

May 7, 2020

Dear Sir or Madam,

JTB Sports Station

[Announcement and Requirement] Correspondence of JTB Sports Station under declaration of a state of emergency by Japanese government

Thank you for always using JTB Sports Station and your cooperation of our correspondence of COVID-19. We have worked flexibly by using remote work and staggered working hours in order to avoid spreading infections of COVID-19, but still continue correspondence until May 31 regarding of new declaration of a state of emergency by Japanese government.

Your understanding and cooperation will be highly appreciated.

1. Response when an emergency declaration is issued

a. Our sales structure

Remote work is still required to all the staff based on our company policy. However, we keep minimum number of staff in office for our service that we cannot handle by remote work. So it may take time to response to your inquiry.

b. Sales operations

Sales staffs still continue to have laptop and smartphone and can respond to your inquiry via telephones and emails even he/she is on remote work.

2. An important notice

The future response may be changed depending on the measures taken by the local government. In that case, we will contact to you.

3. Inquiry

JTB Sports Station Office Hours: 9:30 a.m. – 5:30 p.m. (Closed to every weekend, national holidays)

TEL: 06-6252-4009

E-mail address: [jtbss@jtb.com](mailto:jtbss@jtb.com)