

# [For People Evacuated from Ukraine to Tokyo] Procedure to Apply for the Distribution of Toei 1Day Pass

## [Overview]

Toei 1Day Pass will be distributed to people who have been evacuated from Ukraine to Tokyo. This is a one-day pass that allows the user to travel on Toei Transportation any number of times in one day.

The applicant needs to enter the necessary information according to this procedure.



## [Eligible people]

Those who have been evacuated from Ukraine to Tokyo and have both cards (1) and (2) below:

- (1) Evacuee Card ("Certificate of Evacuee from Ukraine" issued by the Immigration Services Agency) or Passport (with a stamp of "Ukrainian Displaced Persons" under the landing permit stamp)
- (2) Residence Card (with the address in Tokyo printed)

(1) Evacuee Card



(1) Passport



(2) Residence Card



ウクライナ避難民 ← ココ

## [Available routes]

Toei Subway, Toei Bus, Tokyo Sakura Tram (Toden Arakawa Line) and Nippori-Toneri Liner

\* Fares will be charged if you use a line or service other than the above.

(See page 7 for the Toei Transportation main routes)

## [Number of passes]

Up to 20 passes can be specified at a time, once a month.

You can apply up to 12 times until the deadline (March 15).

\* When your passes are about to expire, you can apply for new ones.

## **[Notes]**

- (1) Only the applicant can use the pass. If someone other than the applicant uses it or if it is sold, etc., you may be asked to pay for the used passes or return the unused ones.
- (2) You need to apply for each family member who uses the pass. (For example, if you wish to get a pass for a family of four, you need to apply for all four members.)
- (3) Depending on the applicant's age, a pass for an adult or child will be distributed.
- (4) The one-day pass will be sent by postal mail to your address. Note that since it will take some time to arrive, you need to apply two weeks before the day you plan to use the pass.
- (5) You cannot change or cancel the application after submitting it. Also, unused passes cannot be refunded.
- (6) Passes have a validity period. After the expiration date, the passes cannot be used.

## **[Handling of personal information]**

- (1) The Tokyo Metropolitan Government (TMG) protects personal information based on the related laws, regulations and rules. The TMG will not use personal information for purposes other than those specified by the personal information protection laws, regulations and rules and will not provide personal information to third parties other than service providers.
- (2) The TMG will operate the electronic application service in compliance with the confidentiality obligations regarding personal information stipulated in the personal information protection laws, regulations, rules and consignment contracts with the TMG.
- (3) Personal information sent by the user to the TMG and vice versa via the electronic application service is protected by data encryption.
- (4) The range of personal information used by the TMG and service providers is kept to the minimum necessary, and the punitive provisions of the personal information protection laws, regulations and rules will be applied to those who leak personal information in violation of these laws, regulations and rules.

## **[Disclaimer]**

- (1) The TMG is not liable for any damage to the user of the electronic application service or damage to a third party caused by the user, whether the damage is direct or indirect.
- (2) The TMG is not liable for any damage to the user caused by the shutdown, suspension or interruption, etc. of the electronic application service.

## **Online application website**

If you agree with the above, make an application at the following website:

Application Form:

<https://logoform.jp/form/tmgform/1510835>



# (Application Form)

## 入力フォーム

1 入力1 ————— 2 入力2 ————— 3 確認 ————— 4 完了

下記のフォームにご入力をお願いします。

Please complete the following form.

## 【ウクライナから東京都内に避難された方へ】 都営交通1日乗車券の配布 (Distribution of Toei 1 Day Pass (for FY2026)).

- ◆このページの内容を確認した後、「次の画面へ進む」ボタンをクリックしてください。
- ◆途中まで入力した内容を一時保存したい場合、「入力内容を一時保存する」ボタンをクリックしてください。
- ◆【必須】マークがある項目は、必ず入力してください。

- ◆After reviewing the information on this page, click the "Proceed to next page" button and complete all necessary form fields.
- ◆If you wish to save your responses as a draft, click the "Save entries" button.
- ◆Be sure to complete all fields marked **Required**.

### 【概要】

ウクライナから東京都内に避難された方に対し、都営交通1日乗車券とは、1日に限り、何回も利用できる乗車券です。希望する方は、必要事項を入力し申請してください。

### 【Overview】

The Toei 1 Day Pass will be distributed to individuals who have evacuated from Ukraine to Tokyo. This one-day pass allows the user unlimited travel on Toei Transportation services for one day. To apply for distribution, please complete this form with all necessary information.

### 【対象者】

ウクライナから東京都内に避難された方  
(1) 避難民カード（出入国在留管理庁が発行する「ウクライナからの避難民カード」）  
または  
(1) パスポート（上陸許可証印のあるもの）  
(2) 在留カード（都内の住所が記載されているもの）

### 【Eligibility】

To be eligible, you must be an evacuee from Ukraine to Tokyo and have both items (1) and (2) below:  
(1) One of either: Evacuee Card ("Certificate of Status as an Evacuee from Ukraine" issued by the Immigration Services Agency of Japan) OR Passport (with an "Evacuee from Ukraine" stamp under the landing permission sticker)  
(2) Residence Card (indicating a residential address in Tokyo)

### 【利用できる路線】

都営地下鉄、都営バス、都電荒川線及び日暮里・舎人ライナー  
上記以外の路線に乗車する場合には、運賃がかかります。

### 【Valid Toei Transportation services】

Toei Subway, Toei Bus, Toden Arakawa Line, Nippori-Toneri Liner  
Fares will be charged if you use a line or service not listed above.

### 【申込枚数・回数】

ひと月に1回、20枚まで。  
1年間で最大12回申請が可能です。  
※申請した乗車券がなくなりそうになったら、再度申請してください。

### 【Application limits】

You may apply once per month, for up to 20 passes per application. You may submit a maximum of 12 applications in a single year.  
\*If you are about to run out of passes, please apply for new ones.

### 【注意事項】

- (1) 申請した方のみが利用でき、申請した方のみが利用できない乗車券の返却などを求めない。
- (2) 家族であっても使用する方は、それぞれ別々の申請が必要です。
- (3) 申込年齢に応じて、大人用と子供用があります。
- (4) 1日乗車券は、住所に郵送しますので、お申し込み後、少なくとも2週間前までに申請してください。
- (5) 申し込み後の変更、キャンセルはできません。
- (6) 乗車券には有効期限があります。

### 【Notes】

- (1) Only the applicant may use the pass. If the pass is used by someone other than the applicant, or if illegal use such as its resale is discovered, you may be asked to pay for it and/or return unused ones.
- (2) Family members must apply for their own passes. (e.g., Use of passes by a family of four requires four separate applications)
- (3) The applicant will receive either adult passes or child passes depending on their age.
- (4) The one-day passes will be sent by postal mail to your address. As they may take some time to arrive, please apply at least two weeks before the day you plan to use the pass.
- (5) You cannot change or cancel your application after submission. Also, unused passes cannot be returned for a refund.
- (6) Passes have a validity period and cannot be used after the validity period has expired.

### <For inquiries>

Policy Research Section, Policy Division  
Office of the Governor for Policy Planning  
Tokyo Metropolitan Government  
Email:  
S0014801@section.metro.tokyo.jp

Proceed to next page.

→ 次の画面へ進む

入力内容を一時保存する

Save entries

# (Application Form)

入力フォーム

1 入力1 2 入力2 3 確認 4 完了

**お名前 Прізвища та Ім'я** 必須

Name Required  
Name in English alphabet

アルファベットで入力してください

**住所 Адреса** 必須

Address Required  
Please use alphanumeric characters.  
Include the name of your apartment building and room number, if applicable.  
If any information is omitted, postal mail may fail to reach you.  
(Example) 101, Shikahama 10-Chome Apt. No. 9, 10-99 Shikahama, Adachi-ku

アルファベットで入力してください。  
アパート、部屋番号まで入力してください。  
記入がない場合、郵便が届かないことがあります。  
(例) 101, Shikahama 10-Chome Apart No.9, 10-99 Sh

**生年月日 Дата народження** 必須

Date of birth Required

**電話番号 Телефонний номер**

Phone number

(例) 012-3456-7890

**メールアドレス Адреса електронної пошти** 必須

Email address Required

**メールアドレス** 必須

Email address (confirmation) Required

**東京都から問い合わせを行う場合に対応できる言語 M**  
対応できる言語を全て選択してください。

Languages to be used for inquiries from the Tokyo Metropolitan Government Required  
Please select all languages you are able to use.  
 Japanese  Ukrainian  Russian  English

日本語  ウクライナ語  ロシア語  英語

**ウクライナ避難民であることを証明書の写し Посвідч**  
「ウクライナ避難民カード」または「上陸許可証印の  
※「ウクライナ避難民カード」については、顔、証明

Copy of document certifying status as an evacuee from Ukraine Required  
Please upload a photo of either your Ukrainian Evacuee Card or your passport with an  
"Evacuee from Ukraine" stamp under the landing permission sticker.  
\*If uploading a photo of your Ukrainian Evacuee Card, please make sure your face, card  
number, and full name are visible in the photo.

**在留カードの写し Посвідки на проживання** 必須

Copy of residence card Required  
Please upload a photo of the front of your residence card.\*Please make sure your face,  
card number, full name, date of birth, address, and other details are visible in the photo.

在留カードの裏の画像を送付してください。  
※顔、番号、氏名、生年月日、住所地など確認できる

**在留カードの写し (裏) Посвідки на проживання (тільки сторона)**

Copy of residence card (back)  
If an address is listed on the back of your residence card, please upload a photo.

在留カードの裏に住所地の記載がある場合には、画像

**申込枚数 Кількість квитків** 必須

No. of passes Required  
Select the number of passes you wish. Maximum of 20 per application"

希望する枚数を選んでください。  
1回に申し込める枚数は最大20枚です。

5枚  
10枚  
15枚  
20枚

**代理人による申請 Подання заявки через заступни**  
避難された方に代わって代理人が入力した場合には、

Application by proxy  
If the information is entered by someone doing so on behalf of the evacuee, enter the  
proxy's name and contact details (email, phone number).

# (Application Form)

Please tell us up to three main uses for the transportation tickets we will be distributing.

配布する交通券の主な使用用途を3つまでを教えてください。 Будь ласка, вкажіть до трьох основних способів використання транспортних квитків, які ми розповсюджуватимете. **必須**

- 就職活動に関する移動
  - 勤務先への移動
  - 通学・学校関連
  - 医療機関などへの訪問
  - 役所などでの手続き
  - 日用品の買い物
  - 親族、友人・知人との会合
  - 娯楽での外出
  - その他
- Travel related to job hunting
  - Travel to the workplace (\*Generally, transportation expenses to the workplace are paid by the employer, so this applies only in special circumstances.)
  - Trip to school, School-related trips
  - Visiting medical institutions, etc.
  - Procedures and consultations at government offices, etc.
  - Shopping for everyday goods
  - Meeting with relatives, friends, and acquaintances
  - Leisure trip
  - Other(Please specify)

↑その他（具体的にご記入ください） Інше（будь ласка, вкажіть деталі）

0 / 60

I confirm and agree to the following in submitting this application.

下記事項に同意して申し込みます Я погоджуюся з наступним і подаю заявку.

確認事項 1 Пункт 1. **必須**

**Confirmation item 1 Required**  
I am an evacuee residing in Tokyo.

私は、都内在住の避難民です。

確認事項 2 Пункт 2. **必須**

**Confirmation item 2 Required**  
The passes can only be used on Toei Subway, Toei Bus, Toden Arakawa Line, and Nippori-Toneri Liner, and cannot be used after the validity period has expired.

都営地下鉄、都営バス、都電荒川線、都電有楽町線

確認事項 3 Пункт 3. **必須**

**Confirmation item 3 Required**  
Only the applicant may use the pass. Even family members must apply for their own passes. (e.g., Use of passes by a family of four requires four separate applications)

申請した方がのみが利用できます

確認事項 4 Пункт 4. **必須**

**Confirmation item 4 Required**  
If the application is incomplete, such as lacking the necessary certification papers, the passes will not be issued.

証明書の添付漏れなど申請に不備がある場合

確認事項 5 Пункт 5. **必須**

**Confirmation item 5 Required**  
Change or cancellation of submitted applications will not be accepted. Unused passes will not be refunded. Applications can be made up to 12 times a year (once per month).

申込み後の変更、キャンセルは受け付けません

確認事項 6 Пункт 6. **必須**

**Confirmation item 6 Required**  
If the pass is used by someone other than the applicant, or if illegal use such its resale is discovered, you may be asked to pay for it and/or return unused ones.

申請した方以外の方が利用した場合は

確認事項 7 Пункт 7. **必須**

**Confirmation item 7 Required**  
The information provided in this application is accurate.

この申請書の記載内容は、事実と一致しています

## お問い合わせ

東京都政策企画局政策部政策調査課  
E-mail S0014801@section.metro.tokyo.jp

## Inquiries:

Policy Research Section, Policy Division  
Office of the Governor for Policy Planning, Tokyo Metropolitan Government  
email: S0014801@section.metro.tokyo.jp

← 1つ前の画面に戻る

→ 確認画面へ進む

🗄️ 入力内容を一時保存する

Return to the previous page

Proceed to next page.

Save entries

# (Application Form)

入力フォーム

✓ 入力1      ✓ 入力2      ✓ 確認      4 完了

送信完了      **Form submitted**

申請を受領しました。  
順次審査を行っておりますので、ご到着まで今しばらくお待ちください。

**Your application has been received, and is being duly processed.  
Please note that it will take some time for the passes to arrive.**

< 受付番号: XI00000734 >      **<Application Number: XI00000734>**

入力内容を印刷する      **Print the form**

最初の画面に戻る      **Return to the top page**

## <Following application submission>

The following email will be sent to you.

If you do not receive this mail within the next 15 minutes, please contact us at the following email address and be sure to include your application number.

Inquiries: [S0014801@section.metro.tokyo.jp](mailto:S0014801@section.metro.tokyo.jp)"

※本メールは、フォームにご入力された方にお送りする自動配信メールです。本メールへの返信はできません。  
※本メールに心当たりが無い場合は、お手数ですがメールを破棄していただきますようお願いいたします。

申請を受領しました。  
順次審査を行っておりますので、ご到着まで今しばらくお待ちください。

フォーム名:  
【ウクライナから東京都内に避難された方へ】 都営交通 1 日乗車券の配布 (2026年度分)

受付番号:  
ZB00000279

東京都政策企画局政策部政策調査課  
E-mail [S0014801@section.metro.tokyo.jp](mailto:S0014801@section.metro.tokyo.jp)

-----  
**\*This email is sent automatically to individuals who have submitted information through the form.  
Please do not reply.  
\*If you are not the intended recipient, please delete this email.**  
-----

-----  
**Your application has been received, and is being duly processed.  
Please note that it will take some time for the passes to arrive.**  
-----

Form name:  
To those who have evacuated to Tokyo from Ukraine: Distribution of Toei 1 Day Pass (for FY2026)

Application Number:  
ZB00000279

-----  
Policy Research Section, Policy Division  
Office of the Governor for Policy Planning  
Tokyo Metropolitan Government  
email: [S0014801@section.metro.tokyo.jp](mailto:S0014801@section.metro.tokyo.jp)

# Toei Transportation Guide

## 【What is Toei Transportation?】

Toei Transportation is managed by Tokyo Metropolitan Government. Toei transportation provides Toei Subway (4 lines), Toei Bus (126 routes), Tokyo Sakura Tram (Toden Arakawa Line), and Nippori-Toneri Liner services.

## 【Toei Subway and Tokyo Metro】

The 13 subway lines in Tokyo are operated by two subway networks: the Toei Subway (4 lines) and the Tokyo Metro (9 lines). Please note that the two networks use different fare systems.

Tokyo Metro subways (Ginza Line, Marunouchi Line, Hibiya Line, Tozai Line, Chiyoda Line, Yurakucho Line, Hanzomon Line, Namboku Line, and Fukutoshin Line) are not accessible with a Toei 1-day pass.

## 【Routes】

The map below shows the main routes. Fares will be charged if you use other line or services than the Toei Transportation.

Toei Subway 都営地鐵 도에이 지하철



Some Toei subways are connected to other lines but the one-day pass can be used only on Toei subway sections.  
 (A) Asakusa Line: From Nishimagome to Oshiage,  
 (I) Mita Line: From Nishitakashimadaira to Meguro  
 (S) Shinjuku Line: From Shinjuku to Motoyawata  
 (E) Oedo Line: All sections available



The Toei Subway Tokyo Metro

For more route details, please visit the Toei Transportation web site.

<https://www.kotsu.metro.tokyo.jp/eng/>



## TOEI TRANSPORTATION MAIN ROUTE



**RAILWAY**  
鉄道

- A Asakusa Line 浅草線
- I Mita Line 三田線
- S Shinjuku Line 新宿線
- E Oedo Line 大江戸線
- SA Tokyo Sakura Tram (Toden Arakawa Line) 都電荒川線
- NT Nippori-Toneri Liner 日暮里-舎人ライナー

— JR Yamanote Line JR山手線

**TOEI BUS**  
バス

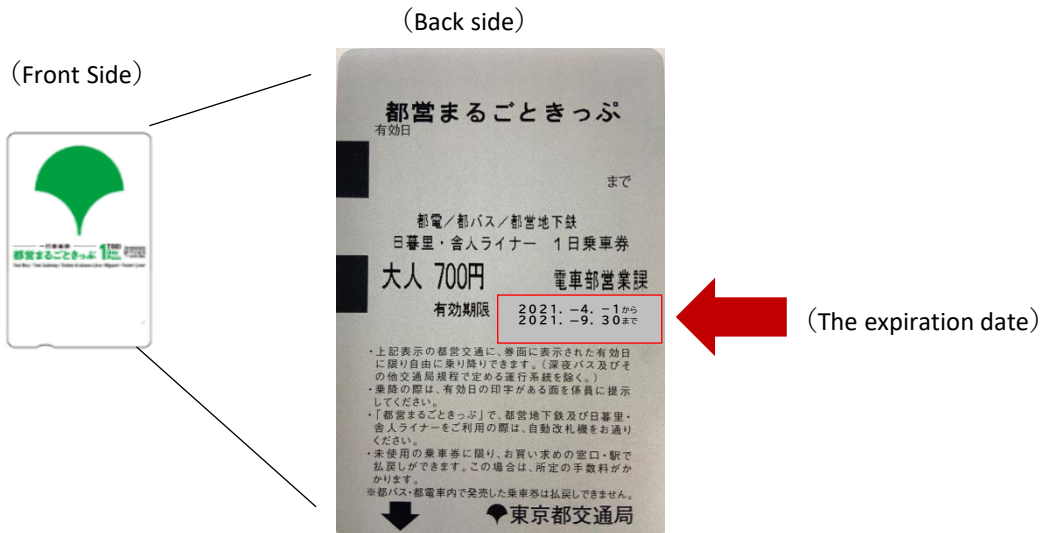
- 都 01 都 07 都 13 都 18
- 海 01 都 08 都 21 都 22
- 都 02 都 10 都 23 都 24
- 都 05-1 都 33 都 34 都 35
- 都 05-2 都 42-1 都 43 都 44
- 都 06 都 46 都 47 都 48

Not all bus routes are displayed.

## 【Notes on using the one-day pass】

The one-day pass has an expiration date.

Please check the back of the ticket to make sure it is still valid.



## 【Going through the subway ticket gate】

(Example of Toei subway entrances)



Insert your ticket into the ticket slot on the gate and pass through. Please remember to take your pass as it will come out when you pass through the ticket gate.

When you leave the station, insert your one-day pass through the ticket gate again.

The ticket will also come out when you exit the station.



Ticket slot

## 【Nippori-Toneri Liner】

The Nippori-Toneri Liner is a computer-automated transit system with no on-board drivers, crew members, or (in almost all cases) station staff.

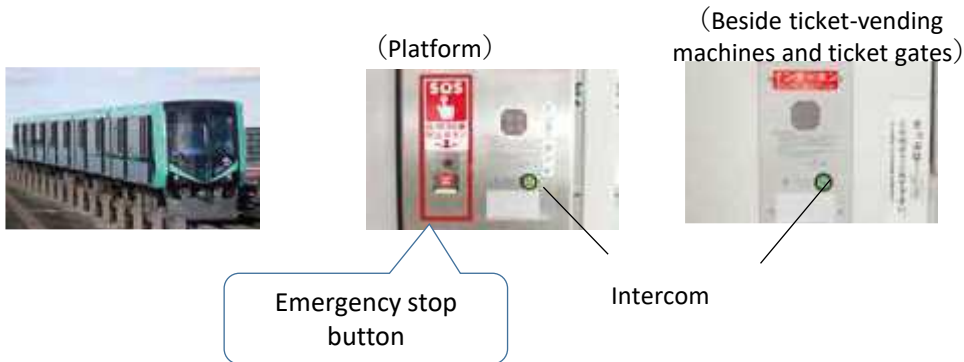
Insert your ticket into the ticket slot on the gate and pass through. Please remember to take your pass as it will come out when you pass through the ticket gate.

When you leave the station, insert your one-day pass through the ticket gate again.

The ticket will also come out when you exit the station.

### ◆Intercoms

Intercoms are located near ticket gates or on the platform door. If you ever need help, just use the intercom to contact a staff member.

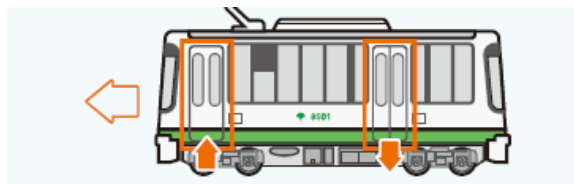


## 【Tokyo Sakura Tram (Toden Arakawa Line)】

1. Wait at the tram stop
2. Board the tram through the front door
3. The first time you use your one-day pass, hand it to the driver (to have the date printed on the ticket); the second and subsequent times, simply show the ticket to the driver.
4. Press the disembark button
5. Leave the tram through the rear door



1. Tram Stop



2. Board through the front door 5. Leave through the rear door



On-board display



4. Disembark button

## 【Bus (within Tokyo's 23 wards)】

### Boarding the bus

1. Wait at the bus stop
2. Check the bus destination
3. Board the bus through the front door
4. The first time you use your one-day pass, hand it to the driver (to have the date printed on the ticket); the second and subsequent times, simply show the ticket to the driver.

### Leaving the bus

6. Check the stop where you want to leave
7. Press the disembark button
8. Leave the bus through the rear door



1. Bus Stop



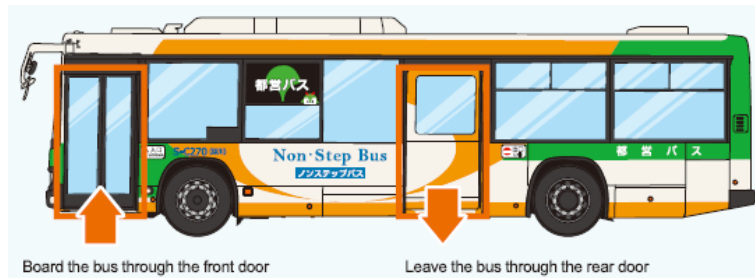
2. Check the bus destination



6. Check the stop where you want to leave on the On-board display



7. Disembark button



Board the bus through the front door

Leave the bus through the rear door

### tobus.jp

Visit [tobus.jp](http://tobus.jp) to check timetables, routes, and service status of Toei Buses and Tokyo Sakura Tram (Toden Arakawa Line). (This service is provided in Japanese and English.)



## 【Etiquette】



### ○Priority seats

Please offer priority seats to elderly, passengers with disabilities and any passengers in need.



### ○Mobile phone etiquette

Set your phone to silent mode and refrain from talking during your ride.



○Do not forcefully enter the car.



○Do not lean against platform gates.

○Wait in line for your train at a platform gate.

When your train arrives, please let passengers exit first before you board the train.



# 【What to do in an emergency】

## 1 Subway

① In the case of an earthquake when you are at a subway station

Subway	地震	지하철
① In the case of an earthquake [On the platform]	① 地震發生時 [月台]	① 지진 발생 시 [플랫폼]
Take care not to fall onto the tracks. 請避免掉落軌上。 선로에 떨어지지 않도록 주의하시기 바랍니다.	Look out for falling objects. 請小心掉落物。 낙하물에 주의하십시오.	

When the shake stops, stay calm and follow instructions from station attendants.

[On the train]	車內	[지하철 안]
Look out for falling objects. 請小心掉落物。 낙하물에 주의하십시오.	Hold onto straps and handrails. 請抓緊吊環或扶手。 손잡이나 난간을 꼭 붙잡고 넘어지지 않도록 합니다.	

Stay calm and follow instructions from on-board crew. Do not venture outside recklessly.

In cases involving significant shaking, the operator will bring the train to a safe stop. If the train is stopped between stations, crewmembers confirm the safety of passengers and drive the train to the nearest station as soon as possible. Train conductors can be quickly ordered to proceed slowly or suspend service according to the seismic intensity. Normal service is resumed only after safety is confirmed

② In the case of a fire

② In the case of a fire [On the platform]	② 發生火災時 [月台]	② 화재 발생 시 [플랫폼]
Move away from the flames. 請遠離火源。 발화지점에서 빨리 벗어나기 바랍니다.	Alert others by pulling the fire alarm. 請利用火災警報器通報火災發生。 화재경보기로 화재 발생을 알립니다.	
Evacuate to a safe place in accordance with station attendants' instructions. 請遵從站務人員指示前往安全場所避難。역무원의 유도에 따라 안전한 곳으로 대피합니다		
[On the train]	車內	[지하철 안]
From a safe car, use the provided intercom to report the fire. 請利用緊急對講機通報乘務員。 비상연락장치를 이용해 승무원에게 화재 발생을 알립니다.	Evacuate to a safe car. 請至安全的車廂內避難。 안전한 차량으로 대피하십시오.	

Subway cars are made of flame-resistant, melt-resistant materials. If a fire occurs while the train is in motion, the crew will make every effort to drive the train to the nearest station. You can evacuate the train after it arrives at the station.

All trains are equipped with doors front and rear, so you can evacuate the train as guided by the crew.

③ In the case of another emergency situation

If a person falls onto the tracks, press the emergency stop button on the station platform to stop the oncoming train.

## 2 Bus

In the case of an emergency, follow the driver's instructions.

If you notice an emergency situation requiring attention, alert a driver immediately.