

Tokyo Transport Logistics (From Narita). (Haneda, or arrivals via Oedo line, skip 80% down).

If it's your first time in Japan, it can be somewhat confusing to get around. If you're used to big cities, that will help, but there are still a few gotchas, and the language barrier is nontrivial combined with a surprising number of signs that lack clear English guidance. Hopefully this guide will make your life a little less stressful.

Getting from Narita to Google Roppongi Hills

1. When you exit the customs hall, your journey begins. Look for the sign that says "Railways", pictured below.



Note, now is a really good time to get cash. Many places in Japan are cash only, and the subway ticket machines will not take your credit card. In the area where you get dumped out of customs, if you go all the way to the right you will find an ATM machine that accepts foreign credit cards. **Most ATMs in Japan do NOT accept foreign credit cards.** "Japan Post Bank" ATMs, Citibank, HSBC (rare outside of airports) and ATMs in 7-Eleven stores accept foreign ATM cards. Other banks, such as Mizuho, Sumimoto-Mitsui, etc,

will NOT accept foreign cards. If you need more cash, there is a Citibank ATM in Roppongi Hills (as you exit the Google lobby, turn LEFT, go through the double doors and there is a Citibank ATM just on your right). Japan Post and 7-Eleven are also rather ubiquitous.

2. Follow the signs to the railways, which are located a few floors down. You will enter into a large area, ahead and to the right will be a Starbucks and ahead and to the left will be the entrance to the Keisei (or K'Sei) railways, pictured below. Head towards the Keisei railways.



3. If you don't like machines, you can buy a "Skyliner" ticket to "Keisei-Ueno" from the helpful people at the counter. They do speak English and they take credit cards, though you will need cash and to buy another ticket for the second part of your journey (Ueno to Roppongi) so this is NOT my recommended option.

My recommended option is to go to one of the ticket vending machines shown in the right of this picture (in the picture, there's a young man with a purple backpack standing immediately behind a woman under the washed out display in front of two ticket machines pictured below).



4. From this magical machine, you will buy a “[Pasmo](#)” card. For most purposes, a Pasmo card is interchangeable with “Suica” cards issued by JR East Railways. It will work on most private rail lines, all subways in Tokyo, as well as buses etc (and vending machines in train stations). Wherever you see a “[Suica](#)” logo or Pasmo logo, you can use this card. Wherever you see a ticket machine (subways, JR, etc) that says “Suica” or “Pasmo” you can top up the card.



Now, to actually buy the card...

5. Touch “English” on the screen. It’s on the lower left of this screen, but may vary (e.g. if you’re using a machine in a subway station).



6. Hit the “Pasmo” button on the left. If you’re using a JR machine, the button may be labeled “Suica” or you may see a button that says “Buy Suica card”. (If you’re looking to top up at a machine, sometimes the button is simply labeled “Charge”.)



7. Hit “Pasmo” button, and then select “Nameless Card”. (If you’re at a SUICA machine, this may be called “Normal” vs “MySuica” or something like this. Registering a card provides you protection of the balance in case of loss, but is surprisingly complex to do, and doesn’t seem to work well if e.g. you have a foreign telephone number).

8. Depending on the machine, it may simply ask you for money at this point, or it may ask you to choose an initial balance. (500JPY is taken as a deposit, which can be refunded minus a small handling charge at most stations, or you can keep the card for next time). You will need about ¥2,600 to get to Roppongi Hills. Train and subway rides within downtown Tokyo will run you ¥130 on up, depending on distance. It’s easy to add more funds later at a machine, so how much is up to you, but be sure to have at least ¥2,600 to get to

the office.

9. Now, to take the train! Note that the “Skyliner” is an express train. It makes two stops and gets you to Tokyo in a half hour. As such, two tickets are required - a “fare ticket” and an “express train” ticket. Since you will be using your new Pasma (or Suica) card, this is somewhat simplified. The fare ticket is handled by tapping your card on the blue “IC” logo on the faregate. However, you will still need to get an express ticket. Luckily there’s another machine for that!

10. Unfortunately, I don’t have pictures for these steps. OOPS! However, just past the machine where you bought the Pasma card, you’ll see the faregates for the Keisei lines. (If you’re standing such that the machine is on your left, the faregates will be straight ahead). Walk up and tap your card on one of the blue “IC” logos. Looks like this (but not exactly, this is from a different station). **DO NOT try to insert your card in the slot. Bad things will happen if you manage to jam it in.**



11. Once passing through the faregates, you’ll see (going from memory here) two different sets of

escalators. One will be labeled "Skyliner" and the other will be labeled something else ("Keisei Main Line?"). Take the one labeled Skyliner. **YOU STILL NEED TO BUY YOUR EXPRESS TICKET, DONT RUN FOR THE TRAIN**

12. Immediately at the bottom of the escalator, and on the right hand side, you will see another ticket machine. This sells express tickets, which you will need to buy. If you board the train without one, you will be fined. You cannot buy them on the train. Process is pretty straightforward - hit the English button, and you will be shown (if I recall) the next two trains as well as your destination. Hit the train you want to take (presumably the first one), destination **Keisei-Ueno (or just Ueno, don't remember how it's labeled)** . You'll then be asked aisle or window, or given a chance to choose a seat. (If you choose a seat, take something in car 6 or 7, it's closest to you). Once you select a seat, you'll be prompted to pay. You can pay with cash (1200JPY) or via "IC Card" . If you choose the IC card option, just put your Pasma/Suica in the IC Card slot, and it will deduct 1200JPY and spit out a paper "express" ticket with your train and seat details.

Now, wait for the train :)

13. You will take the train to the final stop, Keisei Ueno. If you arrived on a Skyteam or Star Alliance flight to Narita, you probably arrived at Terminal One, in which case the train will make a brief stop at Terminal Two, then about 30 minutes to Nippori and another 5 minutes to Keisei-Ueno, the final stop. **Get off at the final stop, Keisei-Ueno.**

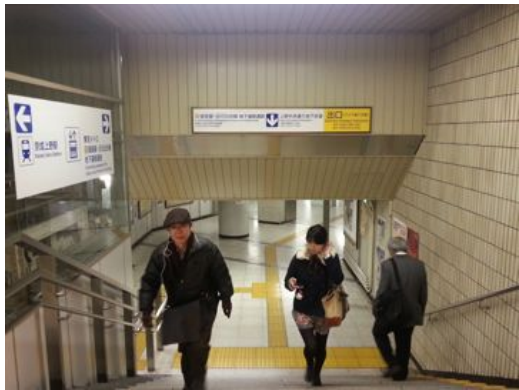
14. Follow signs towards the exit. You will pass through a faregate (tap your Suica/Pasma card on the IC logo on top). 1200JPY will be deducted and you will be shown the remaining balance.

Congratulations, now you're in (the eastern side of) Tokyo. If you are continuing on to the Google office, or the Hyatt (same building) read on.

15. Follow the signs for the "Hibiya" subway line. It's indicated by a gray circle, sometimes with an H inside of it and sometimes just a gray circle. See picture below (it's in the middle of the sign).



16. Keep following the signs for Hibiya line. You will walk through a long passageway, which will also provide you with your first (and probably only) sight of homeless people in Tokyo. Again, gray circle with H.





At the end of the hallway is another bank of ticket machines. If you already have a Pasmu/Suica with money on it, you're good to go. If you need to add money (you have less than ¥200) or you have no Pasmu/Suica, you can take care of that at these machines. Basically same instructions as in the beginning, hit English -> Pasmu and then either Charge or Purchase. **If you've already got a ticket, enter through the Hibiya-line faregates (no picture, but if I recall they're to the right when you hit the end of the pictured long hallway).**

17. Board a train in the direction of "**Naka-Meguro**". You've got two choices as to which side/platform you go towards, you want the one towards Naka-Meguro. Like in most big cities, the subways can be identified by the terminal stop. Note however that some trains go beyond the end of the subway line (don't fall asleep!) and so you may see unfamiliar terminal stations. Going the opposite direction, you may see trains to Kita-Koshigaya, Kita-Senju, Tobu-Dobutsu-Koen, etc. These all will make all stops on the Hibiya subway line, and then continue beyond the subway line, possibly as an express train and possibly local.

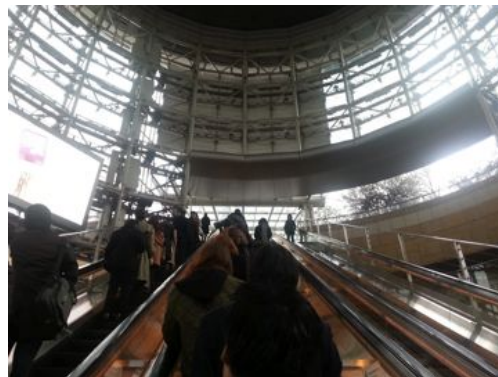
18. **Get off at Roppongi (H-04).** (As a side note, you will notice that all the subway stops are identified with a letter identifying the line, e.g. H for Hibiya, O for Oedo, etc) and a station number.

19. Follow signs for Exit 1c. Again, you will tap out at the faregate with your Pasma/Suica card.



20. Follow the 1c signs down the long hallway.

21. Go up the escalators at the end of the long hallway. You are exiting through what is called the “Metro Hat” (you may hear people reference this and it’s a convenient reference point). (Escalators in center of picture below).



22. At the top of the escalators, you will see signs to Hyatt point off to the right. Head that way for hotel, for the Google office continue straight ahead.



23. The office entrance can be seen in the center of this photo, just past (and slightly to the right) of the signpost and just left of the weird giant egg (which is seasonal and may not be there if you're not visiting in December). Enter!

24. Follow the signs towards the "C" hall.



25. Enter the C hall. There's a security desk on the left where you can get a building visitor pass, and the guard will let you through the gate. Take the escalator up to the "Upper Lobby" and then take an elevator to 26F. It will let you out in front of the Google lobby.

If you're coming from Haneda:

I don't have pictures for you. Here's some general info stolen from another document:

Japan Travel Instructions From Haneda Airport to Roppongi area

Friendly Limousine Bus

Taking the limousine bus to Hyatt Hotel would be the easiest/most reasonable way to get to office/to your hotel, but as they do not have many buses scheduled for Roppongi, second easiest/reasonable way would be to take the bus to Shibuya area and then take taxi to Roppongi office or to your hotel.

The Friendly Airport Limousine Bus service (link: <http://www.limousinebus.co.jp/en/>) has counters scattered throughout the lobby, including one right outside the Baggage Claim/Customs exit.



Purchase ticket to Roppongi, Grand Hyatt Tokyo or to The Ritz-Carlton Hotel Tokyo in advance at the counter (ticket destination depends on which hotel you're staying at). The price is approx JPY1,100. They accept cash (Japanese Yen) or Visa/Master credit cards. Bus departure time and destination are printed on the boarding ticket.

Ticket Sample:



Timetable link:

Grand Hyatt Tokyo : http://www.limousinebus.co.jp/en/platform_searches/index/4/59

Shibuya Area: http://www.limousinebus.co.jp/en/platform_searches/index/4/45

The boarding spot is easy to find from the ticket counter. Your bus has an assigned number and once you walk outside there are clear signs that make it easy to find which bus to wait for. Also, most of the people at the counter will be able to guide you in English to the boarding spot.

From Shibuya, getting off at Cerulean Hotel would be convenient as they have taxis lined up and also has English speaking concierge.

Train /Taxi

Google office, Grand Hyatt, Ritz Carlton is located in Roppongi, Minato-ku. The nearest train station is Roppongi on Hibiya Line or Roppongi on Toei Oedo Line.

Take mono-rail from Haneda International airport to Hamamatsucho (usually is the final destination, JPY470) and taking a taxi from there to hotel/office (approx JPY1,500, 20min) would be about an hour journey. From Hamamatsucho you can also take the Oedo subway line to Roppongi.

Oedo-Line Notes

Note, if you take the subway, you will most likely transfer to the Oedo subway line. This is relatively straightforward. You can take either the Monorail or a local train from Haneda. See <http://www.haneda-tokyo-access.com/en/transport/> - the info in the Narita section for buying a Suica/Pasmo card is still generally applicable. Easiest way is to take the Tokyo Monorail to Hamamatsucho and then transfer to the Oedo Subway Line.

NOTE: If you take the Oedo line, you will not be able to get to "Exit 1c". That exit exists only for the Hibiya-line. Instead, take Exit 3, and follow signs for Roppongi Hills when you get up to the top.



Keep walking until you see the “Metro Hat”. There are escalators that lead up just past the Metro Hat on the right, pictured as follows (The Metro Hat has a giant “Class J” ad on it in this picture).

