

## Japan Residence Track: FAQ

### Prior to Arrival

- ❑ **We have an employee who we wish to send on assignment to Japan. What are the requirements that need to be fulfilled before traveling there?**
  - Apply for visa to enter Japan
  - Obtain Written Pledge from host company in Japan, stamped with official company seal
  - Submit two copies of the Written Pledge to consular authorities for visa issuance, received one copy back
  - Carry out monitoring of health for 14 days prior to departure
  - Be tested for Covid-19 and obtain certification of negative test result within 72 hours of departure
  - Take out private medical insurance prior to departure
  
- ❑ **What is the “Written Pledge” and who is responsible for completing and signing it? Will the employee need the original copy?**
  - The Written Pledge is a commitment by the host company to take all necessary measures to ensure that quarantine is properly observed by the employee.
  - The host company must create the pledge and stamp with an official corporate seal. The host company must have sufficient understanding of entry and quarantine requirements and be able to explain these to the employee. The host company must keep the original version of the pledge for 6 weeks after the employee enters Japan, and this must be submitted to relevant government ministries upon request.
  - A copy of the original pledge must be sent to the employee prior to visa application.
  
- ❑ **Personal condition needs to be monitored 14 days prior to departure. What specifically needs to be monitored? Is there any specific data that needs to be collected and a report to submit?**
  - Body temperature must be measured daily. If any symptoms of COVID-19 are detected (fever of 37.5 degrees Celsius or higher, respiratory symptoms, feelings of weariness or fatigue) the trip to Japan must be cancelled.
  - It is not necessary to submit the results of this monitoring before travelling to Japan. Instead, the information must be included on the “Questionnaire” which will be distributed on the flight prior to arrival.
  
- ❑ **A certificate showing that the employee was tested for COVID-19 within 72 hours prior to departure is required. Is there a specific format that needs to be used by the medical institution?**
  - It is recommend that this [format](#) be used. If a medical institution which agrees to use the specified format cannot be found, it is possible to submit another document as long as it includes the following information in English:
    - (1) Personal information (name, passport number, nationality, date of birth, gender)
    - (2) Proof of authenticity of test result, date of sampling, date of test result, date of issuance of test
    - (3) Information on the medical institution (name and address, name of doctor, seal or signature of doctor)
  - In lieu of the original printed certificate, a copy (issued and received electronically) is also acceptable.
  - All certificates must be printed out prior to departure as they must be submitted upon arrival.

**Is there a specific medical insurance policy that must be taken out before arrival?**

- The traveler must take out private medical insurance (including travel insurance covering medical expenses during the period of stay in Japan) before entering Japan, unless they are returning to Japan and are already registered in the Japanese National Health Insurance system.
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## Upon Arrival

**What is the procedure upon arrival in Japan?**

- COVID-19 testing at the airport
- Submission of documents: Questionnaire, "Written Pledge," certificate showing pre-departure test results
- Installation of mandatory smartphone applications for contact tracing purposes

**What type of test is being done and how long does it take to get the result of the test?**

- At present, antigen saliva swab test method is being used, with the result available the same day. The waiting time at the airport is currently around 3 hours.

**Where does one present and submit the Questionnaire, Written Pledge, and certificate showing negative pre-departure test results?**

- Written Pledge and Questionnaire must be submitted to the airport quarantine office. Certificate of test results needs to be first presented to the airport quarantine office and then submitted to the passport control officer.

**How does one install the COVID-19 contact tracing app and other mandatory apps?**

- The airport quarantine and passport control officers will check to see if the required apps are already installed, and if not will assist with installation. These include the LINE app, Cocoa contact tracing app, and map app with location services enabled.
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## Post Arrival

**What rules need to be followed after arriving in Japan?**

- Refrain from using public transportation for 14 days
  - Quarantine for 14 days at a hotel, serviced apartment, or designated private residence
  - Report health condition daily during quarantine period using LINE app
  - Retain smartphone location data for 14 days
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- ❑ **If new arrivals must refrain from using public transportation, how can they travel from the airport to the quarantine accommodations?**
  - It is possible to travel by private vehicle, rented vehicle, or pre-arranged hired car.
  
- ❑ **Are there particular hotels or serviced apartments that must be used during the quarantine period?**
  - There are no specific facilities that must be used. However, prior to booking it is necessary to confirm in advance that guests under quarantine are accepted. Approval of reservations is at the discretion of the management.
  
- ❑ **How is health monitoring carried out during the 14-day quarantine?**
  - A daily report must be completed using the LINE app. This report is only available in Japanese. In the case of non-Japanese speakers an appointed representative of the host company can submit the daily reports on behalf of an employee. In such cases the employee must report his/her health condition to the appointed person every day during the 14-day quarantine period so that the reporting can be completed in line with the regulations.
  - The employee must ensure that the COVID-19 contact tracing app (Cocoa) remains active 14 days after entering Japan as well as retaining all location data collected through the map application for the same period.
  
- ❑ **If someone has tested negative upon arrival in Japan, is he/she allowed to purchase food at a convenience or grocery store while under quarantine?**
  - In principle, the person is expected to remain at the quarantine accommodations for the entire quarantine period. If the person goes out for any reasons deemed inappropriate during this period, it may be considered a violation of the “Written Pledge” and result in negative consequences for the host company. That being said, the authorities appreciate that there are cases in which food must be purchased from outside of the quarantine facilities, and so this may be allowed in a limited capacity.
  
- ❑ **Are there any online food / grocery delivery services that may be used while under quarantine?**
  - Yes, below is a list of some of the more popular services available across Japan:
    - [UberEATS](#)**  
Well-known food delivery app, available in Tokyo Metro, Kyoto, Osaka, Nagoya, Kobe, and Fukuoka.  
Payment options: credit card only  
Delivery charge: set by vendor  
Minimum order: none
  
    - [Demae-can](#)**  
Japanese food delivery service similar to (but actually pre-dating) UberEATS  
Payment options: credit card or electronic money



**RELO JAPAN**

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**Maishoku**

Wide variety of dishes from over 300 restaurants, no delivery charges however minimum orders may apply.

Payment options: COD, credit card

Delivery charge: none

Minimum order: set by each restaurant

**Whole Meat Japan**

Offers a wide variety of frozen meats as well as other frozen products.

**The Meat Guy**

Offers a wide variety of meats as well as some frozen fruits and vegetables.