

What is GLOBAL GUIDE & TRANSPORT SERVICE Co., LTD ?

GLOBAL GUIDE & TRANSPORT SERVICE Co., LTD is an online travel agency that connects international visitors into Japan with professional interpreter & tour guides who have a national guide license in foreign languages. Originally the chief executive officer Mr. Shishiba launched the business as a director in Tokyo Limousine International from 2016. And in order to expand business opportunity, he became an independent and established new company in 2017.

Guests check the information about the area on Japan's map. Then select a tour plan of their interest. It is also possible to select a tour guide from the list of registered our guides first. Our colleagues have expertise and specialty in various business world. That will satisfy your demands on special occasion.

How long are the tours and how much are they?

Each tour varies from four to twelve hours in length, and tour fees include the tour guide's hourly rate, their expenses for the tour and the service charge. Tax is also inclusive. (Transportation charge varies tour by tour.)

How do I reserve a tour?

There are two ways to choose your private tours. One is the way to select your favorite tour plan and enter your tour date, language and number of people attending the tour on our website. Another is that you browse through the registered our guides first, and consult with them about your plan. Then bring forward the deal, when you and guide reach an agreement.

How far in advance can I reserve a tour?

You can reserve a tour from 2 days advance to 180 days in advance. Please keep in mind that some tours do not operate on certain days.

How do I make a payment and which currencies do you support?

In order to simplify and to secure your payment, we deal all our products through online travel sites, like "Viator", "Expedia", "Veltra", and "Bokun", etc. Therefore, the way of payment is fixed by how each site makes a settlement.

How is our registered tour guide ?

When you select tour guide through registered guide plan, it's easy to check his or her business and academic background. On the other hand, if you select from the tour plan, you might feel uneasy about your tour guides. But all our member are professional guide and I guarantee you that you will satisfy their service.

Can I register if I'm under the age of 18?

You must be over the age of 18 to register as a guest on our website.

Where can I check my reservation?

All our products will be booked and be settled through online travel site. Every site should have a page to confirm your booking. And they have a system in which you and we have a direct talk as well. Let's make the most of it.

Is it possible to change the schedule on the tour day?

The tours will generally be led in the order specified on each tour plan page, but if you have any requests, you can consult with your guide on your tour day.

Can I change my reservation details such as tour plan, tour guide or tour date once my reservation has been confirmed?

You cannot change reservation details once your reservation has been confirmed. You have to cancel your reservation and make it a new.

How can I check my cancellation charges in advance?

Cancellation fees will be fixed when you take it.

0% : Up to 11 days before the tour day

20% : Up to 10 days before the tour day

100% : From 24 hours before the tour day

In case of inclement weather such as heavy snow or typhoon, can I get 100% refund?

If our support desk decides that it is danger to run the tour due to bad weather, your tour will be cancelled. Please keep in mind that if you do not hear from the support desk about a tour-cancel, the tour will be held as planned. If your tour is cancelled by the support desk, cancellation fees will not apply.

What if I am late for the tour on the day? Or what if I can't find my guide at the meeting point?

The first action you should take is to contact with tour guide. You might use the message system that online travels are providing. Or if you have got guide's smart-phone number, you can give her or him a short message.

Can I cancel my tour on the spot if I need to?

You can cancel your tour on the spot but please keep in mind that you will not receive a refund.