

September 12, 2016

Osaka Prefecture

Osaka Convention & Tourism Bureau

West Japan Railway Company

**“Travel Service Center OSAKA”
to be opened as a “Omotenashi Station” inside Osaka Station!**

With the number of visitors from both inside and outside Japan increasing in recent years, Osaka Prefecture, Osaka Convention & Tourism Bureau, and the West Japan Railway Company will support the enjoyable and satisfying Japan travel of visitors by opening “Travel Service Center OSAKA” as part of their efforts to put in place an infrastructure that can handle the needs of visitors. To be located in Osaka Station, a gateway for travel in the Kansai region, the new facility will provide integrated services that include ticket sales, currency exchange and a variety of consultations with respect to travel and tourism.

1. Overview of “Travel Service Center OSAKA”

The existing Osaka tourist information facility and railway information facility will be moved to a location in front of the central ticket gate and their floors expanded. The enhanced functions will include the new capability to provide tourist information in Chinese and Korean, the providing of general consultations concerning topics such as trouble and other matters occurring during travel, etc.

In addition, the adjacent Nippon Travel Agency TIS Osaka Branch will establish ticket and currency-exchange counters for visitors from abroad, and it will enhance its function for providing same-day lodging information.

The space of the existing baggage checking facility will also be expanded and other functions needed by visitors from within Japan and abroad (SIM card sales, etc.) will be centralized and strengthened.



Exterior conceptual image

2. Service content, etc.

- To open: March 2017 (plan)
- Hours: 7 am to 11 pm every day year-round Note: Some services excluded.
- Services: Tourist information (including general consultations concerning trouble and other matters occurring during travel), railway information, exchange/purchase of various rail passes, sales of JR fare tickets and domestic-travel products, lodging reservations (including same-day lodging), currency exchange, baggage-related services, etc.
- Operators:
 - Tourist information (including general consultations): Osaka Convention & Tourism Bureau
 - Railway information: West Japan Railway Company
 - Ticket counter & currency exchange: Nippon Travel Agency Co., Ltd.
 - Baggage check: Kansai Station Service Co., Ltd.

Note: For details on the services to be provided at Osaka Station for visitors from abroad, see the attachment.

Overview of services to be provided at Osaka Station for visitors from abroad

◇Service overview for Travel Service Center OSAKA

	Functions	Principal Service Content
New, relocated, and enhanced functions	<ul style="list-style-type: none"> ● Tourist information, railway information <p>“<u>Tourist Information OSAKA</u>” (1F Central concourse) 【Operator】 Osaka Convention & Tourism Bureau 【Hours】 7 am - 11 pm every day year-round</p>	<ul style="list-style-type: none"> ■ Tourist and railway information and general consultations concerning trouble and other matters occurring during travel ■ Distribution of tourist area pamphlets, showing of videos ■ Providing of free public Wi-Fi LAN (Osaka Free Wi-Fi, JR-WEST Free Wi-Fi) ■ PC for free information searches by visitors ■ Extended operation time for railway and tourism information facilities
	<p><u>Railway information</u> (1F Central concourse) 【Operator】 JR-West 【Hours】 7 am - 11 pm every day year-round</p>	
	<ul style="list-style-type: none"> ● Ticket sales, reservations for sightseeing options at destination <p><u>Ticket counter</u> (1F TiS Osaka Branch) 【Hours】 8 am - 8 pm 【Operator】 Nippon Travel Agency Note: The exchange/sales of various rail passes will also continue at the Osaka Station ticket office (central exit) as in the past. (Hours: 5:30 am - 11 pm)</p>	<ul style="list-style-type: none"> ■ Exchange/sales of fare tickets <ul style="list-style-type: none"> • Exchange/sales of various rail passes • Sales of fare tickets, limited express tickets, special-promotion fare tickets, etc. ■ Sales of domestic travel products, etc. <ul style="list-style-type: none"> • Sales of optional tours for sightseeing at destination • Lodging reservations (including same-day), rental car reservations • Mediation for foreign-visitor travel insurance
	<ul style="list-style-type: none"> ● Currency exchange <p><u>Currency exchange counter</u> (1F TiS Osaka Branch) 【Hours】 8 am - 8 pm 【Operator】 Nippon Travel Agency (Travelex Japan)</p>	
	<ul style="list-style-type: none"> ● Baggage-free sightseeing <p><u>Baggage check</u> (1F, in front of Lucua) 【Operator】 Kansai Station Service</p>	<ul style="list-style-type: none"> ■ Baggage check Note: Fee charged ■ Baggage delivery service Note: Fee charged

◇Overview of other services in Osaka Station

	Functions	Principal Service Content
Existing functions	<ul style="list-style-type: none"> ● OSAKA STATION CITY Information <p><u>OSC Information</u> (3F North-south connecting bridge) 【Hours】 10 am - 8 pm 【Operator】 Osaka Terminal Building</p>	<ul style="list-style-type: none"> ■ OSAKA STATION CITY information ■ Lost and found office ■ Wi-Fi router rental Note: Fee charged
	<ul style="list-style-type: none"> ● Baggage-free sightseeing, currency-exchange cash advance in yen <p><u>OSAKA STATION CITY Tourist Service Center</u> (3F North-south connecting bridge) 【Hours】 10 am - 8 pm 【Operator】 Osaka Terminal Building</p>	<ul style="list-style-type: none"> ■ Installation of digital signage with touch panel supporting multiple languages ■ Baggage delivery service Note: Fee charged ■ Installation of ATM from which Japanese yen can be obtained
	<ul style="list-style-type: none"> ● Prayer room <p><u>Prayer room</u> (1F South Gate Plaza) 【Hours】 11 am - 7 pm Note: Open to 8 pm from May to August 【Operator】 Osaka Terminal Building</p>	<ul style="list-style-type: none"> ■ Available for use by people of any religion ■ “Wudu facility” installed for purifying the body