

COVID-19

Your safety is our priority
Safety measures by NTA

Our response to the COVID-19

24 hours emergency contact



Our emergency team is ready to support 24 hours 365 days.

During office hours (Mon to Fri: 9:45 to 17:45)
Phone Number: 03-6895-8345 (Country code:+81)
Our staff is also available via email.
*NTA works flexible upon the situation change of COVID-19, you may have to contact numbers on the right hand side during office hours as well.

Outside office hours (Mon to Fri: 17:45 to 9:45, Weekends and holidays:24 hours)
Phone Number: 050-3646-5925 - English or Japanese
050-3646-9371 - Chinese only
(Country code:+81)
Email address: nta-emergency@taskal.life

*All time shown are in Japan time.

Assistance and escort service to medical institution



If your clients experience symptoms of COVID-19 (cold, cough and fever), NTA will provide information of medical institution with English and multilingual support. We can also arrange escort service to medical institution, to make sure your clients able to get everything they need.

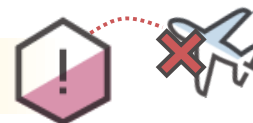
Complete support when clients arrive in Japan



NTA will provide complete support for your clients entering in Japan. For example, we will provide guidelines for COVID-19 testing or any other information required according to the government's request at that time.

If the government requires arrivals to self-isolate for a period of 14 days, NTA can provide support like arranging private transfer from airport and accommodation as well.

Special cancellation policy for COVID-19



We have a special cancellation policy for COVID-19, please refer to our Travel Kit brochure page 46.

Monthly newsletters about the situation in Japan



We send monthly newsletters about the situation in Japan.

NTA office against COVID-19

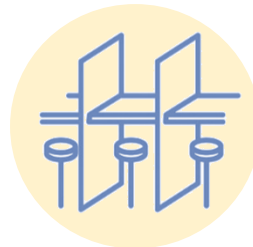
We are carrying out below measures in our office, to make sure everyone is safe and ready to support your clients.



Healthy Team
Masks on every NTA members



Minimize Physical contact
Remote work & Flexible working hour



Social Distancing
Partitions set up



Keeping Clean
Disinfecting office every day