April 08, 2020

**Announcement concerning our service due to Emergency Declaration for COVID-19**

To our Customers

In order to comply to the Japanese government declaration of emergency aimed to fight against COVID-19 and to protect the well being of our staff, JTB-CWT will provide our services as by the following emergency setup between April 09 and May 06, 2020. The period may change depending on the general situations surrounding COVID-19 in Japan.

**For International Travel**

**Between April 09 to April 17 weekdays**

For all contact please contact the following dedicated desk

Phone: 03-5548-8245

e-mail: [jtb-cwt-kinkyu\_toyosu@jtb-cwt.com](mailto:jtb-cwt-kinkyu_toyosu@jtb-cwt.com)

\*If you sent normal e-mail address, it will be forwarded to this e-mail address automatically.

Service Hours: 10:00 – 17:00

Please note that we will prioritize arrangements for travellers travelling abroad or for any passenger who need to make emergency trips from Japan within this period.

**Effective from April 20 to May 06**

Please contact e-mail: [jtb-cwt-kinkyu\_toyosu@jtb-cwt.com](mailto:jtb-cwt-kinkyu_toyosu@jtb-cwt.com)

\*If you sent normal e-mail address, it will be forward to this e-mail address automatically.

Service Hours: 10:00 – 17:00

Please note that service will be via email only as our staff will be working from home to avoid commutation of our staff

**For Weekends (Saturday and Sunday) and National Holidays, please contact our usual 24hours emergency desk at 03-5548-8115 （paid service）**

**Please note that any dedicated phone number and email address currently used will not be used during this period**

**For Domestic Travel**

If you are using online tools (RuRuBu Travel) as provided via JTB-CWT B+Plus portals please make new arrangements and its changes through those tools. For any inquiry please contact the respective carriers and hotel properties directly.

**JTB-CWT Business Travel Solutions**