

“Travel Service Center SHIN-OSAKA” to be opened inside Shin-Osaka Station!

Travel Service Center SHIN-OSAKA will be opened at JR Shin-Osaka Station, a stop on the Tokaido and Sanyo Shinkansen lines, on Thursday, August 1, 2019 in a collaboration between the Osaka Prefecture and Osaka City governments, Osaka Convention & Tourism Bureau and West Japan Railway Company.

Travel Service Center SHIN-OSAKA provides travel assistance for the many domestic and overseas visitors to Osaka to make their visit as easy and enjoyable as possible. The center provides comprehensive, multilingual travel services: visitors can receive tourist information, ask various questions about traveling in the area and buy tickets.

Travel Service Center SHIN-OSAKA is the second travel service center of its kind, following the center opened at JR Osaka Station.

Overview of “Travel Service Center SHIN-OSAKA”

- Location: 3F Concourse, JR Shin-Osaka Station (outside the central entrance for the Shinkansen lines)
- Hours: 8 am to 10 pm every day year-round (open 10:30 am to 10 pm on the first day)
- Languages: Japanese, English, Chinese, Korean
- Services: Tourist information, general advice on traveling in Osaka, etc. (Osaka Convention & Tourism Bureau)
(Operators) Railway information, exchange and sale of various rail passes for overseas visitors, etc. (West Japan Railway Company)



<Location>



<Exterior conceptual image>

*Refer to the attachment for an overview of the services provided to tourists at Shin-Osaka Station.

*Waiting areas and stores are also being renovated with the opening of Travel Service Center SHIN-OSAKA. These will reopen on July 26.

Main Services Available for Tourists at Shin-Osaka Station

◇Service overview for Travel Service Center SHIN-OSAKA

Functions	Principal Service Content
<ul style="list-style-type: none"> ● <u>Tourist information</u> 	<ul style="list-style-type: none"> ■ Tourist information ■ General advice about traveling in the area ■ Distribution of tourist area pamphlets ■ Sale of various tickets for services such as Osaka Amazing Pass ■ Providing of free public Wi-Fi LAN (Osaka Free Wi-Fi)
<ul style="list-style-type: none"> ● <u>Railway information</u> 	<ul style="list-style-type: none"> ■ Information on timetables, fares, etc. for trains ■ Information on changes, disruptions, etc. to train services
<ul style="list-style-type: none"> ● <u>Ticket counter</u> (overseas visitors only) 	<ul style="list-style-type: none"> ■ Exchange/sales of various rail passes (Note: These can still be exchanged and purchased from the ticket office and travel companies in Shin-Osaka Station.) ■ Sales of tourist bus plans, etc. for overseas visitors (sold by Nippon Travel Agency)

◇Service overview for main services other than Travel Service Center SHIN-OSAKA

Functions	Principal Service Content
<ul style="list-style-type: none"> ● <u>Currency exchange</u> Currency exchange machine (2F Arde! Shin-Osaka) 【Hours】 8 am - 9 pm (Weekdays) 9 am - 9 pm (Sat & Holidays [Sun]) (ATMs accepting overseas credit cards are also available) 	<ul style="list-style-type: none"> ■ Currency exchange (12 overseas currencies accepted Exchanges are for overseas currencies to Japanese yen only)
<ul style="list-style-type: none"> ● <u>Baggage services</u> 	
<ul style="list-style-type: none"> • Crosta Shin-Osaka (1F) 【Hours】 9 am - 8 pm 	<ul style="list-style-type: none"> • Crosta Shin-Osaka ■ Baggage room (ecko cloak has been introduced as a baggage storage service) ■ Delivery service ■ Baggage delivery service (from hotels in Osaka City to Crosta Shin-Osaka)
<ul style="list-style-type: none"> • TiS Shin-Osaka Branch (2F) 【Hours】 11 am - 6 pm 	<ul style="list-style-type: none"> • TiS Shin-Osaka Branch ■ Baggage room (ecko cloak has been introduced as a baggage storage service)
<ul style="list-style-type: none"> ● <u>Service to find available coin lockers</u> Search devices located on the west side of the south entrance to the Shinkansen lines on the 3rd floor and at Arde! Shin-Osaka on the 2nd floor 【Hours】 Earliest train service to latest train service 	<ul style="list-style-type: none"> ■ Search method for information on available lockers <ul style="list-style-type: none"> • Dedicated touch panel devices • Bilingual service in Japanese and English • The search function can also be used on a smartphone • Users can search for available ICOCA lockers and baggage storage areas
<ul style="list-style-type: none"> ● <u>Sale of tour packages</u> <ul style="list-style-type: none"> • Shin-Osaka Branch of JR Tokai Tours (3F) • Shin-Osaka Station Branch of JTB (2F) • Shin-Osaka Branch of TiS (2F) *Hours and business days depend on the store. 	<ul style="list-style-type: none"> ■ Tour package services Arrangement of accommodation, JR set plans, etc.
<ul style="list-style-type: none"> ● <u>Duty free services</u> <ul style="list-style-type: none"> • Some stores in Shin-Osaka Station *Entrée Marché Shin-Osaka Central Entrance will open on July 26. *Hours depend on the store. 	<ul style="list-style-type: none"> ■ Notes on duty free services *Conditions apply for duty free services, and procedures need to be followed.