

Arrival Information

Arrival Information

Request from LOC

About Providing Flight Information

To provide transportation from the airport to the Deaflympics Square, **we need the flight information of all delegation members.**

If we do not receive this information, you may experience long waiting times at the airport.

Please submit the details promptly to the email address below. Thank you for your cooperation.

tra001@jtb-tokyo2025.com

About the Emergency Procedure



Missed the flight



Lost baggage during the connection



Flight cancellation etc . . .

Please make sure to contact the LOC regarding any issues before your arrival in the country. Failure to do so may result in us being unable to arrange your pickup at the airport.

About the Process After Arrival

1. Arrivals
(Arrival Lobby)

2. Move to the
ID Center.
(bus)

3. ID Card
Issuance

4. Move to the
designated
drop-off point
(bus)

5. Accommodation

“Upon arrival at the official airport, please take the bus to the ID Center, complete the ID card issuance procedure, and then proceed to your accommodation.

※ Since the process after arrival is different for shooting athletes, please make sure to refer to the Firearms and Ammunition Guide.

[Tokyo2025 shooting Firearms and Ammunition Guide](#)

1. Arrivals (Arrival Lobby)

When you arrive at the arrival lobby, please follow the instructions of the staff holding a meeting board.



- Please confirm the number of participants. Team leaders should contact the transportation staff. Wearing your uniform or similar attire will help make the guidance process smoother, so we kindly ask for your cooperation as much as possible.
- SIM cards will be distributed at Deaf Square.
- Please exchange foreign currency in your home country before arrival.

Travel Desk

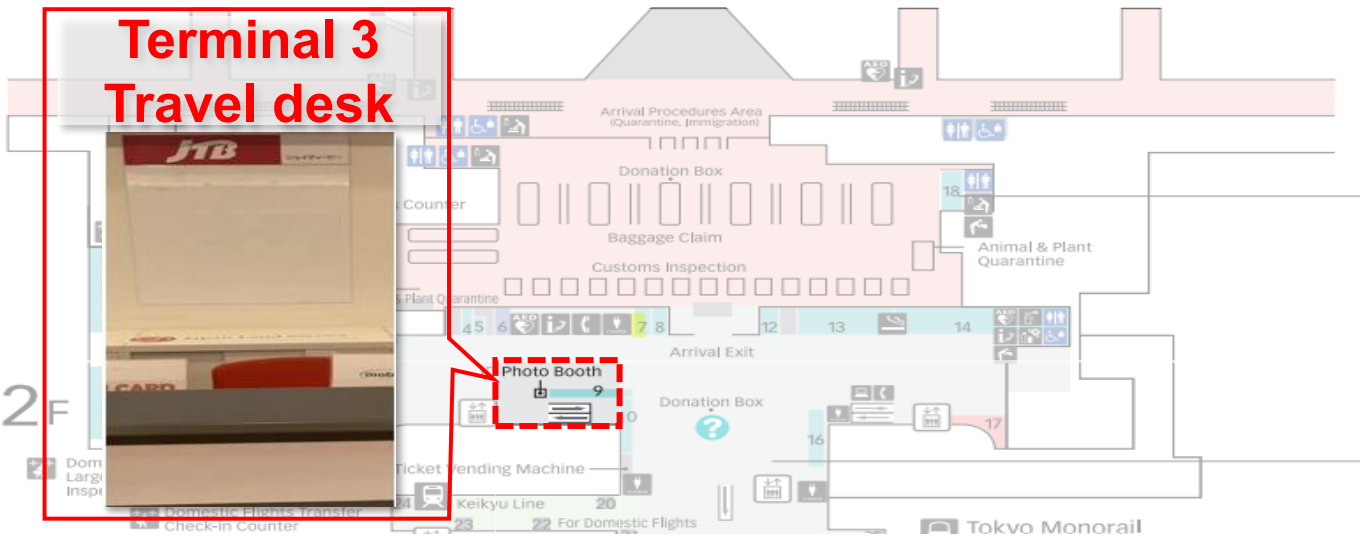
Entered the country but was unable to meet with the transportation staff.

etc . . .

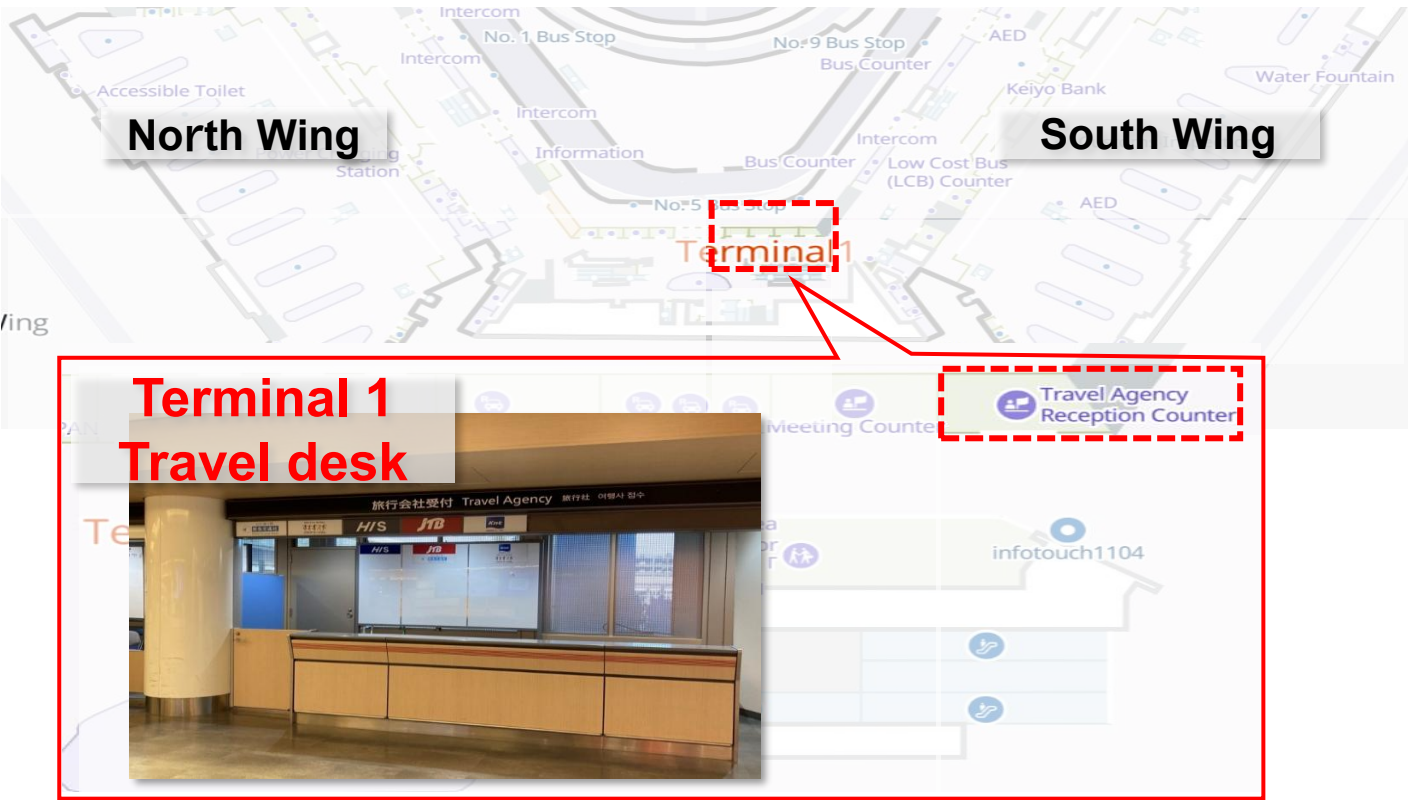
For any issues inside the airport, **please visit the Travel Desk at each terminal.**

※ Please note that there is no Travel Desk in Haneda Airport Terminal 2. In that case, please speak to the staff on site.

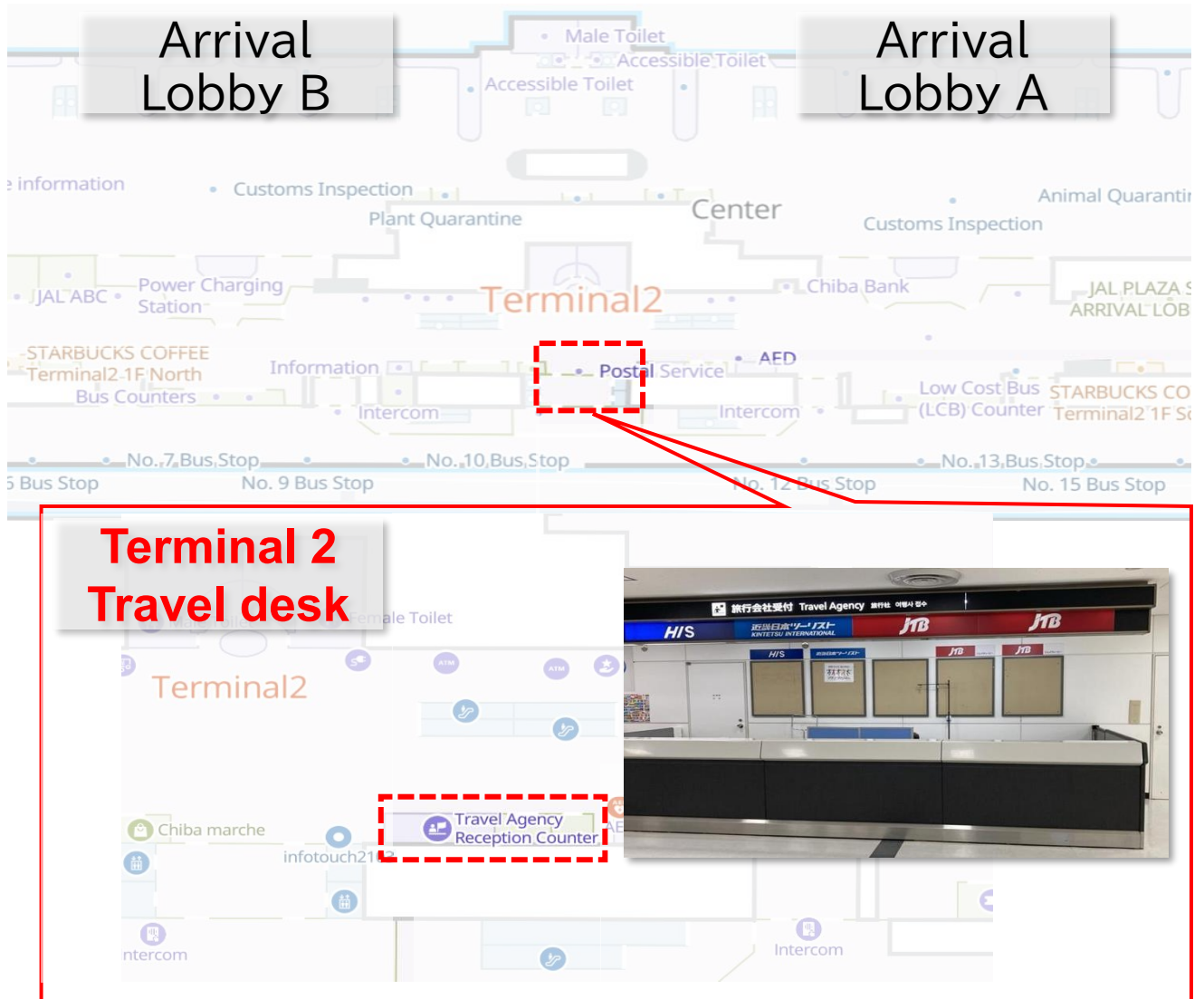
➤ Haneda Airport – Terminal 3



➤ Narita Airport – Terminal 1



➤ Narita Airport – Terminal 2



• 2. Transfer to the ID Center (by bus, etc.)

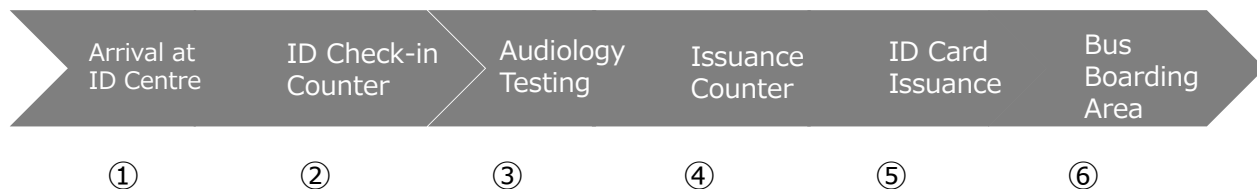
Move from the bus drop-off point to the ID Center.

- Tokyo: Deaf Square (National Olympics Memorial Youth Center)
- Fukushima: J-Village
- Shizuoka: Sun Valley Izu Nagaoka
- Depending on airport congestion, you may be asked to wait at a designated area before boarding the bus.
- Cycling athletes must check in their bicycles before boarding the bus. Please follow the instructions of the transportation staff.
- Football (soccer) athletes will travel by bus as a team. The bus will depart once all team members are present.**

3. ID Card Issuance

ID cards will be issued at the ID Centre.

Main Process After Arrival at the ID Centre



① Arrival at the ID Centre

- After arriving at the airport, delegations will be transported by bus to the **ID Centre**.
- Upon arrival, please leave your luggage in the waiting area.
- The delegation representative (e.g., Team Leader or sports representative) should then proceed to the ID Check-in Counter on the 1st floor of the International Exchange Building.

② ID Check-in Counter

- If the participation fee has not yet been paid, the delegation representative must make the payment at the ID Check-in Counter.
- The LOC will provide the delegation representative with an Entry Card, which contains the information that will appear on the ID card. Please check the Entry Card carefully, and if there are any errors, inform the staff. You will then be guided to the Re-issuance Counter.
- The delegation representative will also be informed of athletes who require an audiology testing. Athletes requiring the test will be issued a holder indicating their eligibility, which should be worn while proceeding to the Audiology Testing Room (2nd floor, Culture Building). Volunteers will guide athletes to the room.

③ Audiology Testing (For Athletes Requiring Testing Only)

- Athletes who require an audiology testing should complete it in the Audiology Testing Room.
- After the test, volunteers will guide you back to the ID Check-in Counter.
- Once the audiology testing results have been recorded, you may proceed to the Issuance Counter.

Notes:

If you arrive at the ID Centre in the evening, it may not be possible to complete the audiology test on the same day. In that case, please return the following day for testing.

④ Issuance Counter

- Please bring the required documents and join the queue at the Issuance Counter.

Required Documents: Passport, Entry Card

- While waiting, complete the following sections on your Entry Card:

SIM Card Request: The LOC provides a free SIM card. Indicate your mobile device type (Android or iPhone).

Return Flight Details: Provide your return date, flight number, departure time, and departure airport.

⑤ ID Card Issuance

- Present your passport and Entry Card for identity verification.
- The Entry Card will be collected at the Issuance Counter.

⑥ Transfer to the Boarding Area

- After receiving your ID card, please wait in the International Conference Room until the bus is ready for departure.
- Volunteers will escort the delegation to the boarding area when it is time to depart.

ID Card Use During the Games

- The ID card is mandatory for access to restricted areas on training and competition days. Without it, participation in the opening or closing ceremonies is also prohibited.
- The ID card is required to use the official transportation services provided by the LOC.
- Except when competing, the ID card must be worn in a clearly visible location at all times for identification purposes. If the card is not visible, staff may request verification.

If Lost or Damaged

- As the ID card contains personal information, please handle it with care and take precautions to avoid loss.
- If your card is lost or damaged, immediately contact the Games Operation Office. You must then visit the ID Centre in person to complete the reissuance process.
- Damaged cards will be collected prior to issuing a replacement.
- Lost cards require identity verification using your passport or another official form of identification before a new card can be issued.

4. Move to the designated pick-up/drop-off point (by bus, etc.)

After receiving your ID card, please go to the bus stop to get on a bus to the designated drop-off point for your accommodation area.

To check the bus schedule, please refer to the following page.

[Transportation Service | TOKYO 2025 DEAFLYMPICS - Games Information –](#)

Please always carry your ID card when getting on the bus.



5. Accommodation

- Please walk to your accommodation facility from the designated drop-off point in your accommodation area. Please check the walking route on the following page in advance.

[Walkingmap | TOKYO 2025 DEAFLYMPICS - Games Information -](#)

- LOC staff at the Delegation Service Desk will assist you at the time of check-in and provide you with a laundry tickets upon your arrival to accommodation facility.

Short-term visa issuance procedure

JTB will support those who need to apply for the short-term visa to participate with Deaflympic Games. Even for the people from the countries which Japanese government do not require issuance of visa, there may be necessity of acquiring a short-time visa due to some occasions, such as having a passport without IC chips. Please contact JTB about the requirement of your short-term visa before coming to Japan.

(English) • [VISA | Ministry of Foreign Affairs of Japan](#)

Entry Process

The following is the flow for immigration procedures at the airport.



For all delegation members, completing pre-registration on [visit-japan-web](#) before arrival will make the immigration process smoother.

By simply presenting the QR code, you can enter the country without needing sign language explanations during immigration or customs declaration!

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Prefecture Required

TOKYO TO

City Required

KOTO KU

Address Required

AOMI 2-4-24 AOMI FRONTIER BUILDING

Hotel name, place of stay

DEAFLYMPICSHOTEL -DEAF2025

Please add **'DEAF2025'** at the end of the name of the hotel where you will be staying.

Customs Clearance and Freight Transportation

Duty Exemption on Accompanied Articles and Unaccompanied Articles

For more details, please refer to the following.

<https://www.customs.go.jp/english/summary/passenger.htm>

Insurance

Each country is responsible for insuring any accompanied articles and unaccompanied articles brought into Japan.

Customs Procedures upon Arrival

Customs declarations for accompanied articles and unaccompanied articles can also be completed on the [Visit Japan Web](https://www.visit-japan-web.jp/). For more details, please refer to the following.

- [Procedures of Passenger Clearance](#)
- [Visit Japan Web](#)
- [CUSTOMS GUIDE for VISITORS](#)

Unaccompanied Articles Procedure

For more details, please refer to the following.

- [Procedures for Declaring Accompanied Personal Effects to Customs](#)

Procedures for the Import and Export of Payment Instruments

For more details, please refer to the following.

- [Export/Import of Means of Payment, etc.](#)

Firearms and Ammunition

Further details will be announced later in the "TOKYO 2025 DEAFLYMPICS Firearms and Ammunition Guide."

Medications and Medical Devices

For more details, please refer to the following.

- [Medical Services and Anti-Doping](#)

Quarantine

Procedures for the arrival of assistance dogs for difficulty-abled people

It is necessary to go through procedures to bring hearing dogs and similar animals from abroad.

Please check the guidelines by clicking the link below, make the necessary preparations, and submit your prior notification regarding the import as soon as possible.

(URL) https://deaflympics2025-games.jp/en/docs/Guide_to_bringing_hearing_dogs_and_other_dogs_from_overseas.pdf

Important notice regarding bringing food and similar items

When bringing food or related items to Japan from overseas, please pay attention to the following points.

[Regulations when Bringing Plants into Japan from Another Country : 植物防疫所 info-44.pdf](#)

Please check the following sites for details.

- English
- [Quarantine| front-line containment measures |Ministry of Health, Labour and Welfare| Japanese Government](#)
 - Other Languages : [植物防疫所](#)
 - Home : [動物検疫所](#)
 - [Person with disabilities assistance dog |Ministry of Health, Labour and Welfare](#)

Inquiries

Deaflympics Preparation and Operation Office
Games Service Division Office

accommodation@deaf2025.jp