

**SEIBU Tourist Information Center Ikebukuro has been certified as Category 2 under the Tourist Information Center Certification Program of the Japan National Tourism Organization (JNTO), becoming the first Category 2 recipient among tourist information centers around Ikebukuro Station.**

Effective August 1 (Mon.), SEIBU Tourist Information Center Ikebukuro (“TIC Ikebukuro”) has been certified as Category 2 under the Tourist Information Center Certification Program of the Japan National Tourism Organization (JNTO). TIC Ikebukuro is located inside Ikebukuro Station and is operated by Seibu Railway Co., Ltd. (Hereinafter “Seibu Railway,” Head Office: Tokorozawa City, Saitama Prefecture, President: Hisashi Wakabayashi). TIC Ikebukuro has become the first Category 2 recipient among tourist information centers around Ikebukuro Station.

The Tourist Information Center Certification Program was adopted in FY2012 in accordance with the “Policies on the Establishment and Operation of Tourist Information Centers” established by the Japan Tourism Agency to create an environment in which overseas visitors can travel at their ease in Japan. The certification program divides tourist information providers into three categories and a partner facility based on the services they provide.

Now accredited as Category 2, TIC Ikebukuro started its operations on October 30 (Fri.), 2015 as the first tourist information center for overseas visitors of Seibu Railway. With customer services available both in English and Chinese on a full-time basis, TIC Ikebukuro sells limited express tickets and special train tickets to overseas visitors, in addition to providing information on areas along the Seibu Railway lines and areas around Ikebukuro Station.

Seibu Railway will continue to offer timely and adequate information and services through face-to-face communication with overseas travelers, in order to ensure they enjoy a comfortable travel experience. Please see the attachment for details.



TIC Ikebukuro (staff providing services to travelers)



Logo of Certified Tourist Information Center

[Attachment]

1. TIC Ikebukuro

[Name] SEIBU Tourist Information Center Ikebukuro  
 [Location] Outside the ticket gate on the 1st floor, Ikebukuro Station (1-28-1 Minami-ikebukuro, Toshima-ku)  
 [Operation hours] Open daily, 8:00-18:00 (8:00-15:00 for the sale of limited express tickets and special train tickets)  
 [Languages] English and Chinese on a full-time basis, Korean, etc.  
 [Services] Tourism information of areas along Seibu Railway lines, areas around Ikebukuro, etc.  
 Sale of limited express tickets and special train tickets to overseas visitors

2. Tourist Information Center Certification Program

[Certifying body] Japan National Tourism Organization (JNTO)  
 [Outline of certification program by category]

Category	Multilingual support	Services
Category 3	English-speaking staff available on a full-time basis. Services in two or more languages, in addition to English, can be provided at any time.	Able to provide nationwide information on public transport services, tourism, etc.
Category 2	English-speaking staff available on a full-time basis. Services in languages other than English can be provided if assisted by telephone interpretation services or volunteer interpreters.	Able to provide wide-area information on public transport services, tourism, etc.
Category 1	Willing to actively deal with overseas travelers. English-speaking staff available on a part-time basis. Services in English possible if assisted by telephone interpretation, volunteer interpreters, etc.	Able to provide local-area information on public transport services, tourism, maps, etc.
<i>Partner facility</i>	<i>The category of a partner facility is applied to a tourist information center operated by any facilities or volunteer organizations not dedicated to tourism information services, and satisfies required criteria.</i>	

[Reference]

- News Release issued on October 19 (Mon.), 2015  
[“Seibu Railway Co., Ltd., Prince Hotels, Inc. and the Seibu Ikebukuro Main Store based in Ikebukuro are cooperating to implement initiatives aimed at attracting visitors to Japan to the Ikebukuro area.”](#)

◇ Customer inquiries:

Seibu Railway Customer Center : TEL: (04) 2996-2888

Select options from menus after listening to recorded guidance.

[Hours: Weekdays 9:00-19:00, Saturdays, Sundays, and Holidays 9:00-17:00]