

FAQ

We know your time is valuable. So we've created this list of common questions along with detailed responses from our Customer Care team. In most cases you'll find a quick and comprehensive answer to your question.

[Do you have a question related to this travel service?](#)

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1. Do you have a question related to this travel service?

Here are some questions and answers to help you out quickly.

Can I book over the telephone?

Local Japan Tour is a complete online booking service and we offer 24 hour, 7 days a week customer service via email to support your booking questions. Our goal is to respond to each query we receive within 24 hours. Occasionally it may take up to 36 hours to reply.

Can I get dropped off after my tour to my hotel or in the city?

This depends on the travel service provider and will need to be asked directly to them on the day of the tour.

Do I need a Visa or passport or are there any special health requirements for this tour?

Local Japan Tour does not offer advice or information on visas, passports or health requirements. It is the responsibility of all travelers, regardless of the passport they hold, to check with the appropriate consulates to determine if any visas are needed. As these requirements are subject to change without notice, it is recommended that foreign visa, passport and health requirements are investigated prior to travel.

I am travelling in a group - do you cater for groups and/or have a group discount program?

The travel services Local Japan Tour offers are specialized for independent travelers and small groups and we cannot guarantee that travelers in a large group will be seated together.

Does this operate on Christmas and Public Holidays?

Please ask the travel service provider directly.

Can I book this when I get there?

Local Japan Tour products can only be booked online. It is recommended you pre book your travel service to avoid disappointment as many of the Local Japan Tour tours and products are popular, and can be sold out early.

What languages are available for this tour?

The majority of the tours and services provided by Viator are available in English only. If another language is available, this will be mentioned in the tour / activity description and pricing information. In some cases, you may be able to select a language option (where available).

I don't know what date I'm traveling yet, can I book a product and leave it open dated?

The majority of travel services provided by Viator must have a pre booked date designated in order for the travel supplier to cater for passengers. Exceptions to this are attraction passes, hop on/hop off buses and certain trolley tours.

I'd like a customized tour for myself and/or my group

Please send offer from Contact us and we will arrange customized tour.

Does this tour pick up from the airport?

Most day tours and sightseeing tours do not offer airport pick ups. Most city airports are located well away from the city center and tour operators cannot offer a pick up service from these areas. If a tour does offer airport pick ups, this information will be listed on the tour & activity information page under the heading Additional Info or Airport Transfers. If there is no information listed, the tour does not pick up from the airport. You will need to nominate a pick up hotel you can get to, or alternatively, you will need to make your way to the main departure point listed on the tour & activity information page under the Schedule Details section.

I have not received a reply to my emails

Some email internet providers can mark general booking emails such as those sent from Local Japan Tour as "spam" - please check your spam folder for previous email replies. If you have your spam filter set on the highest ranking, only emails from senders in your

address box will go into your inbox. Any other emails (such as replies from internet sites you have booked on) will go into a "spam" folder. These emails can sit in this folder for up to 7 days and then your email system will automatically delete them.

When do I receive confirmation of my booking?

Most tours are confirmed within 12-48 hours. If confirmation or otherwise is not received within 48 hours, please contact from "Contact Us" for further assistance.

2. Do you require help to book online?

I keep getting a credit card error whilst trying to book, what do I do?

The Local Japan Tour booking process is completely automated and all credit card transactions are 100% secure under PayPal system. If your credit card is generating a consistent error, verify that your card has not expired. You may also contact the card issuer to confirm your monthly spending limit has not been exceeded. Otherwise, we recommend you complete the booking using a different credit card. For further assistance, contact to PayPal.

I want to book a vacation package, how can I do this?

We do not offer packaged travel that includes airfares. However, for packaged vacation information or other travel information, we can introduce some travel agencies which can offer you a vacation package. Please contact to contact@localjapntour.com

Can you give me directions or maps from one place to another?

Local Japan Tour is able to assist you with any questions specifically relating to our products. We cannot answer your general travel questions. We do recommend you contact the local tourist or convention bureau, or an online provider of map information such as map quest.