

**U.S. Embassy Tokyo  
1-10-5 Akasaka  
Minato-ku, Tokyo 107-8420**

**Interview Day Considerations:**

Please double-check the date and time of your appointment. Your appointment time is the time by which you should arrive at the Embassy.

It is not the start time for your visa interview. Arriving excessively early will only cause you to wait longer. Additionally, if you do not bring all the required documents, or if your forms are incomplete, it may take more time to process your case, or you may be asked to reschedule your appointment. Only applicants with scheduled appointments will be allowed through security, with the exception of applicants with disabilities, who may be accompanied by a family member or assistant, and applicants under age 18, who may be accompanied by a parent or guardian.

All visitors to the Embassy/Consulate are subject to an airport-type screening. When preparing for your visit, please bring only what is absolutely required for us to process your visa application. The following is a list of items you may bring to the Embassy on the day of your appointment:

- One cellphone (which must be checked at the security gate);
- One small, handheld purse or bag (no larger than 10" x 10");
- Clear plastic folder containing visa application-related documents; and
- One umbrella (which must be stored in the umbrella rack outside the security gate).

Below is a list of prohibited items. Please note that if you arrive with any of these items, you will be asked to store them elsewhere or reschedule your appointment for another day. There are no coin lockers or other storage facilities at the Embassy for such items.

**Please do not bring these items to the Embassy:**

- Laptops, battery-operated or electronic devices such as thumb drives (or other digital storage devices), digital diaries, smart watches, pagers, cameras, audio/video cassettes, compact discs, and portable music players;
- Luggage or suitcases;
- Large bags, including shoulder bags and purses, travel bags, backpacks, briefcases, suitcases;
- Food items;
- Cigarettes, cigars, matches, and lighters;
- Sharp objects such as scissors, pen knives, or nail files; and
- Weapons or explosive materials of any kind

Please note that the list above is not exhaustive. Embassy security staff may prohibit other items at their discretion. Due to security considerations, there is no information window for walk-in visitors at the Embassy. Please check the weather for the day of your interview and dress appropriately, as you may have to wait outside before passing through security.

Once again, in order to reduce your total waiting time, we strongly encourage you to arrive on time for your appointment. Arriving early will not speed up the process, and arriving late may result in your appointment being rescheduled for another day.

Thank you for your understanding and cooperation.

In general, Visa application services call center agents are able to assist all public inquiries via telephone, email or chat.

- **Telephone:** Please contact a customer service representative using one of these telephone numbers:  
In Japan, call 050 5533 2737  
In the United States, call+1 703 520 2233
- **Email:** To reach a customer service representative via email, please write to [support-japan@ustraveldocs.com](mailto:support-japan@ustraveldocs.com).
- **Skype:** To use Skype to speak to a customer service representative from 9 a.m. to 6 p.m., please click on the Skype icon below, or add a new contact on your Skype account with the Skype name **ustraveldocs\_apac**.