

# Guide to using TKC

**The AOTS Tokyo Kenshu Center (TKC)** is a training and accommodation facility designed primarily for trainees from overseas.

The center hopes to become your **“Home Away from Home”** in Japan.

We also hope that your stay here will provide a valuable opportunity to build friendships with people from around the world,

and that living together with individuals from diverse cultures and lifestyles will lead to true mutual understanding and international goodwill.

Since TKC is not a typical hotel but a place dedicated to learning and cultural exchange, it operates under a different set of rules. To ensure a comfortable and safe stay for all guests, we kindly ask you to read this guide carefully. We appreciate your understanding and cooperation.



Tokyo Kenshu Center (TKC)

The Association for Overseas Technical Cooperation and Sustainable Partnerships (AOTS)

30-1, Senju-azuma 1-chome, Adachi-ku, Tokyo 120-8534, Japan

Phone: +81-3-3888-8231

Official website: <https://www.aots.jp/> E-mail: [information-ay@aots.jp](mailto:information-ay@aots.jp)

# About guest room

## **Safety and security, No smoking in the entire building**



For safety and security reasons, self-catering is not permitted, nor are friends or guests allowed in the private rooms.

Smoking is completely prohibited in the building. Smoking (including electronic cigarettes) is permitted in the designated smoking area outside the building.



### **Safety box at the reception**

Please leave your valuables in the safety box (valuables storage box) at the reception or in the safety box in the closet in your guest room. Our Center cannot be held responsible for any items not checked in at reception that are lost or stolen in your room.

## **Room key, lock checks**



### **Main switch**

Room keys are not self-locking. Please make sure to lock the door when you are in the room and when you leave the room unattended.

**Please do not remove the wooden key tag as it is the main power switch.**

## **Refrigerator**

Please keep the refrigerator clean at all times. Any food left in the refrigerator after check-out will be disposed of at our Center's discretion.

## **Extension telephone**



To call another room, press '1' followed by the room number of the person you are calling. **The receptionist's extension number is 9.**

## **How to set up bed board alarms**



Press the alarm ON/OFF switch.

(The "bell" symbol and alarm time display will illuminate.)

Press the time adjustment switch ▲ ▼ to set the alarm time.

Forward each press advances the time by one minute.

Backward Press and hold to fast-forward.



### **How to stop the alarm**

Press the alarm ON/OFF switch to stop the alarm. The "bell" symbol and alarm time display will disappear. If the alarm ON/OFF switch is not pressed, the alarm keeps ringing approximately 3 minutes.

## Use of televisions and household electrical appliances



Terrestrial television is available in the Tokyo area.

The voltage in Japan is 100V. Please do Not use non-100 V products.

### **Electric kettle**

Do not boil anything other than water.



### **Internet**

Please see the Wifi login ID and password information posted in the elevator halls on each floor.

## Bathroom



### **Toilet**

Do not flush anything other than the toilet paper provided.

### **Washbasins and bathtubs.**

Do not flush hair, leftover food or other debris. When using hair dye (hair color), please be careful not to get stains on walls, floors, etc. in the room including bathrooms. Always close the bathroom door when in use, as steam from the bathroom may cause a false fire alarm.

Water from the tap in the bathroom is drinkable.

## Cleaning of rooms



**Cleaning days:** Rooms are cleaned every day except Saturday and Sunday.

Cleaning hours is basically from 10am to 4pm.

Bed sheet is changed every three days except Saturday and Sunday.

### **DD Card (Don't Disturb Card)**

If you do not wish your room to be cleaned, please display a 'DD (Don't Disturb) Card' on the doorknob by 08:00 on the morning of the day. However, cleaning and bed sheet changes are not performed until the third day in a row. Even if the DD card is displayed after the fourth day, cleaning and changing of bed sheets will be carried out for hygiene reasons.



### **Please be quiet**

Please be quiet to avoid disturbing other guests, especially between 22:00 pm and 07:00 am.

### **About stains and damages in the room**

If any defacement or damage is found in the room, the actual costs required to restore the room to its original state will be charged.

### **Visitors**

As a training facility, at our Center, it is forbidden to show your guests/friends to your rooms. You can meet guests in the lobby on the 1<sup>st</sup> floor.

### **Dress**

Please do not step out from your room in your nightgown, underwear or slippers.

# About Services at the reception (front desk)

**Service hour: 06:00~00:00(24:00)**

**As a general rule, check-in/check-out hours are as follow:**

**Check-in: 15:00~00:00(24:00)**

**Check-out: 06:00~10:00**



## **Payment:**

**Please make payment in cash (Japanese yen) or by credit card (VISA, MASTER, JCB).**

Traveller's cheques and foreign currencies are not accepted. Foreign currency exchange is not available at the Center.

## **Agency service/Consumable goods selling**

Dry cleaning and courier services are available. Photocopying and printing services are also available. Consumables such as detergent and amenity sets (soap, shampoo, conditioner, toothbrush and toothpaste) are available for sale.

※ No nightwear is provided.

## **Items available for rent**

Plug socket converters and WiFi routers are available for rent.



## **Curfew**

Curfew is 23:00. The front entrance is locked between 00:00 (midnight) and 06:00 morning. If you cannot meet the curfew due to unavoidable circumstances, please contact reception in advance.

## **When temporarily out of the Center: Room key, Passport and Residence card**

When going out, please make sure to leave your room key with the reception desk.

All foreigners staying in Japan are required by law to carry their passport or residence card at all times. Please take care not to forget them when you go out.

If you are staying overnight, please notify the reception in advance for security reasons.



## **Medical Support**

If necessary, the Center's staff can escort you to a nearby hospital. Please contact reception.



**Free medical consultations** with a doctor are available. Please apply at reception if you wish to use this service. Dates and times are posted on the notice board in the lobby on the ground floor and in the elevator.

# About facilities

## **Canteen**



The canteen is located on the 1<sup>st</sup> floor. The canteen is self-service. For information on the opening hours, please refer to the "Welcome to TKC," the guide given to you by reception when you check in.

## **Drinking water**



### **Cold and hot water**

Please use the water supply machines located on each floor from the 2nd to the 6th floor.

### **Ice cubes**

Please use the ice machines in the canteen and on the 2nd floor.

## **Vending machines.**



Located on the basement floor (B1F), 1st first floor canteen, 2nd floor and 3rd floor.

## **Laundry room**



Men's laundry rooms is located on the basement floor (B1F) and women's laundry room is located on the 4th floor. Fully automatic washing machines, dryers and irons are available free of charge.

For fire safety reasons, it is forbidden to bring irons into the rooms.

**Available hours: 07:00~23:00**

## **Sport**



### **Table tennis**

**Venue is on the basement floor (B1F).** For equipment rental, please contact reception.

# **Information on disaster prevention and evacuation**

TKC buildings are earthquake-proof to prevent collapse even in the event of a seismic intensity 7 earthquake and are equipped with sprinkler systems to prevent the spread of fire, in order to ensure the safety of the occupants. However, unexpected disasters can occur due to minor carelessness or force majeure accidents. Please read the following instructions carefully in case of emergency. We ask your understanding and cooperation to ensure a safe and comfortable living.



## 1. Fire Prevention

- 1) No smoking in the building.
- 2) Fire strictly prohibited. The use of irons, stoves, cooking utensils, etc. is prohibited in the guest rooms.

## 2. Fire Detector

- 1) If a fire breaks out in a guest room, a fire detector will be triggered and an emergency bell will ring.
- 2) The fire alarm may be activated by steam from the bathroom or cigarette smoke. To prevent false triggering of the fire alarm, please do not use the shower with the bathroom door open.

## 3. Sprinklers

Sprinklers are installed all over the TKC. They are activated by high temperatures.

## 4. Sign of Fire

- 1) When the emergency alarm is activated, TKC staff will come to the room to check if there is a fire.
- 2) After TKC staff have confirmed the existence of a fire, alarms will sound again, and a fire announcement will be broadcast.

## 5. Evacuation

- 1) When the fire alarm sounds, evacuate the building immediately.  
Evacuation routes are posted on the inside of guest room doors and in the hallways of each floor.  
Please take time to check evacuation routes in advance.
- 2) If evacuation through the hallway is not possible, go out onto the balcony of your room and use the emergency ladder to go down to the next floor.  
Be sure to check in advance where the emergency ladder is located.  
To lower the emergency ladder, first hold the hatch up, and then press the stopper firmly. The ladder will deploy automatically.  
Please do not jump from the window as it is dangerous.
- 3) Do not use the elevator for evacuation. You may be trapped inside after an unexpected stoppage.
- 4) Keep calm and follow staff instructions during evacuation, so as to prevent injuries from falling or slipping.

Emergency Exit Sign



6. Earthquakes

- 1) If you feel tremor, keep calm and pay attention to fire sources such as cigarettes for fire prevention.
- 2) Evacuation instructions will be broadcast if necessary.
- 3) Follow staff instructions during evacuation.

7. Power Cuts

In the event of a power failure due to a sudden accident, a private generator will be activated.

8. Fire Drills

The TKC conducts fire drills on a regular basis. Please be forewarned that you will hear an emergency broadcast or siren in a drill. An advance announcement will be given on a bulletin board or via within-building broadcast.

9. Useful information on disaster prevention

Various useful information on disaster prevention is published by Japanese administration for foreign residents in Japan, for example, the below-listed information. In addition to them, it is also possible to get related information by searching for keywords such as “disaster prevention information for foreigners staying in Japan”. We wish you will find this information useful.

**“Disaster prevention leaflet for Foreigners” issued by Tokyo Metropolitan Government**

English and Tagalog

[https://www.seikatubunka.metro.tokyo.lg.jp/chiiki\\_tabunka/tabunka/tabunkasuishin/files/0000000144/2022bousaileaf\\_eng\\_taga.pdf](https://www.seikatubunka.metro.tokyo.lg.jp/chiiki_tabunka/tabunka/tabunkasuishin/files/0000000144/2022bousaileaf_eng_taga.pdf)

Chinese and Korean 中文 / 한국어

[https://www.seikatubunka.metro.tokyo.lg.jp/chiiki\\_tabunka/tabunka/tabunkasuishin/files/0000000144/2022bousaileaf\\_chi\\_kor.pdf](https://www.seikatubunka.metro.tokyo.lg.jp/chiiki_tabunka/tabunka/tabunkasuishin/files/0000000144/2022bousaileaf_chi_kor.pdf)

Vietnamese Tiếng Việt

[https://www.seikatubunka.metro.tokyo.lg.jp/chiiki\\_tabunka/tabunka/tabunkasuishin/files/0000000144/2022bousaileaf\\_viet\\_nep.pdf](https://www.seikatubunka.metro.tokyo.lg.jp/chiiki_tabunka/tabunka/tabunkasuishin/files/0000000144/2022bousaileaf_viet_nep.pdf)

Easy Japanese やさしい日本語

[https://www.seikatubunka.metro.tokyo.lg.jp/chiiki\\_tabunka/tabunka/tabunkasuishin/files/0000000144/2022bousaileaf\\_yasanichi.pdf](https://www.seikatubunka.metro.tokyo.lg.jp/chiiki_tabunka/tabunka/tabunkasuishin/files/0000000144/2022bousaileaf_yasanichi.pdf)

**“Help card for foreign nationals” issued by Tokyo Metropolitan Government:**

Spanish and Portuguese Español / Português

[https://www.seikatubunka.metro.tokyo.lg.jp/chiiki\\_tabunka/tabunka/tabunkasuishin/files/0000000144/22help\\_espa\\_por.pdf](https://www.seikatubunka.metro.tokyo.lg.jp/chiiki_tabunka/tabunka/tabunkasuishin/files/0000000144/22help_espa_por.pdf)