

Notification regarding Changes to Scheduled Business Hours for Customer Relations Centers, Lost and Found Centers, Tokyo Metro Pass Offices and Tourist Information (updated on January 7th)

Due to the ongoing COVID-19 pandemic, our business hours will be changing as follows. We apologize for any inconvenience this may cause, but we would appreciate your cooperation and understanding in this matter.

● Customer Relations Center

[Business Hours] 09:00 a.m. to 05:00 p.m. (seven days a week)
[Period in Effect] From January 12th (Tue.), 2021, for the time being.

● Lost and Found Center

[Business Hours] 10:00 a.m. to 06:00 p.m. (seven days a week)
[Period in Effect] From January 12th (Tue.), 2021, for the time being.

● Tokyo Metro Pass Office

[Business Hours] 12:00 a.m. to 08:00 p.m.
[Period in Effect] From January 12th (Tue.), 2021, for the time being.
[Business Holidays] The office will be closed on Weekends and Holidays.

[Notes] * Tokyo Metro Pass Offices on the Marunouchi Line at Ikebukuro Station, Kayabacho Station and Shin-ochanomizu Station will be closed for the time being from January 12th (Tue.), 2021. The Tokyo Metro Pass Office at Ikebukuro Station on the Yurakucho Line will be open during the hours stated above.

* Please be informed that the business hours for Tokyo Metro Pass Offices in Nakano Station, Nishi-Funabashi Station, and Shibuya Station on the Fukutoshin Line are different from those stated above.

* Please note that customers using the Tokaido-Sanyo Shinkansen Express Ride or smartEX online reservation service are unable to purchase Tokyo Subway Tickets outside of the business hours stated above.

● Tourist Information

[Business Hours] Temporarily Suspended
[Period in Effect] From January 8th (Fri.), 2021, for the time being.

[Note] * Please be informed that the business hours for the Tourist Information Center in Shibuya Station are different from those stated above.

January 7th, 2021
Tokyo Metro Co., Ltd.