

A MESSAGE FROM THE CONSULAR TEAM

Welcome! We understand that sometimes you can be faced with an unexpected situation when abroad, and that this can be a stressful and frightening experience. We are here to help.

Our team assists British Nationals in Japan in the event of an emergency such as deaths, arrests, illness, injury, in the case of missing persons, or loss of financial income and other difficult circumstances.

This FAQs leaflet is prepared to answer routine questions made to our team with useful links and contact information to help with your concerns.

For Consular assistance please call our 24/7 hotline :

+81 (0)3 5211 1100

Press (1) to hear the instruction in English, then press (2) to talk for Consular Services.

You can also contact the Foreign ,
Commonwealth & Development Office
(FCDO) in London at +44 (0) 20 7 008 5000

We hope this leaflet helps you understand some of the functions of a Consular Section. We shall continue to do everything possible to provide you with the best consular service.

24/7 CONSULAR HOTLINE



Please call us on
+81 3 5211 1100



Use our contact form for consular enquiries: www.gov.uk/contact-consulate-tokyo

Follow us on Social Media:

Facebook: [@ukinjapan](https://www.facebook.com/ukinjapan)

Twitter: [@ukinjapan](https://twitter.com/ukinjapan)



British Embassy
Tokyo

JAPAN CONSULAR SECTION

Frequently Asked Questions
(FAQs)

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**WE'RE HERE
TO HELP**

CONSULAR TEAM

The consular team is here to look after the interests of all British Nationals living in or visiting Japan. This leaflet explains what we can do to help you – and some things we cannot do.

WARDENS

Volunteers from the British community who are responsible for gathering information and the provision of a specific area in the country, as directed by the Consular team.

CONSULAR GUIDE

HOSPITALISATION OF A BRITISH NATIONAL

LIST OF HOSPITALS

A list of English-speaking medical facilities for British Nationals in Japan is available on gov.uk: [Japan: medical](#)

TRAVEL INSURANCE

We strongly encourage you to take out travel insurance before travelling to Japan as without it, you could incur thousands of pounds of medical fees if an accident, however minor, does happen. Make sure that your insurance covers both medical treatment (including medical evacuation to the UK) and unexpected losses / expenses (e.g. missed flight, lost passport, stolen credit card/cash).

DESTITUTION

FINANCIAL ASSISTANCE

We can offer advice on transferring funds but we cannot pay bills or give you money from public funds. You may read more about financial assistance on gov.uk: [Financial assistance abroad](#)

DISCLAIMER: The British Embassy assumes no responsibility or liability for the professional ability or reputation of, or the quality of services provided by, the entities or individuals whose names appear on the following lists of Medical facilities, Lawyers and Funeral Directors.

DEATH OF A BRITISH NATIONAL

For British Nationals who require information on death in Japan, you may refer to the Bereavement Pack available on gov.uk: [Japan - bereavement information](#)

LIST OF FUNERAL DIRECTORS

A list of English-speaking funeral directors for British Nationals in Japan is available on gov.uk: [Japan: undertakers](#)

REGISTER A DEATH

It is not a requirement to register a British National's death overseas. A local death certificate will be accepted in the UK. It may need to be a certified translation of the document if it is not in English. However, if you still wish to register a death with UK authorities, you may do so on gov.uk: [Register a death](#)

BEREAVEMENT PENSION

If you are eligible to receive Bereavement Support Payment (BSP), previously Widow's Pension, you must claim this within 3 months of your partner's death to get the full amount. For more information on this, you may check gov.uk: [Bereavement Support Payment](#) or call the Bereavement Service helpline: 0800 731 0469

VICTIM OF CRIME

British Nationals who are a victim of crime in Japan should report the incident to the local police (Japanese Police Hotline: 110 and contact the British Embassy Tokyo (03) 5211 1100).

For more information, you may visit gov.uk: [Get help if you're a victim of crime abroad](#)

REPORT A MISSING PERSON

To report a missing person:
-you should contact local authorities/police (Japanese Police Hotline: 110 and contact the British Embassy Tokyo (03) 5211 1100)

-you may file a missing person report with the UK police and request them to inform the National Crime Agency's Interpol Bureau

-you may contact the Foreign, Commonwealth & Development Office (FCDO) at 020 7008 5000 or contact the British Embassy Tokyo (03) 5211 1100 to inform us about a missing person.

Further guidance on this is available on gov.uk: [Missing persons abroad](#)

ARREST OF A BRITISH NATIONAL

A list of English-speaking lawyers for British Nationals in Japan is available on gov.uk: [Japan: lawyers](#)

To know more about the legal and prison systems in Japan, you may visit gov.uk: [Japan - Prisoner Pack](#)

Appointments for Consular Services

To book an appointment for notarial and documentary services, select the country you're in from this link: [gov.uk/world](https://www.gov.uk/world)

For information on passports, visas, birth and death registrations, marriages, becoming a British citizen, UK pensions and benefits and all other government services, go to: **GOV.UK**

Emergency Help for British People

If you need urgent help abroad, for example if you've been arrested, a victim of crime, hospitalised or are otherwise distressed, call the 24-hour telephone number below. Select the option for consular assistance. We do not charge for emergency help.

British Embassy Tokyo

03 5211 1100

For non-urgent concerns
you can send your email to:

www.gov.uk/contact-consulate-tokyo

No1 Ichiban-cho, Chiyoda-ku, Tokyo Japan 102-8381

The Consular Section at this office provides assistance to British people

How can we help?



We can offer **Emergency Travel Documents** if your passport is lost, stolen, damaged, full, expired or has less than 6 months validity. We can't issue full validity passports or negotiate the visa processes of another country.



We can offer advice on transferring funds. Unfortunately we can't pay bills or give you money from public funds.



We can offer support if you are a victim of crime. We can't investigate crimes.



We can help if you are hospitalised. We can't pay your hospital bills.



We can support you if you have been arrested or are in detention. We can't get you out of prison.



We can provide details of local lawyers, interpreters, doctors and funeral directors. We can't provide legal advice.



We provide selected notarial and documentary services. For a full list select the country you're in from this link: [gov.uk/world/organisations](https://www.gov.uk/world/organisations)

travel
aware
[gov.uk/travelaware](https://www.gov.uk/travelaware)

Check Out Our Travel
Advice and Sign Up
for Regular Updates

Sign up: [gov.uk/foreign-travel-advice](https://www.gov.uk/foreign-travel-advice)
Follow updates on Twitter [@FCDOtravelGovUK](https://twitter.com/FCDOtravelGovUK) and
on Facebook at facebook.com/FCDOTravel



Foreign, Commonwealth
& Development Office

Help for British People



Please visit **GOV.UK** for more information on the services we provide.

For country specific information select the country you're in from this link: [gov.uk/world](https://www.gov.uk/world)

British Passports

British embassies, high commissions and consulates do not issue British passports. You should apply for your passport online. For information on how to apply for a British passport, see:

[gov.uk/overseas-passports](https://www.gov.uk/overseas-passports)

If you cannot find the information you need on GOV.UK, please contact the **Passport Advice Line on +44 300 222 0000** or [gov.uk/passport-advice-line](https://www.gov.uk/passport-advice-line)

Emergency Travel Document (ETD)

You can apply for an emergency travel document if your passport has been lost, stolen, damaged or expired, and you can't get a new or replacement passport in time to travel. For more details and to apply online see: [gov.uk/emergency-travel-document](https://www.gov.uk/emergency-travel-document)

You might need to attend an appointment at your nearest British embassy, high commission or consulate after you apply online.

UK Visas and Immigration

You cannot apply directly to embassies, high commissions and consulates for matters relating to UK Visas and Immigration. Visit [gov.uk/check-uk-visa](https://www.gov.uk/check-uk-visa) for detailed information on the UK visa application process.

British Citizenship Enquiries

For information on British nationality and becoming a British citizen or renouncing citizenship, see:

[gov.uk/browse/citizenship/citizenship](https://www.gov.uk/browse/citizenship/citizenship)

UK Pensions and Benefits

Get advice or information about pensions and benefits if you live abroad or have lived abroad. You can contact the International Pension Centre (IPC) using the online enquiry form.

You need to report changes to your personal details (eg your address or bank details) by telephone or letter. See:

[gov.uk/international-pension-centre](https://www.gov.uk/international-pension-centre)

Notarial Services

For a list of notarial and documentary services, select the country you're in on this website: [gov.uk/world/organisations](https://www.gov.uk/world/organisations)

Other Advice

We can provide details of local lawyers, interpreters, doctors and funeral directors. For further information select the country you're in on this website: **GOV.UK**



For information on

voting abroad

marriage

births

deaths

UK pensions and benefits

legalisation of British documents

driving licences

criminal record and disclosure barring service checks

European Health Insurance Card (EHIC)

recognition of academic qualifications

pets

tax and residency

go to GOV.UK

Tell Us What You Think!

We welcome your views on the support we provide. They will help us to identify what we do well and what we could do better. Visit [gov.uk/government/publications/fcdo-privacy-notice-and-guidance-on-consular-research](https://www.gov.uk/government/publications/fcdo-privacy-notice-and-guidance-on-consular-research) for more on our customer satisfaction survey.

LIVING IN AND TRAVELLING TO JAPAN



BEFORE YOU TRAVEL

Find out about any entry restrictions, screening, or quarantine requirements on arrival that might affect you, available on gov.uk: [Japan - Entry Requirements](#)

Read the advice of local authorities and follow all local health measures in place during your journey and in your destination. Local measures and travel restrictions may change before you arrive or during your stay. Revisit our travel advice page and sign up for email alerts [here](#)

Please visit our [checklist for travellers](#) to help you plan for your trip abroad and stay safe while you are there.

DO I NEED TO REGISTER WITH THE EMBASSY?

British nationals in Japan are no longer required to register with the Embassy. We used to have an online system for this purpose, however, the system is no longer operational.

We encourage you to read our travel advice, subscribe to email alerts: [Get emails from GOV.UK](#) and monitor our social media pages: [Facebook](#) and [Twitter](#)

DO'S AND DON'TS

DRUGS - Do not become involved with drugs of any kind. Japan has ZERO tolerance for drugs. Penalties for importing and using illegal drugs are particularly severe with heavy fines and imprisonment. Over the counter medication back home may be illegal here (more info on the next page).

ID - Foreign residents in Japan must carry their passport or permit (such as that of a residence card for mid- to long term residents) with them. They must present it when an authorised officer requests them to do so.

FUNDS - Ensure that you have enough funds for your stay in Japan and for your return flight. Bank transfers can take time and if you miss your flight or your ticket becomes invalid, you may have to purchase another ticket to get home and cover other emergency expenses, including overstaying your visa. Keep a separate copy of your credit card numbers and telephone numbers to call if your cards are lost or stolen. Also Japan is still a highly cash-based society, so make sure you have enough cash for the duration of your stay.

VISA - In normal circumstances, if you have a 'British Citizen' or 'British National (Overseas)' passport, you can enter Japan as a visitor for up to 90 days without obtaining a visa prior to your departure for Japan (known as visa waiver scheme). However, as of October 2021, this has been suspended by the Japanese Government and foreign nationals not living in Japan would need to obtain visa from a Japanese Embassy prior to their departure for Japan and visas would be granted only in exceptional circumstances.

[Sign up to our travel advice](#) and get the most up-to-date information.

IMMIGRATION

You may visit the Japanese Immigration Bureau's [website](#) to request information on their satellite offices. For more information, you may contact the Bureau of Immigration directly by calling +81 (0)3-3580-4111 or emailing (info-tokyo@i.moj.go.jp).

PASSPORT VALIDITY

Your passport should be valid for the proposed duration of your stay. No additional period of validity beyond this is required.

HOW LONG CAN I EXTEND MY STAY IN JAPAN?

You may extend your stay in Japan up to six (6) months under the bilateral visa exemption arrangements. Those who wish to stay in Japan for more than 90 days are required to apply for an extension of the period of stay to the Ministry of Justice ([Regional Immigration Bureau](#)) before the period of permitted stay is to expire. Further details are available on the Ministry of Foreign Affairs' [website](#). Please visit Immigration Services Agency of Japan's website to find the necessary [application forms](#).

WHAT IS A RESIDENCE CARD (ZAIYU-CARD)?

The Residence Card (Zairyu Card) is an ID card for non-Japanese residents of Japan which is issued by the Japanese Ministry of Justice. It proves that you are legally staying in Japan with a residence status. It is mandatory to have one as soon as your time in Japan exceeds the legal period authorised for touristic stays. Please visit this [website](#) for more information.

As mentioned in the DO'S AND DON'TS, foreign residents with residence cards are legally required to carry them around as a form of ID.

MEDICATION

The use or possession of some common prescription and over-the-counter medicines are banned under Japan's strictly enforced anti-stimulant drugs law. This includes Vicks inhalers, medicines for allergies and sinus problems, cold and flu medication containing Pseudoephedrine and even some over-the-counter painkillers like those containing codeine. Foreign nationals have been detained and deported for offences - ignorance may not be considered a defence. You should check the status of your medication with [the nearest Japanese Embassy or Consulate](#) before you travel.

If you're travelling with prescription medication that is permitted under Japanese law, you're normally allowed to bring in up to one month's supply. You're advised to bring a copy of your prescription and a letter from your doctor stating the medical condition that the medication has been prescribed to treat. For more guidance on travelling with medication, check information pages from NHS Choices and the National Travel Health Network and Centre (NaTHNaC) in [our foreign travel checklist](#).

If you need prescription medicine for long term use, you may need to provide extra paperwork, such as an import licence. The Japanese Ministry of Health, Labour and Welfare provides information about bringing medication for personal use. Please visit this [website](#) for more information, review the general [Q&A](#) on procedures and check the [list of banned items](#).

DISASTER PREPAREDNESS

KEEP CALM AND STAY SAFE

Stay informed by signing up to email travel alerts and our social media pages

Take time to update your passport and visa before they expire

Adhere to local laws and follow the advice of the local authorities especially on emergency situations

Your health is important so secure adequate medical insurance and accessible funds to cover the cost of your medical treatment, medical transport and repatriation

DISASTER INFORMATION



Download



Disaster Preparedness Tokyo



JNTO Safety Tips



Follow



UKinJapan

British Embassy Tokyo



JapanSafeTravel

Bookmark



Japan Meteorological Agency



Transport Information

Source: Ministry of Land, Infrastructure, Transport & Tourism



Railway Company Status



Airport & Airline Status

00000JAPAN
Emergency Free WIFI



119



Fire & Medical Emergency

110



Police



NOTARIAL AND DOCUMENTARY SERVICES

CONSULAR OPERATIONS

Notarial and documentary services are available by appointment. We do not provide walk-in services but emergency services remain available 24/7 through our hotline.

WHAT SERVICES DO YOU PROVIDE IN JAPAN?

An appointment must be booked online before visiting the embassy. Applicants must be seen in person for the following services:

- Administer an oath, affirmation or affidavit of marital status
- Making a certified copy of a British Passport
- Civil Partnership to Marriage Conversion
- Same sex marriage in Japan: Consular marriage or civil partnership

For a complete list of notarial services provided by the British Embassy Tokyo, please visit gov.uk: [Notarial and documentary services guide for Japan](#)

HOW DO I AUTHENTICATE UK DOCUMENTS FOR USE IN JAPAN?

Authentication/legalising UK documents are done directly and only by the Legalisation Office in the UK. For more information on this, please visit gov.uk: [Get your document legalised](#)

WHAT DO I DO IF MY PASSPORT GETS LOST/STOLEN?

If your passport has been lost, stolen, damaged, is full, or expired, you can either apply to renew or replace your passport: [Overseas British passport application](#); or apply for an Emergency Travel Document ([Get an emergency travel document](#)) if you do not have time to renew/replace your passport before you travel.

You must also report this as soon as possible so that your passport can be cancelled: [Cancel a lost or stolen passport](#)

WHAT DOCUMENTS DO I NEED TO GET MARRIED IN JAPAN?

If you are getting married in Japan, contact the nearest local civil registrar where you want to get married to find out about local marriage laws and documents you will need.

For a British National, an Affidavit/Affirmation of Marital Status is one of the requirements for getting married in Japan and you can get this from the British Embassy Tokyo by appointment. CNIs issued in the UK will not be accepted locally nor is a requirement for this service.

HOW DO I GET A LOCAL COPY OF MARRIAGE, DEATH, OR BIRTH CERTIFICATE?

To request for a copy of these documents, kindly contact the nearest local civil registrar.

HOW DO I MAKE AN APPOINTMENT?

STEP 1

Visit [gov.uk](https://www.gov.uk):
[Notarial and documentary services guide for Japan](#)

Before booking an appointment, make sure you have selected the correct service and that the document will be accepted by the relevant authority.

STEP 2

Prepare, Review, and Complete the documents and requirements

STEP 3

You will receive a confirmation email from our online booking system once your appointment is secured.

Visit the British Embassy Tokyo and attend your appointment on time.

CAN I APPLY FOR AN AFFIDAVIT/AFFIRMATION REMOTELY OR THROUGH A REPRESENTATIVE?

You can only apply for an affidavit/affirmation in person before a Consular Officer at the British Embassy Tokyo.

I TRIED BOOKING ONLINE BUT MY PREFERRED DATE IS NOT AVAILABLE?

Please monitor our website and check other available dates if your preferred date is fully booked. All appointments are on a first come first serve basis.

WHAT IS THE DIFFERENCE BETWEEN AN AFFIDAVIT AND AN AFFIRMATION?

An affidavit is a religious document. If you do not want to swear a religious oath, you can sign an affirmation instead. Both documents are accepted by the local authorities.

DO I NEED TO RETURN TO THE EMBASSY AND REGISTER AFTER I GET MARRIED?

You do not need to register your marriage with the British Embassy Tokyo

WHEN CAN I RECEIVE MY AFFIDAVIT/AFFIRMATION?

We can issue the affidavit or affirmation during your appointment provided that the documents are all in order and the relevant fee has been paid.

DOES THE AFFIDAVIT/AFFIRMATION DOCUMENT HAVE A VALIDITY PERIOD?

Yes. There is a section where you need to write the month and year of your marriage and the document will only be valid for the month specified. Also, please note that the majority of local registrars require all supporting documents to have been issued within 3 months upon submission of the marriage registration application.

DISCLAIMER: Some adjustments were made due to Covid-19, for updated guidelines or announcement please monitor our website and official social media account.



RETURNING TO THE UK

For the latest advice on travelling to the UK, please visit:
<https://www.gov.uk/uk-border-control>

Before you leave for the UK, you will need to:

- provide your journey and contact details in the 48 hours before you arrive in the UK. You must do this by completing the online passenger locator form, which you can find on gov.uk: [Passenger locator form](#)
- have your passport and other travel documents ready, make sure to check your passport validity and condition
- monitor your flight for any changes or updates on your schedule
- allot time for travelling to the airport and for flight check-in
- make sure any necessary exit requirements are complete

For more information on what you will need to prepare before returning to the UK, please visit gov.uk:
[Entering the UK: Before you leave for the UK Foreign Travel Advice - Japan](#)

Habitual Residence Test (HRT)

If you plan on applying for benefits when you have returned to the UK, you may be asked to complete an HRT. The HRT is used to show you have the right to claim benefits in the UK by proving the following:

- the UK, Ireland, Channel Islands or Isle of Man is your main home and you plan to stay (this is known as being 'habitually resident')
- you have a 'right to reside' (this depends on things like your work, family, and personal situation)

You will need to gather evidence (original documents - copies won't be accepted) to show the following:

- when you arrived in the UK, Ireland, Channel Islands or Isle of Man
- the UK, Ireland, Channel Islands or Isle of Man is your main home
- you can afford to live in the UK
- you have a right to claim benefits in the UK

For more information on HRT, please visit this [website](#)

National Health Service (NHS)

When you return to the UK you will be able to use the NHS for your healthcare after you have registered with a GP near your home: [How to register with a GP surgery](#)

You will also need to bring proof that you are eligible for free healthcare the first time you have treatment anywhere in the NHS: residence in the UK, employment status; you can also use documents that prove you no longer live abroad

You will find more information on this here: [Using the NHS when you return to live in the UK](#)



CORONAVIRUS (COVID 19) IN JAPAN

Check the latest information on risk from COVID-19 for Japan on the [TravelHealthPro](#) website.

See the [healthcare](#) information in gov.uk Japan Travel Advice Coronavirus section for information on what to do if you think you have coronavirus while in Japan.

COVID-19 LOCAL RESTRICTIONS

UNDER WHICH QUARANTINE CLASSIFICATION IS MY AREA?

For quarantine classification protocols and regulations, please visit the [Ministry of Foreign Affairs website](#) on border enforcement measures.

ARE THERE RESTRICTIONS ON INTERCITY OR DOMESTIC TRAVEL?

In prefectures where the "State of Emergency" declaration is in place, all residents are urged to refrain from going out and moving around unless absolutely necessary. For more information, please visit Japan's Cabinet Secretariat's [COVID19 website](#).

IS THE WEARING OF FACE MASKS AND FACE SHIELDS MANDATORY IN JAPAN?

The [Japanese government](#) advises everyone to wear face masks when outside and avoid the 3Cs: "Closed spaces with poor ventilation," "Crowded spaces with many people nearby," and "Close-contact settings such as close-range conversations". While not mandatory, you may be refused entry or service from some establishments if you do not wear a face mask.

ENTRY RULES IN RESPONSE TO COVID-19

Please check and monitor [Entry requirements](#) to find out what you will need to do on arrival.

COVID-19 TESTING

ARE RT-PCR OR ANTIGEN TESTS AVAILABLE FOR BRITISH CITIZENS IN JAPAN?

RT-PCR and antigen tests are available for British Nationals in Japan. There are testing facilities available throughout the country. There is also an accredited list of facilities found [here](#). The payment methods for these tests and testing rates vary according to the test given and the medical facility.

QUARANTINE WHILST YOU ARE IN JAPAN

All arrivals are asked to sign a pledge to abide by quarantine rules, with penalties for those who fail to comply with its requirements.

Useful government pages you can visit/monitor to get the latest updates on the Covid-19 situation in Japan:

[Japanese Government COVID-19 Information](#)
[Japanese Ministry of Health, Labour, and Welfare](#)
[Japanese National Tourism Organization](#)
[Japanese Government COVID-19 Related News](#)
[Japanese Immigration Services Agency](#)
[Japan Visitor Hotline](#)
[TeCOT \(COVID-19 Testing Center for Overseas Travelers\)](#)

DISCLAIMER: Due to the ongoing Covid-19 pandemic, kindly monitor gov.uk for more up to date information and advice.

For further information on the scope of consular assistance offered throughout the world, you may read our online brochure:

[Support for British Nationals abroad: A guide](#)

This guide highlights some of the main ways you can help yourself stay safe abroad and what help the Foreign, Commonwealth & Development Office (FCDO) can provide if you do get into difficulty. It includes the [FCDO Consular Customer Charter](#).



British Embassy
Tokyo

Your Feedback Matters. Tell Us What You Think!

We welcome your views on the support we provide. They will help us to identify what we do well and what we could do better. You may visit gov.uk: [Complaints procedure](#) for instructions on how to do this or you may directly give us feedback online using the [feedback contact form](#)

For the latest travel information in Japan, see:

[Foreign travel advice - Japan](#)

Sign up and receive email updates by clicking '[Get email](#)' here or on the page