN JAPAN

The Japanese cuisine is renowned around the world for three qualities: the seasonality of the food; the quality of the ingredients; and the exquisite presentation. The country's cuisine is based on combining staple foods, typically rice or noodles, with a soup and okazu — dishes made from fish, meat or vegetables to add flavor to the staple food. These are typically flavored with dashi, miso and soy sauce.

Before the 1880s, when Japan was a feudal society, the consumption of meat was illegal. Even today you will find that the use of red meat, oils, fats and dairy products are sparse, with the focus instead on seasonal produce and fish. These seasonal dishes, and the numerous local speciality dishes, are one of the delights of Japanese gastronomy – the fact that food is treated as an art form makes it all the more amazing! Ingredients are selected when they are in prime season and are then plated to perfection. Many restaurants tend to specialise in just one type of dish. Today, Japan can compete on the world stage for Michelin star restaurants.

The most famous Japanese food is sushi, but Japan has a huge variety of wonderful food types:

<b>SASHIMI</b>	Fresh raw meat or fish sliced into thin pieces, eaten with soy sauce
<b>TERIYAKI</b>	Marinated meat or fish
<b>SUKIYAKI</b>	Thin slices of beef served with vegetables, tofu and vermicelli, and usually cooked on a sizzling iron skillet at the table side
<b>TEMPURA</b>	Deep-fried seafood and vegetables
<b>RAMEN</b>	Wheat noodles served in a meat or fish-based broth, often flavored with soy sauce or miso, with toppings such as sliced pork, dried seaweed, menma, and green onions
<b>UDON</b>	Thick wheat noodles served with various toppings, usually in a hot soy-dashi broth, or sometimes in a Japanese curry soup
<b>SOBA</b>	Long, thin buckwheat noodles served in either a hot, soy sauce-flavoured broth or at room temperature on a bamboo mat with broth on the side for dipping
<b>SHABU-SHABU</b>	Tender, thin slices of beef held with chopsticks and swished around in a pot of boiling water, then dipped in sauce before being eaten



**YAKITORI**

Small pieces of chicken meat, liver and vegetables skewered on a bamboo stick and cooked over hot coals

**OKONOMIYAKI**

A savory pancake containing a variety of ingredients

The cost of all meals is included in our Classic Group tours. For tours in our Immerse Yourself range and on Private tours, meal inclusions are listed on your itinerary. You may like to drink beer, wine, soft drinks, fruit juice or bottled water with your meals – please note drinks are not included in your tour price so payment for these is made directly to the restaurant staff. Green tea is often provided complimentary at restaurants. Tap water anywhere in Japan is safe to drink.

Breakfast is served in the hotel and usually includes western dishes. Lunches are mostly pre-set options, as is the custom in local restaurants, and could be a cold bento box served with rice and miso soup, noodles or fish and potatoes. Dinner is usually buffet-style, featuring a wide selection of high-quality Japanese and Western dishes. We find this style of dining suits the wide and varied tastes of our customers. The Japanese are not big on desserts after meals. Instead, they like to have sweets as small snacks to eat between savoury courses or to nibble on with tea.

If your tour includes an overnight stay at a temple you will be served a traditional Buddhist vegetarian dinner, known as Shojin Ryori. A typical Shojin Ryori meal is centred around soybean-based foods like tofu along with seasonal vegetables and wild mountain plants, which are believed to bring balance and alignment to the body, mind, and spirit.



Sushi Set nigiri and sushi rolls

Please be aware that on some days where a lot of sights are covered, dinner times may be early (around 5.30pm) and your tour group may head directly to the restaurant after sightseeing.

Any food/diet requests **MUST** be specified at the time of booking and you should mention it again to the National Escort/Local Guides when you meet them – they will do their utmost to cater for any special requests, such as vegetarian meals or food to be avoided in case of allergies.

Please bear in mind that vegetarianism and veganism are still unusual in Japan, especially in rural areas. Whilst it is easy to avoid meat and dairy, many Japanese dishes use fish products as bases – patience and understanding will go a long way when dealing with people who might not understand your requirements. It will sometimes be difficult to offer what you are used to at home. Look out for ‘shojin ryori’, traditional Buddhist food that is strictly vegetarian.

Gluten free diets are not well-known in Japan, which makes it something of a challenge to avoid wheat-containing ingredients which are common in Japanese cooking. Soy sauce, for example, contains gluten and is a fundamental ingredient in many Japanese meals. It is possible to avoid foods that contain gluten if you are vigilant. If travelling on a group tour, your National Escort/ Local Guide will help you with this, and if you are travelling independently we suggest you prepare a Japanese gluten free translation card. Restaurants in Japan take food allergies seriously, so if you inform your server that you have a wheat allergy and mention the specific foods you need to avoid, most restaurants will be cooperative and help you find a gluten-free item on the menu.

Although taken seriously, food allergies are much less common, and therefore less understood in Japan. Therefore, you are likely



to need to explain quite clearly what you cannot eat. For those who do not have all meals included and will be without the help of the National Escort on some occasions, there are plenty of resources online that will help you find the correct wording for your allergy in Japanese, so printing out little flash cards with these phrases on could come in very handy.

Whilst travelling away from major cities, it is highly recommended that passengers with food intolerances take additional food items, as not all dietary requests will be met due to the limited foods available.

## **TRANSPORT**

We use a variety of transportation to operate your itinerary at the best pace and to give you an authentic travel experience so you are not always 'removed' from the locals.

### **Coaches**

Our coaches are comfortable, air-conditioned vehicles, although they may be less spacious than coaches in Australia and New Zealand. Wearing a seatbelt is compulsory by law in Japan.

### **Traffic**

Tokyo is a mega-metropolis so congestion and traffic jams are normal on main streets during commuting time. However, because the train or subway is the primary choice of the Japanese, the traffic is usually not too bad. In suburban cities, where local transport is more limited, there is regular congestion on main roads during rush hour in the morning and evening. Vehicles in Japan are left hand drive and there are modern roads throughout the country.

Please note that there is heavy traffic on highways during the Golden Week Holiday, Obon festival and New Year's holiday. Please keep in mind that major events or holidays and new construction projects create traffic that can interfere with your tour and meal times. Your National Escort/Local Guides will do their utmost to avoid possible delays, changes or in rare cases, cancellations to sections of your itinerary.

### **Trains**

Japan's travel infrastructure is among the most advanced in the world, with an extensive and highly efficient rail network. The trains are clean, comfortable and incredibly punctual. Delays are a rare occurrence.

## **Bullet Trains**

Japan's modern travel structure is symbolised by the futuristic bullet trains (shinkansen) that travel at a colossal 200 miles an hour. Seats booked are '2nd class reserved'. All trains have moveable seats, which will generally be turned in the direction of travel, but you can move them around to face each other if you wish. Trains stop at each station for a couple of minutes only, so boarding and disembarking will need to be done quickly and efficiently. Train platforms are well marked with what carriage stops where, and there are even lines marked for where you should queue for the door. Many trains do not have a buffet car and whilst there is a food cart that passes through regularly we recommend taking your own snacks and drinks. Carriages are fully air-conditioned and have western bathroom facilities.

## **Limited Express Trains**

The Limited Express trains do not reach the speeds of the bullet train by a long shot, but they stop at only the biggest, most popular stations and are therefore the fastest of the normal-speed trains. Day trains only stop for a few minutes at each stop, so you must be ready to leave the train when it stops at your station. Limited Express trains will normally have Western style toilets.

**Pack for the train:** Luggage space is very limited on all trains so we use a luggage forwarding service on our group tours, meaning that your luggage gets picked up from your hotel and delivered (usually the next day) to your next hotel. Therefore, you should bring a small overnight bag to carry whatever you need until the following day. There will be a note on your final itinerary as well as the Tour Dossier for which days this applies to.

At time of writing, forwarding your luggage from Tokyo to Kyoto costs 1,900 Yen. This is included on our group tours, however, if you wish to use this service on your private tour/extension, please speak to your guide.

**Keeping valuables safe on the train:** Carry all valuables with you at all times.

**Japan Rail Pass:** The Japan Rail Pass (JR Pass) offers overseas visitors unlimited travel on a vast network of JR trains, buses, as well as the Miyajima ferry. Only foreign tourists to Japan can use the JR Pass, and it can be purchased for use for one, two or three weeks. Seat reservations for JR Trains can be made for free locally with the JR Pass.



## **Boats**

Your tour could include taking a cruise in Tokyo Bay, on Lake Ashi in the Mt Fuji area, along the Yodogawa River in Osaka or taking a ferry from Hiroshima to Miyajima island. To take part in any boat ride, you need to be of average mobility to be able to climb on and off these boats unaided. Seats on some of the boats can be small compared to Western standards.

## **Domestic Flights**

The checked luggage limit is 20kg per passenger and all seats are in economy class. Please ensure that all valuables and any medication you may need for the rest of the day are taken on board with you. Airlines currently do not allow liquids over 100 ml (alcohol, spirits, wine, water, perfume etc) or sharp objects to be carried on-board the aircraft. Any such items will be confiscated. Please note, all domestic flights that appear in your itinerary are subject to change.

## **ACCOMMODATION**

### **Hotels**

Group tour hotels are generally of a 3 to 4-star international standard. Hotels in Japan offer similar facilities and standards as you would expect in the West. Rooms feature heating/air-conditioning, television and an ensuite bathroom. Bathrooms in all but the very top end hotels tend to be quite small, with a half size bath with a shower over it. There is often a step up to the bathroom, so please be observant of this. In-room safes, fridges and tea/coffee making facilities are reasonably common but you may not find them in all hotels. City hotels often have a bar, gym and swimming pool but please bear in mind that hotels in rural areas may be more basic. Double beds are not common; please note that we cannot guarantee their availability. Please note that space is at a premium in Japan's cities, so all hotel rooms tend to be on the small side – this is especially true of single rooms. While we usually use Western style rooms, on occasion you may stay in a Japanese style room. Japanese rooms feature a futon bed with a mattress lying directly on the floor.

Domestic tourism in Japan contributes to a large portion of the country's tourism, so hotels can be quite full, especially during cherry blossom season.

Hotels throughout Japan will collect your passport at check-in and make a copy of it, as required by law. In Japan, check-in time is usually 2pm and check-out time is 11am. Remember that

on the days when you are travelling between cities it may result in a delay of access to your room. Hotels cannot guarantee late check-out. At many hotels, the reception staff speak little English. If you require help, please contact your tour guide.

### **Ryokan and Ryokan Etiquette**

Ryokans are traditional Japanese inns, and offer the perfect opportunity to experience traditional Japanese culture. The rooms at a traditional ryokan are basic, with tatami-matted rooms, paper sliding doors, futon bedding and shared bathrooms. There is usually no central heating. There are also more westernised versions of ryokans which include a tatami-matted area but have proper beds and a private toilet and bath/shower. The usual loungewear at a Ryokan is a 'yukata' (Japanese robe), which is often provided. In keeping with the traditions of a Ryokan, guests must remove their shoes before entering the inn and must wear slippers around the hallways. Only bare or stocking feet are permitted to tread on the tatami straw mats, so all footwear must be removed entirely prior to entering the guestrooms. Dinner and breakfast are included in the price of the room and usually consist of a 'kaiseki' meal, featuring numerous small and varied dishes. Please be punctual for your meal. Most ryokans have bathing areas making use of any local hot springs – 'onsens'.

### **'Shukubo' – Temple Lodging**

If your tour includes lodging at a temple, this offers an excellent chance to get a taste of the simple, traditional lifestyle of Buddhist monks. Accommodation here is traditional and basic, offering Japanese rooms with tatami floors, sliding doors (fusuma) made of rice paper, and shared bathrooms. The bedding consists of single futons that are laid out on the tatami floor. The evening meal is a Buddhist vegetarian dinner, known as Shojin Ryori, usually served at 6pm. The temple is staffed by monks who generally do not speak English. There are no TVs on the premises.

### **Hotel Ratings**

Whilst the use of the star rating system to indicate the standard of a hotel is international, the actual classification of hotels is not. Countries throughout the world adopt various classification systems for hotels in accordance to their chain name and the type of hotel. Differences do exist in the quality of the accommodation but a locally-rated 3-star hotel in Japan can be favourably compared to an Australian/New Zealand-rated 3-star hotel. Please be safe in the knowledge that all hotels used by Wendy

Wu Tours are regularly inspected by our staff and our operators so that high standards of quality and safety are maintained.

### Onsens

The ritual of bathing in onsens has been enjoyed by the Japanese for centuries – they are revered for their healing properties and ability to break down social barriers. Using an onsen bath is governed by etiquette but this is nothing to worry about – you will see information in your room about how and when to use the onsen in your hotel/ryokan. Onsen baths are segregated – there will either be one for men and one for women or there will be different timings for men and women. The majority of onsen baths do not allow bathing suits – you leave your yukata and towel in a basket or locker in the changing room. You may be provided with a small towel that you can take with you into the bathing area, but it must not go into the water – you will see many people placing it on their head while they soak. You must use the facilities to wash yourself off before entering the hot baths. The waters can be very hot, usually around 40 degrees. Onsens are not for swimming, but soaking and quiet contemplation. Many high-end ryokans offer private onsen baths for a fee. Please note: people with tattoo sleeves or large, very visible tattoos could be asked to not use the public onsen.

### ELECTRICITY

There is an electricity supply of 100 volts in Japan. Plugs are two flat pins, similar to those of the US plug. Whilst phone/tablet/laptop/camera chargers are universal voltage, some of your appliances may not be, so you may find that they do not work well in Japan. You can buy adaptors, also known as conversion plugs, from hardware, department and duty-free stores.



### LUGGAGE

All passengers are limited to two items of luggage each:

- **One suitcase or backpack**, with a maximum weight of 20kg.  
Your main luggage must have a lock on it.
- **One piece of hand luggage**, with a maximum weight of 5 kg.  
It is advisable that your hand luggage consist of a 'daypack' – a small bag which you can access during the day and carry items like your camera, water bottle, toilet paper, hat etc.

## SUGGESTED PACKING LIST

The time of year that you are travelling and the places that you are visiting will naturally have a major influence on what you pack. We recommend that you check the weather forecast prior to your departure so that you can pack accordingly. We have also included a temperature chart on page 33 of this travel guide for your reference.

Japan has mostly a mild climate, but as it is an archipelago stretching over 3,000 km from north to south, there are local variations in the weather. Japan is also famous for the beauty of its four distinct seasons, and it is essential to pack accordingly.

**Winter** in Japan is from December to February. The northern island of Hokkaido, the Japanese Alps and much of the Japan Sea coast gets a lot of snow. The rest of mainland Japan can get some snow, although Tokyo sees very little to no snow, and average temperatures are around 1-5 celsius. The weather is usually clear, crisp and pleasant. During the winter months, you will need to bring layers of warm clothes, as well as water/windproof clothing. If travelling in the north, make sure you bring shoes that are suitable for snow.

**Spring** in Japan is from March to May. Cherry blossom season sweeps up the country from south to north. The trees bloom in Kyushu in March, reaching Tokyo by early April. It is often followed closely by a showery front. In the south, you can wear summer clothing, though temperatures drop at night and the weather can change quickly, so a sweater/long trousers are advisable. Further north, bring sweaters and jackets.

**Summer** in Japan is warm, with high humidity. June is usually the rainy season for most of the country, but Hokkaido misses out on this. Bring light, comfortable clothing that dries easily. Jackets are necessary if you plan to explore the Alpine regions.





**Autumn** in Japan is from September. It's the time of year with the greatest risk of typhoons. In October and November, the weather is unpredictable but generally mild. The trees show beautiful autumn colours, sweeping from the northern areas and higher altitudes to other areas in November. During autumn you will need to bring layered clothing and warmer clothing for the north and the hills.

The dress code on all Wendy Wu Tours is casual; however, it is important that all passengers dress respectfully when visiting temples. You might like to bring some smart-casual clothes for dining out in the evenings.

### **Suggested packing list**

- Travel documents and passport - including a photocopy of your passport in case it is lost or stolen while you are abroad. Keep one photocopy at home and take another photocopy with you.
- Main luggage and luggage padlocks
- 'Day bag' – a smaller bag to carry with you during the day
- Rucksack/bag for any overnight trips – When taking bullet trains on our group tours your luggage is forwarded separately and often arrives the next day, so an overnight bag is useful to pack clothes and toiletries you may need for an overnight stay.
- Money belt to carry passport, cash, credit cards, etc.
- Shirts or long-sleeved tops of light cotton material
- A water/windproof jacket
- Light jumpers or thermals are great for layering
- A warm jumper/fleece for spring/autumn evenings
- A thick warm jacket and walking boots for winter
- Walking shoes and socks – it is important to have sturdy and comfortable shoes for sightseeing every day, preferably shoes that you can take off and put on easily.
- Sun protection – hat, sunglasses, sunscreen and lip balm
- Personal medical kit
- Antibacterial wipes or hand sanitizer
- Spare glasses
- Toilet paper or tissues – not all sightseeing areas and public toilets will have this available
- Snacks – tea bags/coffee, milk powder or sachets, or anything you cannot go without!
- Conversion plug and necessary chargers
- Camera and spare memory card
- Water Bottle – bring a water bottle with you so you can easily refill around the city. Tap water in Japan is safe to drink.

## MONEY

The currency of Japan is the Yen, abbreviated to JPY and represented with a '¥' or the kanji character '円'. A Yen is subdivided into 100 sen, but you are unlikely to come across these.

Yen notes come in denominations of 1000, 2000, 5000 and 10000, while coins come in denominations of 1, 5, 10, 50, 100 and 500.

Here is a reference table of approximate exchange rates  
(for up-to-date exchange rates, please check [xe.com](http://xe.com) before you travel):

1 unit of currency	Yen
AU\$1	81
NZ\$1	76
US\$1	105

*(Correct at the time of printing – April 2018)*

We recommend that you have access to more than one source of money – bringing a combination of cash and a credit/debit card will give the most security and flexibility while travelling.

### Exchanging Money

Money can be exchanged at international airports, banks and post offices that display the “Authorized Foreign Exchange” sign (although exchanging foreign currency at banks and post offices can be a complicated and lengthy procedure), some hotels in large cities, major department stores and major train stations. Remember to watch out for hidden fees if exchanging money. In rural areas it will be difficult to find anywhere to exchange money.

### ATMs

Most ATMs in Japan do not accept foreign cards, however, ATMs at international airports, post offices and 7-Eleven convenience stores do. Look for a window displaying 'International ATM service' and the symbol of a green clover. The service fees that are charged will depend on the card but you will find that the exchange rate is competitive. Please note that you are likely to be charged for using your debit card overseas – check with your bank before departing on your tour. It is also a good idea to let your bank know you are travelling abroad.

### **Credit/Debit Card**

Japan is still very much a cash-based society and credit cards are not as widely used as in Western countries. Credit cards are mostly used in large department stores and high end/large hotels. Convenience stores and chain restaurants generally accept cards too. Please note that smaller restaurants, shops and some Japanese inns in rural areas, wherever you are in Japan, are unlikely to accept cards. Therefore, it is advisable to carry cash with you on your tour.

Taking one credit/debit card is recommended in case of emergency. The most widely accepted credit cards include Visa, MasterCard and American Express. However, please do not rely on a credit/debit card as your only source of spending money, and keep a photocopy of your card(s).

### **Spending money**

Please ensure you have sufficient funds to pay for personal expenses such as drinks and snacks not included in the tour price. There are also plenty of opportunities to pick up some lovely souvenirs, so you might like to budget for this. On a two-week Classic Tour, we would recommend approximately AU/NZ\$1,000 per person spending money, although this depends greatly on your individual needs.

### **Plan ahead**

Be prepared with enough cash in hand. Once you have started your tour, you will quickly get a sense of how often or how much you need to exchange/withdraw money. Try not to leave this to the last minute: exchange desks can close, ATMs can run out of cash and your group could be scheduled to leave your hotel at 7am the next morning! Outside of major cities banking also becomes less reliable.

## **SHOPPING**

Shopping can be a fun and entertaining component to any travel adventure, and Japan is a shopping paradise. In addition to every electronic device you could imagine, there is also a wide range of traditional handicrafts such as bamboo ware, kimonos, silk goods, pottery, wood-block prints and lacquer ware, as well as local food and the most cutting-edge fashion brands. Large cities offer several shopping districts, each with their own unique character, usually grouped around major train stations. Department stores and major shops are open seven days a week, from 10am to 7 or 8pm. Your tour may also include opportunities to shop for local goods and souvenirs.

Japanese department stores are famous for their unparalleled customer service; the constant greeting by the staff is a distinguishable feature and at the time of opening, employees line up neatly to welcome customers.

Wendy Wu Tours, our staff, National Escorts and Local Guides are not qualified nor permitted to guarantee the quality or value of any goods purchased during your holiday. All passengers who make purchases during their holiday must accept responsibility for their decision regarding the item's value, authenticity, as well as the risk and process of credit card purchases and/or shipping.

It is recommended that you double check any items purchased before leaving the store (the item and any credit card receipts) and if you are having a large item shipped, make sure you take a photo of your purchase and the contact details of the store. We suggest you familiarise yourself with the Japanese Yen coins and notes to make sure you get the correct change.

We encourage all passengers to enjoy their local shopping expeditions but to take care and buy wisely. We cannot assist in returning or refunding goods in any circumstances, including purchases made at shops or factories which you may visit as part of your tour with us.

### **Haggling or Bargaining**

Haggling or bargaining is not customary in Japan. If it says 1,000 Yen, it means 1,000 Yen and usually will not be discounted.

## **CUSTOMS AND DUTY FREE**

When you enter Japan, you are requested to hand in the "Customs Declaration" form of both your accompanied and unaccompanied baggage at the Customs Clearance. "Customs Declaration" forms are available on the plane or at the Customs office. Travellers aged 20 or older can bring 400 non-Japanese cigarettes and three





bottles (760cc each) of alcohol duty-free into Japan. Tourists can also bring in goods for personal use – purchased abroad – whose total market value is less than 200,000 Yen. There is no limit to the amount of any currency that may be brought into or taken out of Japan. However, if you carry cash or other means of payment exceeding 1,000,000 Yen (or equivalent in another currency) on entry and/or exit, you must complete a customs declaration.

When you purchase articles at specified “tax-free” shops, Japan’s 8% consumption tax on those articles may be exempted on the condition that you are a foreign tourist, who is in Japan for less than 6 months, and that the articles are taken out of Japan. You need to show your passport with a valid entry stamp, on the same day, at the store where you want to apply for a tax refund. The consumption tax will be refunded for general items and consumable items with a purchase amount of 5,000 Yen (without tax) or more in each category.

Australian passengers: **[www.homeaffairs.gov.au](http://www.homeaffairs.gov.au)**

New Zealand passengers: **[www.customs.govt.nz](http://www.customs.govt.nz)**

## KEEPING IN TOUCH

### Phone calls

Hotels will have phones where you can make calls back home, however please be aware that the cost of these calls may be expensive and rates will vary between hotels. Therefore, always check the costs and procedure with hotel reception beforehand. Calling from a hotel is almost always the most expensive option. If the hotel does enforce a call charge, you will be unable to refute it after making your call.

Phone cards bought in Australia/New Zealand or in Japan can be used in most public payphones. Although public telephones are a dying breed in cell-phone-happy Japan, some can be found in stations and hotel lobbies. Domestic long-distance rates are reduced by as much as 50 per cent after 9 pm.

**Australia:** to call Australia, the international access code is 00, followed by the country code 61, then the local area code (omitting the first 0), then the number.

**New Zealand:** to call New Zealand, the international access code is 00, followed by the country code 64, then the local area code (omitting the first 0), then the number.

**Calling Japan:** Japan's country code is 81. To call from Australia/New Zealand, dial 0081 followed by number minus the first 0.

### **Mobile phones**

The Japanese mobile telephone system is not compatible with those of other countries, so only 3G or 4G mobile phones will work in Japan. Local mobile phones can be rented on arrival at the airport. This will cost approximately 500 Yen per day for regular phones, or 1,000 – 2,000 Yen per day for smartphones, plus call charges. We recommend that you contact your mobile supplier if you intend to use international roaming during your holiday and ensure you investigate all associated costs before you leave home. It is possible to use mobile phone applications such as Skype and WhatsApp through complimentary Wi-Fi connections to contact friends and family back home free of charge.

Coverage throughout Japan is excellent. A basic rule of thumb is where there are people, there is cellular coverage - and that even includes tunnels, department stores and subways!

### **Internet and email**

The majority of hotels and ryokans will have Wi-Fi connections available. The exception may be the very traditional ryokans. Please note that some hotels will only provide free Wi-Fi in the hotel lobby, and internet access in your hotel room may come at an additional cost. There are also Wi-Fi zones in coffee shops and public spaces, although Wi-Fi is not as widely available as in some other countries.

### **Postage**

Japan's postal service is efficient and reliable, and there are plenty of branches around if you wish to send a letter or postcard home. At the time of writing there is a flat fee of 70 Yen to send a postcard anywhere in the world, and it takes 2-3 weeks to reach Australia/New Zealand. Postcards and stamps can be purchased from post offices, convenience stores and kiosks at train stations.

## **TIME DIFFERENCE**

Japan is 1 hour behind Australian Eastern Standard Time and 3 hours behind New Zealand (4 hours during Daylight Saving).

## **INSURANCE**

It is a condition of booking a holiday with us that all travellers take out comprehensive travel insurance. Please ensure you have

the appropriate cover for your holiday as overseas medical costs are expensive. Please inform our office of your relevant policy number and keep details of the policy in your travel documents including policy number, 24 hour emergency number and next of kin details.

If you are taking out travel insurance with your credit card company, you need to investigate the policy's inclusions and conditions fully. You should receive a policy number, an international access phone number to contact them in an emergency and a copy of full conditions.

All travel insurance providers require you to contact them ASAP in the unlikely event that you need medical treatment, hospitalisation or change travel plans, to inform them of your situation. They will then decide the best course of action in regards to further treatment and/or repatriation and make appropriate booking arrangements. Our staff in Japan will be able to assist you in contacting your travel insurance company.

***It is essential you inform your insurance company of all pre-existing conditions. Any undeclared conditions could invalidate your policy.***

## **SAFETY AND SECURITY**

Japan is recognised as one of the most crime free countries in the world, and is considered a safe place for travellers. In saying this, opportunistic petty crime can be a problem anywhere in the world so it is best not to flash your valuables around – keep expensive cameras in their cases when not in use and leave any expensive jewellery at home. Have an awareness of your bag/possessions at all times, especially in crowded areas like train stations. Wearing a money belt under your clothing is recommended. You must carry your passport, as identification, with you at all times.

Do not leave any precious items unattended in your hotel room or on the coach. Lock away any valuables you do not need during the day/evening either in your room's safe or at reception. We advise you to keep a photocopy of your passport and debit/credit cards in your luggage (separate from the originals).

## **TRAVEL ADVICE**

Before departure, we recommend that you check [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au) or [www.safetravel.govt.nz](http://www.safetravel.govt.nz) for up-to-date governmental travel information and advice for Japan.

## TRAVEL HEALTH

A health certificate is not required for entry into Japan.

### Visit a doctor before travelling

We strongly recommend that you see a doctor for the latest health advice at least six weeks prior to your holiday to allow time for any necessary vaccinations etc. Remember to take your itinerary with you to the appointment. For up to date travel health advice, please check [www.travelvax.com.au](http://www.travelvax.com.au) or [www.traveldoctor.co.nz](http://www.traveldoctor.co.nz) before departure.

	Recommended vaccinations
Japan	Hepatitis B
South Korea	Hepatitis B
China	Hepatitis A, Hepatitis B. Malaria tablets in some regions
Hong Kong	Hepatitis A, Hepatitis B
<i>All travellers should seriously consider having influenza vaccine.</i>	

*This information is given as a guide only and no responsibility can be taken for any errors or omissions. Source: [www.travelvax.com.au](http://www.travelvax.com.au). Always seek your doctor's advice.*

### Drinking Water

Tap water anywhere in Japan is safe to drink. Alternatively, bottled water is available everywhere – the vending machines along the streets are particularly useful for this. Always ensure that the seal is unbroken.

### Toilets

Japanese toilets are a thing of legend! You will encounter ones that play music or water sounds, heated toilet seats, ones with sprays and warm air. Toilets in hotel rooms will be western-style



and probably electronic. Many public toilets in Japan are now western-style, but you can still come across squat toilets now and then. Generally, public toilets are common – even convenience stores have them. We suggest you carry tissues with you though, as public facilities may not always supply toilet paper.

## PERSONAL MEDICAL KIT

We strongly recommend taking all pharmaceutical products that you may require with you on your tour. Do not rely on being able to purchase these during your holiday. While there are pharmacies throughout Japan, foreign prescriptions cannot be filled, and non-prescription medicines will be different from the western brands you are used to. It is also unlikely that the staff will speak English. Consider taking a ‘personal medical kit’ containing any medication or medical equipment you may need during your time in Japan:

- ✓ All prescribed medication (with a cover note from your doctor)
- ✓ Headache tablets
- ✓ Anti-diarrhoea tablets
- ✓ Cold and flu tablets
- ✓ Travel sickness tablets
- ✓ Lozenges
- ✓ Insect repellent and sunscreen
- ✓ Antibacterial hand wipes and/or hand wash
- ✓ Spare pair of glasses/contact lenses
- ✓ Small first-aid kit

If you need to purchase any pharmaceuticals or medical equipment while in Japan, you may ask your National Escort/ Local Guide or hotel staff to help you locate a pharmacy, identify medication or to translate from the local language to English. If you need medical attention they will be able to arrange a call from a doctor, usually one who speaks English. However, the decision to purchase or take any non-prescribed (either western or traditional local) medicine is entirely your own.

*The staff at Wendy Wu Tours (in Australia, New Zealand and Japan) and our representatives are not medically qualified. Therefore they are neither able, nor allowed to give any medical advice, recommendations or administer medications.*

## Restricted and Prohibited Medicines

The use or possession of some common prescription and over-

the-counter medicines are banned under Japan's strictly enforced anti-stimulant drugs law. This includes Vicks inhalers, medicines for allergies and sinus problems and even some mild painkillers like those containing codeine. Customs officials may not be sympathetic if you claim ignorance. If in any doubt, check with the nearest Japanese Embassy or Consulate before you travel.

## TRAVEL WITH CONSIDERATION

Tourism can impact the natural, economic and social environment. At Wendy Wu Tours, we are committed to addressing this impact wherever possible without compromising our customers' experience.

### Taking Photos

"Tourists stick their cameras in our faces and promise they'll send photos back, but they never do." We encourage you to think about how you would like to be treated by camera-wielding tourists – always check that it is ok before taking a photograph or video of a local person. Simply indicate to your camera to ask and never take the photograph or footage if someone gestures to say that they do not want you to. Cameras are not allowed in some sightseeing spots, particularly temples, and government buildings.

Due to rising safety concerns, some venues have now banned selfie sticks. For example, in addition to many shrines and temples, the sticks are now completely banned on all train platforms across the country.

### Observe Local Rules and Customs

Being aware of Japan's social rules and customs is not only a way to respect the local people, but is a way to make your own experience more culturally immersive. Social etiquette is very important in Japanese culture, and whilst you, as a visitor, will be let off by this warm and welcoming people, it is always best to try and fit in with the social norms as much as possible.

- ✓ Throughout Asia, the notion of 'saving face' is exceptionally important in social interactions. Do what you can to avoid all potential embarrassment for other people, e.g. not raising your voice in public or pointing out someone's mistakes.
- ✓ Remove your shoes when entering homes, temples, ryokans and even some restaurants. Usually slippers will be provided, but if they are not, you may enter with your socks on.

- ✓ If you are in an establishment that has given you slippers to wear, do not wear them into the bathroom. Swap them for the pair of bathroom slippers, and do not forget to swap them back.
- ✓ When paying for an item in a shop and you see a tray on the counter, place your money here rather than handing it straight to the cashier.
- ✓ Bow when greeting someone. Bowing is the customary greeting in Japan, and can express many meanings, including respect, gratitude and apology.
- ✓ The gesture for 'no' is fanning your hand sideways a few times in front of your face.
- ✓ When sitting on the floor, men usually cross their legs whilst women sit with their feet to one side.
- ✓ Chopsticks should be placed beside your bowl (or on the stand if there is one), not stuck upright in the rice. Food should also never be passed from one set of chopsticks to another. These are traditional funeral customs and it is thought to be bad luck.
- ✓ It is considered uncouth to blow your nose in public. Sniffing rather than blowing your nose is considered more appropriate in front of other people.
- ✓ It is polite to let a fellow drinker pour your drink for you. Make sure to return the favour.
- ✓ It is strictly stand left pass right on Tokyo escalators.
- ✓ Smoking while walking is considered rude and is even illegal in some places.

### **Dress Appropriately**

The way you dress in Japan is up to you – you may have seen how unconservative some people are, especially in Tokyo! However, the Japanese do take great pride in their appearance and how you are treated may be influenced by how you present yourself. A couple of tips:



1. dress appropriately when visiting temples and shrines, e.g. no beachwear, and
2. wear shoes that are easy to slip on and off.

### **The Environment**

The tap water in Japan is safe to drink. Consider bringing your own reusable bottle to save buying lots of bottled water, and to lower the number of plastic bottles being thrown away. Wooden chopsticks also have a negative environmental impact – these are likely to be supplied in restaurants. Perhaps consider taking your own pair of reusable chopsticks (or even a knife and fork if you are chopstick-challenged!) that you can carry with you and use at lunch and dinner.

### **READING LIST**

- Tale of Genji – Lady Murasaki
- Snow Country – Yasunari Kawabata
- Kokoro – Natsume Soseki
- Norwegian Wood – Haruki Murakami
- Memoirs of a Geisha – Arthur Golden
- Shogun – James Clavell
- The Waiting Years – Fumiko Enchi
- In Praise of Shadows – Jun'ichiro Tanizaki
- The Diving Pool – Yoko Ogawa
- Rice, Noodle, Fish – Matt Goulding
- Izakaya: The Japanese Pub Cookbook – Mark Robinson
- Washoku: Recipes from the Japanese Home Kitchen – Elizabeth Andoh
- Tokyo Geek's Guide: The Ultimate Guide to Japan's Otaku Culture – Gianni Simone
- Geisha, 25th Anniversary Edition – Liza Dalby
- Zen and Japanese Culture – D.T. Suzuki
- The Power to Compete – Hiroshi Mikitani and Ryoichi Mikitani
- The World of the Shining Prince: Court Life in Ancient Japan – Ivan Morris
- Hirohito and the Making of Modern Japan – Herbert P. Bix
- The Lone Samurai: The Life of Miyamoto Musashi – William Scott Wilson
- Yoshimasa and the Silver Pavilion: The Creation of the Soul of Japan – Donald Keene
- Japan at War: An Oral History – Haruko Taya Cook and Theodore F. Cook
- Shockwave: Countdown to Hiroshima – Stephen Walker
- Hitching Rides with Buddha – Will Ferguson

- The Japan Journals: 1947-2004 – Donald Richie
- Lost Japan: Last Glimpse of Beautiful Japan – Alex Kerr
- The Pillow Book of Sei Shonagon – Sei Shonagon
- The Essential Haiku: Versions of Basho, Buson, & Issa – Robert Hass
- The Japanese Mind: Understanding Contemporary Japanese Culture – Roger J. Davies and Osamu Ikeno

## CUSTOMER HEALTH AND SAFETY INFORMATION

### We Care

At Wendy Wu Tours we are continually working with our suppliers to maintain and improve safety standards by seeking good practice in health and safety and we will do our best to ensure that your holiday is safe and trouble free. Part of the enjoyment of travelling abroad is experiencing a different way of life and cultures, but it may also mean experiencing different safety and hygiene standards than those we are used to at home. We want you to have an enjoyable holiday so we ask that you take extra care, use your common sense as well as refer to notices and follow the advice from your National Escort and/or Local Guide.

We are continually working with our accommodation and transport providers to endeavour to raise safety standards as much as possible and we will do our best to ensure that your holiday is safe and trouble free, but we do ask that you take that



little bit of extra care whilst you are away.

### **Emergency Numbers in Japan**

Police: 110

Fire/Ambulance: 119

### **Flight Safety**

- Do not place flammable liquids, lighters, matches, gasses or aerosols in your suitcase
- Always carry medication in your hand luggage
- Keep your passport safe and have a photocopy with you just in case
- Pay attention and follow any in-flight safety information
- To avoid DVT, drink plenty of water and follow simple exercises or occasionally move around the cabin

### **Transport Safety**

- In vehicles, always wear a seat belt
- In minibuses, never place luggage in the aisles or footwells
- Ensure you know where your nearest emergency exit is
- Check the location of the fire extinguisher, first aid kit and break glass hammer
- Follow any safety instructions provided by your driver/guide

### **Road Safety**

- In many countries vehicles do not automatically stop at crossings
- Pavements in Japan are used by both pedestrians and bicycles, so please be careful of bikes

### **Fire Safety**

- Ensure you know the location of your nearest fire exit
- Check the location of the nearest fire extinguisher
- Study the fire instructions in your room
- Identify how to raise the alarm if a fire occurs
- Do not smoke in bed – many rooms are non-smoking
- If a fire occurs, leave immediately, do not stop to collect your belongings
- Proceed to an assembly point well away from the building

### **Glass Safety**

- Glass doors and windows may not be toughened glass
- Take care in bright sunlight, it may not be obvious doors/windows are closed
- Check to see if anti-collision stickers are in place at adult and child height

### **Balcony Safety**

- Never lean over, sit or climb on the balcony
- Families with small children should request ground floor rooms whenever possible
- Do not climb or stand on balcony furniture
- Keep all balcony furniture away from the wall/railings

### **Pool Safety**

- Familiarise yourself with the pool and its layout, deep and shallow ends
- Make note of the depth markings and any hazards
- Most pools do not have life guards, so please take care
- Shower before entering the pool
- Do not swim if suffering from an upset stomach
- Observe pool rules and information signs at all times
- Do not swim at night, even if it is lit
- Do not swim immediately after a meal or when drinking alcohol
- Pool surrounds can be slippery, do not run around them
- Observe 'No Diving' signs at all times
- Never jump or dive from raised pool features
- In the event of an emergency ensure you know how to raise help

### **Food Safety**

In order to avoid the possibility of stomach upsets:

- Ensure that you wash your hands prior to eating, especially after a day of sightseeing
- Make sure any hot food has been thoroughly cooked
- Please ensure that utensils are provided with every meal
- Hot food should be hot, cold food should be cold

### **Personal Safety**

- Avoid walking in poorly lit areas
- Be aware, stay away from situations where you do not feel comfortable
- Avoid carrying too much money and/or valuables
- Use of a money belt is encouraged
- Ensure your room is left secure when you go out
- Place valuables in your room safe where available, or with reception (often a condition of your insurance policy)
- Never leave windows or balcony doors open
- Ensure your main luggage can be locked when left unattended in rooms, carriages, luggage rooms etc.
- Do not take any valuable jewellery on holiday with you

### **Sun Care**

- Ensure you have adequate protection for your type of skin, high factor sunscreens should be utilised initially
- Re-apply sunscreen frequently
- Stay out of the sun during the hottest time of the day
- Drink plenty of water to avoid dehydration
- At the first sign of burning, cover up and get out of the sun
- Beware, you can still burn, dehydrate and get sunstroke in the shade or in the water
- Bring a sun hat, sunglasses and lip balm

### **Insurance**

- Ensure you have appropriate insurance for your holiday and that it covers any activity you intend to undertake
- If participating in any high-risk activity, appraise yourself of the safety standards being operated by the supplier
- Avoid purchasing activities or excursions from anyone not connected to Wendy Wu Tours, they often lack public liability insurance and have unchecked safety standards
- Any accident or injury should be reported immediately to the National Escort or Local Guide, and a report obtained

### **Online Information**

For the latest Health and Safety information for travellers visit [www.smarttraveller.gov.au](http://www.smarttraveller.gov.au) or [www.safetravel.govt.nz](http://www.safetravel.govt.nz)

*The information contained within this travel guide is correct at May 2018 and is subject to change.*

## CLIMATE CHART

Average Temperatures	January		
	Temp °C min/max	Humidity	Rain mm
TOKYO	1/10	LOW	50
HAKONE	3/10	LOW	60
KYOTO	1/9	MED	50
OSAKA	4/10	MED	50
HIROSHIMA	2/10	HIGH	45
TAKAYAMA	-6/3	MED	100
NAGANO	-4/4	HIGH	50
SAPPORO	-7/0	HIGH	110

Average Temperatures	February		
	Temp °C min/max	Humidity	Rain mm
TOKYO	2/10	MED	60
HAKONE	3/10	MED	70
KYOTO	1/10	MED	70
OSAKA	4/10	MED	60
HIROSHIMA	2/11	MED	60
TAKAYAMA	-6/4	MED	100
NAGANO	-3/5	HIGH	50
SAPPORO	-6/0	HIGH	95

Average Temperatures	March		
	Temp °C min/max	Humidity	Rain mm
TOKYO	4/14	MED	110
HAKONE	5/14	MED	130
KYOTO	4/14	MED	130
OSAKA	5/14	MED	100
HIROSHIMA	5/14	MED	110
TAKAYAMA	-3/8	MED	130
NAGANO	-1/9	HIGH	60
SAPPORO	-3/5	HIGH	80

Average Temperatures	April		
	Temp °C min/max	Humidity	Rain mm
TOKYO	10/20	MED	120
HAKONE	11/19	MED	140
KYOTO	9/20	MED	130
OSAKA	11/20	MED	100
HIROSHIMA	10/20	MED	145
TAKAYAMA	3/16	MED	125
NAGANO	5/15	MED	55
SAPPORO	4/11	HIGH	50

Average Temperatures	May		
	Temp °C min/max	Humidity	Rain mm
TOKYO	14/23	MED	130
HAKONE	15/23	MED	150
KYOTO	14/25	MED	150
OSAKA	16/25	MED	140
HIROSHIMA	15/24	MED	180
TAKAYAMA	8/22	HIGH	140
NAGANO	11/24	MED	70
SAPPORO	9/17	HIGH	50

Average Temperatures	June		
	Temp °C min/max	Humidity	Rain mm
TOKYO	17/25	MED	160
HAKONE	19/24	MED	180
KYOTO	19/28	HIGH	210
OSAKA	20/28	HIGH	180
HIROSHIMA	19/27	HIGH	250
TAKAYAMA	14/25	HIGH	170
NAGANO	16/25	HIGH	110
SAPPORO	14/21	HIGH	45



Average Temperatures	July		
	Temp °C min/max	Humidity	Rain mm
TOKYO	22/29	HIGH	150
HAKONE	22/29	HIGH	160
KYOTO	23/32	HIGH	220
OSAKA	24/32	HIGH	150
HIROSHIMA	24/31	HIGH	255
TAKAYAMA	18/29	HIGH	240
NAGANO	20/29	HIGH	125
SAPPORO	17/25	HIGH	80

Average Temperatures	August		
	Temp °C min/max	Humidity	Rain mm
TOKYO	23/31	MED	160
HAKONE	24/30	MED	155
KYOTO	24/34	HIGH	135
OSAKA	25/34	HIGH	80
HIROSHIMA	25/33	HIGH	105
TAKAYAMA	19/30	HIGH	160
NAGANO	21/31	HIGH	100
SAPPORO	19/26	HIGH	120

Average Temperatures	September		
	Temp °C min/max	Humidity	Rain mm
TOKYO	20/27	MED	210
HAKONE	20/26	MED	235
KYOTO	20/29	HIGH	170
OSAKA	21/29	HIGH	160
HIROSHIMA	21/29	MED	160
TAKAYAMA	15/25	HIGH	240
NAGANO	20/25	HIGH	120
SAPPORO	15/23	HIGH	140

Average Temperatures	October		
	Temp °C min/max	Humidity	Rain mm
TOKYO	15/22	MED	200
HAKONE	15/22	MED	210
KYOTO	14/24	HIGH	120
OSAKA	15/24	HIGH	110
HIROSHIMA	14/24	MED	90
TAKAYAMA	7/18	HIGH	140
NAGANO	8/19	HIGH	90
SAPPORO	7/16	HIGH	110

Average Temperatures	November		
	Temp °C min/max	Humidity	Rain mm
TOKYO	8/16	MED	90
HAKONE	10/16	MED	100
KYOTO	8/16	HIGH	70
OSAKA	10/18	HIGH	70
HIROSHIMA	8/17	MED	60
TAKAYAMA	2/12	MED	100
NAGANO	3/13	HIGH	45
SAPPORO	1/9	HIGH	105

Average Temperatures	December		
	Temp °C min/max	Humidity	Rain mm
TOKYO	4/13	LOW	50
HAKONE	5/13	LOW	50
KYOTO	3/12	MED	50
OSAKA	5/13	MED	40
HIROSHIMA	4/13	MED	45
TAKAYAMA	-3/6	MED	85
NAGANO	-1/7	HIGH	50
SAPPORO	-5/2	HIGH	120

YOUR PHRASEBOOK  
**JAPAN**



## GUIDE TO PRACTICAL JAPANESE

Japanese is the official language of Japan, and is spoken by more than 130 million people. Little is known about when the language first appeared in Japan. Although there is some evidence that it was spoken sooner, substantial texts did not appear until the 8th century. Old Japanese was heavily influenced by Chinese in the Heian period (794-1185). Between 1185-1600, changes in the language brought Japanese closer to the modern language and European loanwords first appeared. After the end of Japan's self-imposed isolation from the world in 1853, the flow of loanwords from European languages increased, and there are now in particular quite a number of Japanese words that have English roots.

Japanese has a complicated writing system consisting of two sets of phonetic syllabaries and thousands of Chinese characters called "kanji". The syllabic writing systems "hiragana" and "katakana" were created out of "kanji", and today Japanese is written with a mixture of the three. Japanese texts can be written in Western style, i.e. in horizontal rows from the top to the bottom of the page, or in traditional Japanese style, i.e. in vertical columns from the right to the left side of the page. Both writing styles exist side by side today.

One of the most fascinating things about the Japanese language is the extensive grammatical system dedicated to expressing politeness and formality – this includes 'polite language', 'respectful language' and 'humble language'. Which you use is determined by the social status of yourself and the person that you are speaking to – so different words and expressions are used when talking to an unknown person or a superior, as opposed to when talking to a child, family member or a close friend. There are for example more than five different words for the English word "I", which are used depending on the context.

Compared to many other languages, Japanese has relatively few sounds, and pronunciation is fairly easy. However, there are many homonyms, i.e. words that are pronounced the same way, but have different meanings.

The following pages provide a few words and phrases that may come in handy during your tour.

## GETTING STARTED

Hello  
Kon'nichiwa

Goodbye  
Sayōnara

Excuse me (to get attention)  
Sumimasen

Please (when asking)  
Kudasai

Thank you  
Arigatō

Yes/Okay  
Hai

When?  
Itsu

Who?  
Dare

You  
Anata

Foreigner  
Gaijin

Do you speak English?  
Anata wa eigo o hanasemasu ka?

I don't understand  
Wakarimasen

My name is ...  
Watashi no namae wa ... desu.

What is your name?  
O namae wa nan desu ka?

Where are you from?  
Shusshin wa doko desu ka?

I'm from (Australia/New Zealand)  
Watashi wa (ōsutoraria/nyūjiirando) no shusshin desu.

How much is this?  
Kore wa ikura desu ka?

I'm just looking  
Miteiru dake desu

What time is it?  
Ima nanji desu ka

Good morning  
Ohayō gozaimasu

How are you?  
Ogenki desu ka?

I'm fine  
Genki desu

Sorry  
Gomen'nasai

You're welcome  
Douitashimashite

No  
Iie

Where?  
Doko

What?  
Nani

I  
Watashi

Beautiful  
Kirei

Where is the ...?

... wa doko desu ka?

Market

Ichiba

Restaurant

Resutoran

Bar

Bā

Coffee Shop

Kissaten/café

Bank

Ginkou

ATM

Ēitemu/ATM

Credit card

Kurejittokādo

Post office

Yūbinkyoku

Hotel

Hoteru

Room

Heya

Toilet

Toire

Pharmacy

Yakkyoku

Airport

Kūkō

Train station

Eki

Train

Densha

Subway

Chikatetsu

Ticket

Kippu

Platform

Hōmu

Taxi

Takushī

Bus

Basu

Ship

Fune

Photograph

Shashin

Temple

Tera

Shrine

Jinja

Garden

Teien/ Niwa

River

Kawa

Blossom viewing

Hanami

Cherry blossom

Sakura

Help

Tasukete

Police

Keisatsu

Dangerous

Abunai

## Menu

Menyū

## I would like

O onegaishimasu

## I'm allergic to...

Watashi wa ... no arerugii ga arimasu

## I'm a vegetarian

Watashi wa bejitarian desu

## With (something)

Issho ni

## Without (something)

Nashi de

## Bill, please

Okaikai onegaishimasu

## Tea

Ocha

## Coffee

Kōhī

## Beer

Bīru

## Water

Mizu

## Knife

Naifu

## Fork

Fōku

## Spoon

Supūn

## Bowl

Bōru

## Plate

Osara

## Glass

Garasu

## Bottle

Bin

## Breakfast

Chōushoku/Asagohan

## Dinner

Yūshoku/ Yuhan

## Cold

Tsumetai

## Warm

Attakai

## Meat

Niku

## Beef

Gyūniku

## Chicken

Toriniku

## Pork

Butaniku

## Seafood

Shīfūdo/ Kaisambutsu

## Eel

Unagi

## Fish

Sakana

## Salmon

Sake

## Prawn

Ebi

## Vegetarian

Bejitarian

## Vegetables

Yasai

## Fruit

Furutsu

## Soy sauce

Shōyu

## Salt

Shio

## Spicy

Karai

## It's delicious!

Oishii desu!



## NUMBERS

0	Zero
1	Ichi
2	Ni
3	San
4	Yon
5	Go
6	Roku
7	Nana
8	Hachi
9	Kyū
10	Jū
11	Jū ichi
12	Jū ni
13	Jū san
14	Jū yon
15	Jū go
16	Jū roku
17	Jū nana
18	Jū hachi
19	Jū kyu
20	Ni-jū
30	San-jū
40	Yon-yū
50	Go-jū
60	Roku-jū
70	Nana-jū
80	Hachi-jū
90	Kyu-jū
100	Hyaku
1000	Sen

**LAST UPDATED:** May 2018

NOTES

We hope that these few words and phrases will help you when communicating with the locals. We have added space below for you to add additional words and phrases.

## WENDY WU TOURS AUSTRALIA OFFICE

Level 6, 20 Hunter Street, Sydney 2000 NSW  
Reservations & Operations Tel: (0061) 29224 8888  
Emergency 24hr Tel (after office hours):  
(0044) 1888 288 288  
Email: [info@wendywutours.com.au](mailto:info@wendywutours.com.au)

## WENDY WU TOURS NEW ZEALAND OFFICE

Level 1, 33 J Triton Drive, Rosedale, Auckland 0632  
Reservations & Operations Tel: (0064) 99758117  
Emergency 24hr Tel (after office hours):  
(0044) 1888 288 288  
Email: [info@wendywutours.co.nz](mailto:info@wendywutours.co.nz)



Wendy Wu Tours