

# HOW TO USE JP CONCIERGE



## Personal Concierge Service



*For those customers who use Personal Concierge Service,  
personal ID verification is NOT required*

1

Registration  
[Sign in once registration is done]

2

**CONTACT JP CONCIERGE** for details of  
arrangements

3

Service delivery after clearing  
transactions

## Shipping Concierge Service



*For those customers who prefer proxy buying,  
personal ID verification regulated by law  
is NOT required*

1

Registration  
[Sign in once registration is done]

2

Confirm JAPAN ADDRESS  
after ID verification

3

Enjoy shopping on  
Japanese e-commerce

4

Domestic shipping to JP CONCIERGE  
from Japanese retailers

5

International shipping from  
JP CONCIERGE after clearing  
transactions

2'

**CONTACT JP CONCIERGE** for  
proxy buying

3'

JP CONCIERGE makes arrangements  
on your behalf

*Followed by JP CONCIERGE FAQs*

# JP CONCIERGE

## FAQs



### About JP CONCIERGE

Q1

Is JP CONCIERGE a hotel concierge or a travel agency?

JP CONCIERGE is Japan's distinguished English concierge service. We specialize in crafting personalized experiences, avoiding mass-market packages. Our focus is on providing exceptional, tailor-made services for you.

### Personal Concierge Service

Q4

We will be travelling all over Japan. What is the coverage of JP CONCIERGE?

JP CONCIERGE is your attentive personal concierge, dedicated to assisting and enhancing your experience throughout Japan.

Q5

If there was a sudden situation that needs concierge service during my stay in Japan, could JP CONCIERGE help out?

Certainly. "CONTACT JP CONCIERGE" during service hours. For urgent matters, note the urgency in your message. Your comfort is our priority.

### Shipping Concierge Service

Q2

What do you do with my verification documents for shipping concierge service?

In compliance with the Act on Prevention of Transfer of Criminal Proceeds, JP CONCIERGE securely stores customer identification documents for 7 years, ensuring your privacy and security throughout the shipping process.

Q3

Can I ask for a DHL arrangement instead of Japan Post for shipping concierge service?

Absolutely. We're here to tailor the experience to your preferences. While additional charges may apply for DHL, we recommend Japan Post for an economical and reasonably fast choice. Your satisfaction is our priority.

### Payment

Q6

Do you handle email communications for free?

Email interactions are part of our concierge service, invoiced for personalized assistance. We appreciate your concise and detailed communication incl. your budget for optimal support.

Q7

What payment methods are available at JP CONCIERGE?

We accept credit cards and Wise (<https://wise.com/>) with competitive exchange rates for your convenience.

# JP CONCIERGE ELEVATING EXPERIENCES 1



## Hokkaido's Sakotan Blue

<https://www.kanko-shakotan.jp/en/>

Cape Kamui offers a stunning 300-degree ocean view from a height of 80 meters. A well-maintained walking trail lets visitors enjoy a leisurely stroll and see the impressive 40-meter-tall Kamui Rock. Accessible by a three-hour bus ride from Sapporo Station, the area also features restaurants serving delicious sea urchin dishes.

For all your travel needs, including luggage delivery, car rentals, and reservations, rely on JP Concierge to manage all aspects seamlessly.

## Biei Shikisai no Oka

<https://www.shikisainooka.jp/en/>

Set against the majestic Daisetsuzan Mountain Range and rolling hills, a stunning 7-hectare flower field offers an exceptional view. From spring to autumn, you can see 30 different types of flowers. In winter, enjoy activities like buggy and snowmobile rides, experiencing the unique charm of the winter landscape.

No need to worry about transportation or arrangements. JP Concierge will handle everything according to your preferences.



*Followed by JP CONCIERGE ELEVATING EXPERIENCES 2*



# JP CONCIERGE ELEVATING EXPERIENCES 2



## A Journey to Saihō-ji

<https://www.youtube.com/watch?v=p-ioTDYfdc8>

Saihō-ji Temple in Kyoto, known as the Moss Temple, features around 120 species of moss covering its grounds like a lush green carpet. The garden, a historic site and special scenic beauty, has two levels: an upper dry landscape garden and a lower pond stroll garden, with the Golden Pond shaped like the kanji for "心 (heart)."

Kyoto offers many accessible and beautiful temples and gardens, and Saihō-ji is a must-see. Let JP Concierge coordinate all your arrangements.

## Ginkaku-ji's Mountain Trail

<https://www.shokoku-ji.jp/en/ginkakuji/>

Ginkaku-ji's official name is Higashiyama Jishō-ji. "Higashiyama" refers to the mountains visible to the east when you arrive at Kyoto Station by Shinkansen. The mountain you can hike up from the north side of Higashiyama Jishō-ji is 466 meters high and provides a pleasant trekking experience. Although there's a chance of encountering wildlife, it is generally safe if you stick to the designated paths during the day.

For reliable information, JP Concierge is always available to support you.



*Followed by CONTACT JP CONCIERGE*

# CONTACT JP CONCIERGE



## CONTACT JP CONCIERGE

At JP Concierge, we are committed to providing you with personalized and prompt assistance during our service hours, Monday to Friday, from 9:00 am to 5:00 pm (UTC+9). For the most efficient response, please include relevant details in your messages, such as URLs or specific information, so we can tailor our support to your needs.

**To ensure you don't miss any important replies, kindly check your "spam folder" by the following day, as our emails may occasionally end up there.** Thank you for entrusting us with your needs. We look forward to assisting you.

\* indicates a required field.

Subject \*

Please select

▲▼

Comments/message \*

Attach a file ( pdf, jpg, gif, png )

Attach a file

Submit >