

24 April 2020

Dear Industry Partners,

We are sending our thoughts to you and your families in these unprecedented times as the world navigates the impact of the COVID-19 pandemic.

Travel and Tourism is undeniably the hardest hit industry, and we recognise and understand the added stress this disruption has caused in your lives and your businesses.

We understand your that your immediate priority will be to support your existing customers and we want to provide you easy, timely and relevant access to updates on Japan.

We also want to ensure you that, when the time is right, we will be here and are committing to support your business and welcoming your customers back to Japan.

We will continue to provide destination updates on our social media channels and in our monthly trade newsletters and we will be conducting webinars to provide further updates to our industry partners. Further details are listed below.

Japan continues to co-operate under guidance from the WHO, to maintain extremely high standards of public hygiene and safety, to ensure our peoples' wellbeing and visitors in future will remain uncompromised. Updates will be provided on the Government site mentioned below.

Whilst the global travel restrictions are in place, our immediate focus will be to provide support to you. For the latest information on Japan visit the following sites:

1. For information on Japan as a destination, things to do and trip planning, visit our websites:  
Leisure - <https://www.japan.travel/en/au/> Business events - <https://www.japanmeetings.org/>
2. For coronavirus (COVID-19) advisory information - JNTO has a dedicated page on current measures specifically relating to travel: <https://www.japan.travel/en/coronavirus/>
3. For information on our Government Responses to Covid-19 you will find a list of policies introduced underneath the press conference section:  
[http://japan.kantei.go.jp/ongoingtopics/\\_00013.html](http://japan.kantei.go.jp/ongoingtopics/_00013.html)
4. To join our e-learning programme, (Japan Travel Specialist (beginner), Master of Japan Travel (intermediate) and Japan Travel Guru (advanced) and gain further destination information during this time please visit our trade page <http://www.japan.travel/en/au/travel-trade/> to register.
5. If you need any general visitor brochures for your clients when travel opens up again please visit <https://www.japan.travel/en/au/plan/brochures/> to order hard copies or download PDF versions.

6. Webinars will be uploaded to our YouTube channel <https://www.youtube.com/VisitJapanAU> shortly and we will send out further updates when these are published. Please subscribe to our YouTube channel for updates.

7. We will continue to send out updates in our trade newsletter. You can sign up to our travel trade newsletter here: <https://bit.ly/2yCnPZK> If you would only like to receive Business Events related updates, please contact Sally from our office to add you to that database. [sally\\_miles@jnto.go.jp](mailto:sally_miles@jnto.go.jp)

In the meantime Japan has commenced its preparations and is gearing up for a busy year of sporting events in 2021 with the newly announced re-scheduled dates for the Olympics from the 23rd July 2021 – 8th August 2021 and the 24 August 2021 – 5 September 2021 for the Paralympics.

Last but not least, we would like to take this opportunity to extend our sincere appreciation for the ongoing support you have provided both Japan National Tourism Organization (JNTO) and Japan as a destination. We would not have achieved the interest and continual growth to our amazing destination without your unwavering commitment and loyalty.

We look forward to supporting you further to strengthen your business to Japan when the time is right and the world returns to a new reality.

With warm regards,



Yoko Tanaka

Executive Director, Sydney Office

Japan National Tourism Organization (JNTO)